CIS COMPLAINT

Record 1 of 16	
Reference Number	43158548
Created Date	01/28/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/28/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/28/2013
Transaction Date	12/12/2011
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	(b)(6)
Consumer Address, Line 3	
Consumer Address, City	Breckenridge
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	48615
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	(b)(6)
Consumer Home Phone, Number	(b)(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	(b)(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	

Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	12/12/2011
Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	12/12/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$500.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$500.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I seen where you were going to check this company out for fraud. I was supposed to work for them processing orders. However, they had me send them $500.00 to start and then it was selling and cold calling. I told them from the beginning that if it was selling or cold calling, I did not want to do it. I was only interested in processing their orders. They assured me that I would not be selling or cold calling. They told me that that was what I would be doing, then I received all of these vitamins, etc. to start selling. They wouldnt refund my money after I told them I didnt want to sell.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 16	
Reference Number	43248278
Created Date	02/01/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/01/2013
Updated By	CRSS\lkilpratrick
Updated Date	02/04/2013
Agency Contact	Internet
Complaint Date	02/01/2013
Transaction Date	
Member of armed forces or dependant?	Y
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Temecula
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	92592
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	(b)(6)
Consumer Military Status	Military Retiree/Veteran
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Navy
Company Name	Herbalife
Company Address, Line 1	800 W. Olympic
Company Address, Line 2	Suite 406
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Social Network
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$2000.00
Complaint Info Amount Paid Method	Credit Card
Complaint Info Amount Paid Value	$1400.00
Complaint Info Product Service Code	4007
Complaint Info Product Service Description	Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife is a scam. I bought lots of product to qualify as a Supervisor(1K). Bought into a Nutrient Club(3K) and worked it for three months for free and did not make a dime. Spent more money on marketing material. Unemployed veteran. PS9000: Herbalife Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 16	
Reference Number	43265462
Created Date	01/28/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Comments
Data Source	Consumer
DNC?	N
Entered By	SPARRISH
Entered Date	01/28/2013
Updated By	SSNOWDEN
Updated Date	01/28/2013
Agency Contact	Phone
Complaint Date	01/28/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	(b)(6)
Consumer Address, Line 3	
Consumer Address, City	Ormond Beach
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	32174
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	(b)(6)
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HerbaLife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer has questions about HerbaLife. Transferred to supervisor. UPDATE_01.28.2013: Consumer was transferred to a supervisor upon request. Consumer feels that the FTC needs to be specific on their website postings because he has lost thousands of dollars based on speculation on the news release that the FTC would be taking action based on a pyramid scheme was against a certain company. Consumer wants to be contacted back with a response on this. (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 4 of 16	
Reference Number	43310772
Created Date	02/05/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/05/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have a friend involved in Herbalife. In discussing this with another friend, she mentioned that her parents had lost a large amount of money investing in Herbalife, and that all the products they purchased chasing the dream of making money had to be consumed by the family after the business failed. I am writing because I am concerned about the friend currently involved, but I have larger questions about the legality of the Herbalife business model. 1) How is Herbalife (or an "independent" branch of the Herbalife distrubutor chain) able to get around labor laws? Arent they basically getting entry-level sales people to work for free or below minimum wage to peddle their products? 2) Or are these people end-level consumers, as the company sometimes claims? If they are, then why are they being classified as distributors? 3) Or are they independent business investors? Why isnt their "investment capital" better regulated? How in the world are they able to loose millions of dollars a year investing in being entry-level sales people, without a serious look from regulators? How can they write off these "business losses" on their tax returns? And how is Herbalife able to book

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

Record 5 of 16	
Reference Number	43310917
Created Date	02/05/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/05/2013
Transaction Date	08/20/2011
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Boynton Beach
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	33436
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	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	8664744
Company Phone, Extension	
Company Email	
Company Website	www.herbalifeinternational.com
Company Rep First Name	Connie
Company Rep Middle Name	
Company Rep Last Name	Skelton
Company Rep Salutation	
Company Rep Comments	Mentor upline

Complaint Info Initial Contact

Method	I Initiated Contact
Complaint Info Initial Contact Date	08/20/2011
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	08/20/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$200.00
Complaint Info Amount Paid Method	Cash Advance - Credit Card
Complaint Info Amount Paid Value	$69000.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife presents itself as a multi-level marketing Company. That could not be further from the truth. For an original $200, I came in as a supervisor and then spent $2500 in product that I was told to sell. The next goal for me was to bring in more supervisors or distributors. It was up to me to bring in supervisors like myself and place them under me in the marketing plan and coax them to buy as much product as they could afford, and in some cases, they couldnt afford the product. That was the only way I would make real money. I brought in many distributors for $200 each but they bought no product so I made no money because they also did not bring in any people under them. I lost most of my money buying their leads. One lead, is one name, one person who put down their credit card who, at the time said they would be interested in a call from a supervisor. At $129.95 each, that added up quickly and there was no guarantee that the person would even answer the phone. I was totally misled by Herbalife and by all their marketing plans, none of which work except

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

Record 6 of 16	
Reference Number	43342573
Created Date	01/31/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/31/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/31/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lake Elsinore
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	92530
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	(b)(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	herbalife
Company Address, Line 1	990 west 190th street
Company Address, Line 2	650
Company Address, Line 3	
Company Address, City	torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://www.herbalife.com/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have seen this company come and go in regards to my friends losing money and them trying to recruit me, I cant stand the way they try and pressure people into investing in this company business opportunity and then in the end walking away from it bc of the recruiting that is necessary to be profitable
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 16	
Reference Number	43345862
Created Date	02/07/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2013
Transaction Date	01/10/2008
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Huntley
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	60142
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	(b)(6)
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	214
Company Phone, Number	8687878
Company Phone, Extension	
Company Email	
Company Website	herbalife.com
Company Rep First Name	Renee
Company Rep Middle Name	
Company Rep Last Name	Barker
Company Rep Salutation	
Company Rep Comments	Manager
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	01/10/2008

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	01/10/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1200.00
Complaint Info Amount Paid Method	Credit Card
Complaint Info Amount Paid Value	$8000.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I fell for the Herbalife hype, I joined I believe in 2008. Everyday Renee called to ask how my selling was going. If not good (which it wasnt) she would say maybe you need more leads or keep calling. She would always say I was doing a great job. They offered advertisement leaflets, car placard, all at a high cost. Everyday there was a call keep going, you are doing great, all hype to get you to buy more products. On the initial dvd they showed how you would make lots of big money, and they kept selling you every day. Im not positive about the $8000. but it was at least that much if not more. Please help me to get some of my money back. Thank you
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 16	
Reference Number	43359979
Created Date	01/31/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/31/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/31/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I hope for the pride of your organization you take the presentation about the pyramid scheme Herbalife very seriously. This company has undoubtedly taken thousands of dollars from millions of people selling false hope. They target the most uneducated, desperate and most gullible among the population and the fact that this company has not been investigated yet is saddening. Thank God for short sellers. Please help, Patrick ps - I dont know anyone who has ever used Herbalife products, I just felt compelled to write in because this is such an egregious example of a Pyramid Scheme, it makes me sick to think of all the people they have hurt. http:factsaboutherbalife.com
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 16	
Reference Number	43392022
Created Date	02/04/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/04/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/04/2013
Transaction Date	10/01/1992
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Haverhill
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	01832
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	(b)(6)
Consumer Home Phone, Number	(b)(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	(b)(6)

Consumer Work Phone, Number	(b)(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	(b)(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	10/01/1992

Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	10/01/1992
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I want to stand up and say that I have been involved with Herbalife for 20+ years. I have bonot otten rich. Far from it, as a matter of fact. I DO want to register a POSITIVE sentiment towards HeHeritablend its mission. Of the millions and millions of people that take the products and get involved with the opportunity, there have been some that believed everything that was said to them. For those people, I feel badly, but the company itself is lelegitimateITHOUT QUESTION. It is hard work to get up every day and go out to try and help people, get them to try the shakes,... and get them to avoid the nightmare of the Great American Diet. In tetheast year, our group has helped people lose over 2,279 in a support group at our local library. It is a generic based competition, and people are not pressured into buying anything. There are many, many, many good Herbalife distributors that are going to be harmed beyond imagination if all the cut throat hedge fund managers have their way. I have survived 20 years in the MLM industry. Like any business, people are going to fail. Of course there are peddlers out there promising riches. There

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

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

Record 10 of 16	
Reference Number	43422956
Created Date	02/05/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/05/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	London
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	N5V 4A8
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	(b)(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	N/A
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4007
Complaint Info Product Service Description	Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I am nearly certain that the US company Herbalife is a marketing scheme that makes its profits from taking advantage of the less fortunate, and unemployed globally. The business model is similar to that of a drug dealer, where they sell product to unlicensed distributors so they can make a profit. I am completely amazed the FTC hasnt launched an investigation yet. We learn about these marketing scams in business school. Dont be fooled by it.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 16	
Reference Number	43476909
Created Date	02/07/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	Herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife is doing economic harm to the country. Shut it down.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 16	
Reference Number	43576516
Created Date	02/19/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/19/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/19/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife is a pyramid scheme that actually recieves more than 50 of its income from recruitment and rips off hard working peoples "American Dream." They misrepresent their numbers in their annual reports and lie to their own salespeople.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 16	
Reference Number	43639595
Created Date	02/21/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	CJONES1
Entered Date	02/21/2013
Updated By	CJONES1
Updated Date	02/21/2013
Agency Contact	Mail
Complaint Date	02/21/2013
Transaction Date	01/01/2004
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)|(b)(6)
Consumer Middle Name	|
Consumer Last Name	(b)(6)|(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)|(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	950 W 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	905021001
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	01/01/2004
Complaint Info Initial Response	

Method	Mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$15000.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	4007
Complaint Info Product Service Description	Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: Consumer is complaining about Herbalife, on behalf of his wife. Consumer reports that they became distributors for the company but, in 2004, learned that the a second line distributor in the organization was rigging the company's marketing plan. Consumer reports that they were losing $15,000/monthly as a result. Consumer contacted Herbalife regarding this issue and was informed that they would look into but, a month later he was informed that they would not correct anything. Herbalife now fails to respond to their calls and letters.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 14 of 16	
Reference Number	43697285
Created Date	02/16/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/16/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/16/2013
Transaction Date	10/28/2011
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Muscle Shoals
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	35661
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	(b)(6)
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	9600
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	herbalife.com
Company Rep First Name	Sandra
Company Rep Middle Name	
Company Rep Last Name	Milligan
Company Rep Salutation	
Company Rep Comments	Supervisor
Complaint Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	10/28/2011
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	10/28/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3460.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$5000.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I contacted a web site after listening to Shawn Hannity on Fox News describe how you could successfully make a good income with this home based business. I would never have made contact without this endorsement. After receiving the initial info in the mail, which sounded wonderful, and then making contact through web based email, I was contacted by my a person who was to be my "mentor". I received the information. I initially paid them, $20 for the initial packet, then around $220 for a sample of the product with more information, aka upgrade. This is when I learned it was Herbalife. When pressured as to what level I would start, and through encouragement from my supervisor who started as supervisor, I chose Supervisor and paid another $3200. Additional fees were ioffice, websites, equifax, First Data (credit card processing) and American Express, etc. You were not required to use all of these but was made to feel you would not be successful if you did not. By this time I had invested over $4200. In order to actually make sales, I was to purchase "leads" which were very expensive, money I just did not have. I sent two emails through ioffice

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

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

Record 15 of 16	
Reference Number	43731550
Created Date	02/19/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/19/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/19/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Independent Distributor Debi Blanco|Herbalife Independent Distributor Evie Blanco
Company Address, Line 1	https://www.facebook.com/LovingReti|
Company Address, Line 2	|
Company Address, Line 3	|
Company Address, City	Topeka|Topeka
Company Address, State Code	KS|KS
Company Address, State Name	Kansas|Kansas
Company Address, Country Code	USA|USA
Company Address, Country Name	UNITED STATES|UNITED STATES
Company Address, ZIP Code	|
Company Address, ZIP Code Extension	|
Company Phone, Country Code	|
Company Phone, Area Code	|
Company Phone, Number	|
Company Phone, Extension	|
Company Email	|
Company Website	|
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The Blanco distributors in Topeka Kansas (Debi and Evie Blanco) have posted on Facebook that Herbalife is responsible for Larry Blancos diabetes improvement. Debi Blanco and Evie Blanco have both stated that Larry Blanco is no longer taking insulin injections and other medications as a direct result of Herbalife products. Furthermore, Debi Blanco has claimed on Facebook that Herbalife products helped her lose over 100 pounds when in reality her weight loss is due to gastric bypass surgery.Read on Facebook, on Evie Blancos personal facebook page, also on Debi Blancos personal facebook page, and on Debi Blancos business facebook page, also on Evie Blancos business facebook page.Debi Blanco is also wearing a lapel pin around town that says "I lost over 100 pounds Ask me how" She is telling people that Herbalife is

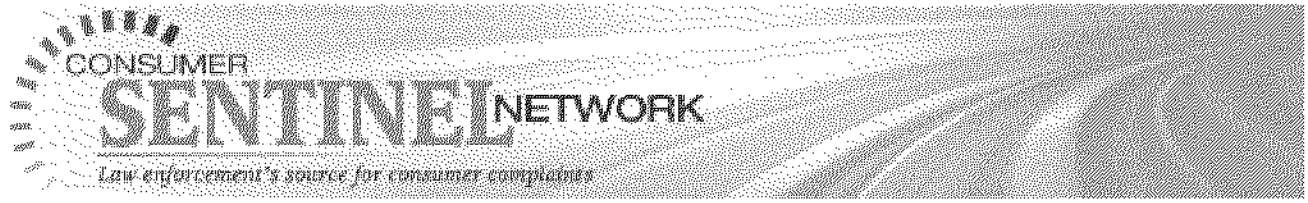
	responsible for her dramatic weight loss. In reality she had gastric bypass surgery about 3 years ago. This is clearly false advertising and false medical claims.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

DNC COMPLAINT

Record 16 of 16	
Reference Number	44018030
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	HI
Consumer Address, State Name	Hawaii
Consumer Address, ZIP Code	
Consumer Phone, Area Code	808
Consumer Phone, Number	(b)(6)
Company Name	Herbalife International
Company State	AZ
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	3265653
Other Information Created Date	02/25/2013
Other Information Complaint Date	02/25/2013
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	02/25/2013
Other Information Transaction Time	12:00:00
Other Information Comments	Unsolicited Call and Text Message Received.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

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

Provided by the Federal Trade Commission



CIS COMPLAINT

Record 1 of 75	
Reference Number	6447817
Created Date	07/19/2005
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	07/19/2005
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/18/2005
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Brooklyn
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	b(6)
Consumer Age range	18 - 19
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
Company Address, Line 1	84 Bowery Street
Company Address, Line 2	2nd Floor
Company Address, Line 3	
Company Address, City	Manhattan
Company Address, State Code	NY
Company Address, State Name	New York
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	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$175.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\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	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.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 75	
Reference Number	6784531
Created Date	09/08/2005
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	105090818372295
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IFCC
Entered Date	09/08/2005
Updated By	JOB: Upd_internet_related
Updated Date	09/23/2005
Agency Contact	External Agency
Complaint Date	09/08/2005
Transaction Date	08/15/2005
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PHILADELPHIA
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	2200 NE 36th Avenue
Company Address, Line 2	Bldg 400
Company Address, Line 3	
Company Address, City	OCALA
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	34470
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	817
Company Phone, Number	3195200
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	08/15/2005
Complaint 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	$40.00
Complaint Info Product Service Code	0344
Complaint Info Product Service Description	Internet Auction
Complaint Info Law Violation Code	
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 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.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 75	
Reference Number	7286655
Created Date	12/16/2005
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	12/16/2005
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	12/03/2005
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Peachtree City
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
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	
Complaint Info Initial Response Method	Unknown

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1240.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$1240.00
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	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.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 75	
Reference Number	7326376
Created Date	12/23/2005
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	12/23/2005
Updated By	JOB: Upd_internet_related
Updated Date	12/24/2005
Agency Contact	Internet
Complaint Date	12/22/2005
Transaction Date	12/22/2005
Consumer 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	New York
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	herbalife products
Company Address, Line 1	21 Northgate Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Burlington
Company Address, State Code	VT
Company Address, State Name	Vermont
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	05401-1276
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	802
Company Phone, Number	865
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Patrice
Company Rep Middle Name	
Company Rep Last Name	Amirault
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	12/22/2005
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	MasterCard Credit Card
Complaint Info Amount Paid Value	$39.99
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	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 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.
Complaint Info CRA Dispute Flag	Y
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 75	
Reference Number	7499446
Created Date	01/20/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	NSHOUSE
Entered Date	01/20/2006
Updated By	PELMORE
Updated Date	04/17/2006
Agency Contact	Internet
Complaint Date	01/19/2006
Transaction Date	01/18/2006
Consumer First Name	b(6)
Consumer Middle Name	
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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Online Business Systems/HerbaLife Distributors
Company Address, Line 1	8230 Shelter Creek Lane
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	San Bruno
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	94066
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	650
Company Phone, Number	438-3708
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Loran
Company Rep Middle Name	
Company Rep Last Name	Victorino
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail

Complaint Info Initial Contact Date	01/18/2006
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\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	(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
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 75	
Reference Number	7778410
Created Date	03/03/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	03/03/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/02/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Fontana
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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	Califomia
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	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$274.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	$274.00
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	(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.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 75	
Reference Number	7942178
Created Date	03/30/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JPITTS
Entered Date	03/30/2006
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	
Transaction Date	08/01/2005
Consumer First Name	b(6)
Consumer Middle Name	
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	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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Print
Complaint Info Initial Contact Date	08/01/2005
Complaint Info Initial Response Method	Phone: 800/888 number

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$94.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	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 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.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 75	
Reference Number	8091728
Created Date	02/03/2006
Complaint Source	BBB - Milwaukee, WI
Originator Reference Number	06940044009959
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBMIWI
Entered Date	02/03/2006
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/03/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CORPUS CHRISTI
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Meyers Sales Co., Inc-Herbalife/ Online System
Company Address, Line 1	PO Box 279
Company Address, Line 2	600 North First St.
Company Address, Line 3	
Company Address, City	CAMERON
Company Address, State Code	WI
Company Address, State Name	Wisconsin
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	54822
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	715
Company Phone, Number	2541680
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	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	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 75	
Reference Number	8093482
Created Date	02/17/2006
Complaint Source	BBB - Seattle
Originator Reference Number	12960022066287
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSEAT
Entered Date	02/17/2006
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/17/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FANWOOD
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	2885 Smokehouse Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BELLINGHAM
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	98226
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	360
Company Phone, Number	7582401
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	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	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 75	
Reference Number	8132203
Created Date	05/01/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JPITTS
Entered Date	05/01/2006
Updated By	JOB: Upd_internet_related
Updated Date	05/02/2006
Agency Contact	Phone
Complaint Date	
Transaction Date	04/15/2006
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Enfield
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	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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
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	04/15/2006
Complaint Info Initial Response Method	Phone: 800/888 number

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	American Express Credit Card
Complaint Info Amount Paid Value	$399.00
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 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.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 75	
Reference Number	8466034
Created Date	06/21/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	06/21/2006
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	05/02/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Enfield
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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International of America
Company Address, Line 1	9800 S La Cienega Blvd
Company Address, Line 2	PO 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	90080-0210
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	Mail

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone; other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	$399.00
Complaint Info Product Service Code	0302|1712
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships|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: 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.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 75	
Reference Number	8534036
Created Date	07/03/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	07/03/2006
Updated By	JOB: Upd_internet_related
Updated Date	07/04/2006
Agency Contact	Internet
Complaint Date	06/29/2006
Transaction Date	06/29/2006
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	NR
Consumer Address, State Name	Location Not Reported
Consumer Address, Country Code	LNR
Consumer Address, Country Name	LOCATION NOT REPORTED
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 Military Grade	
Consumer Complaining Company/Org	
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	Gretel
Company Rep Middle Name	
Company Rep Last Name	Tchida
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	06/29/2006
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$350.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
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	
	Fraudulent ad: Company is advertising in job listings.

Complaint Info Comments	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+T chida+email&hl=en&lr=&safe=off&start=10&sa=N" "Gr etel 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=Gret el+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.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 75	
Reference Number	8543374
Created Date	07/05/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	07/05/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/02/2006
Transaction Date	06/01/2005
Consumer 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	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	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 Military Grade	
Consumer Complaining Company/Org	
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	Califomia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90301
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	Jerry
Company Rep Middle Name	
Company Rep Last Name	Greenen
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	06/01/2005
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	Wire Transfer - Other
Complaint Info Amount Paid Value	$1931.00
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	(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.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 14 of 75	
Reference Number	8777628
Created Date	08/08/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	MPHILLIPS
Entered Date	08/08/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/04/2006
Transaction Date	07/10/2006
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Burlington
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	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
Company Address, Line 1	620 Newport Center Drive, Suite 400
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Newport Beach
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	92660
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	949
Company Phone, Number	7203636
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Bob
Company Rep Middle Name	
Company Rep Last Name	Rake
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	07/10/2006

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3100.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$3100.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\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	(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.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 15 of 75	
Reference Number	9616143
Created Date	10/06/2006
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	ICCC127216
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IFCC
Entered Date	10/06/2006
Updated By	Map NW3C P/S
Updated Date	01/10/2007
Agency Contact	External Agency
Complaint Date	10/06/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DALLAS
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	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	3010 Saint Lynda Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	MANSFIELD
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	76063
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	817
Company Phone, Number	4779427
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Jacquelyn
Company Rep Middle Name	
Company Rep Last Name	Bahon
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	ICCC Ref # 106100623424692821 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
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 16 of 75	
Reference Number	9666667
Created Date	12/28/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	12/28/2006
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	12/04/2006
Transaction Date	12/04/2006
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Flowery Branch
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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
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	12/04/2006
Complaint Info Initial Response Method	Unknown

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$700.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$700.00
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	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.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 75	
Reference Number	9685067
Created Date	01/03/2007
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 18 of 75	
Reference Number	9978524
Created Date	02/08/2007
Complaint Source	PUBLIC USERS - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	0305
Complaint Info Product Service Description	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 19 of 75	
Reference Number	10213230
Created Date	03/13/2007
Complaint Source	PUBLIC USERS - 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
Consumer 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 Military Grade	
Consumer Complaining Company/Org	
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 20 of 75	
Reference Number	10244124
Created Date	02/06/2007
Complaint Source	BBB - St. Louis, MO
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	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	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
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 21 of 75	
Reference Number	10503971
Created Date	04/26/2007
Complaint Source	PUBLIC USERS - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 22 of 75	
Reference Number	10552269
Created Date	05/03/2007
Complaint Source	PUBLIC USERS - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\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	(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 23 of 75	
Reference Number	11007151
Created Date	07/11/2007
Complaint Source	Office of the Chairman
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
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	Mr. & Mrs.
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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\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	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 24 of 75	
Reference Number	11416889
Created Date	03/28/2007
Complaint Source	BBB - Phoenix, AZ
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 25 of 75	
Reference Number	11421753
Created Date	03/23/2007
Complaint Source	BBB - St. Louis, MO
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	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	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
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 26 of 75	
Reference Number	11435714
Created Date	04/25/2007
Complaint Source	BBB - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
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 27 of 75	
Reference Number	11467095
Created Date	05/10/2007
Complaint Source	BBB - Mainland 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 28 of 75	
Reference Number	11534222
Created Date	08/10/2007
Complaint Source	BBB - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
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 29 of 75	
Reference Number	11845799
Created Date	10/12/2007
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	Califomia
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	0305
Complaint Info Product Service Description	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 30 of 75	
Reference Number	11860755
Created Date	10/17/2007
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\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	(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 31 of 75	
Reference Number	12135397
Created Date	10/10/2007
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	ICCC571593
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IFCC
Entered Date	10/10/2007
Updated By	Map NW3C P/S
Updated Date	02/20/2008
Agency Contact	External Agency
Complaint Date	10/10/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	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 Military Grade	
Consumer Complaining Company/Org	
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 # 10710101009365782: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 32 of 75	
Reference Number	12432890
Created Date	11/06/2007
Complaint Source	BBB - Central and S. Central 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 33 of 75	
Reference Number	12562271
Created Date	12/09/2007
Complaint Source	BBB - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
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 34 of 75	
Reference Number	13186238
Created Date	03/07/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
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
Consumer 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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: 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 35 of 75	
Reference Number	13201409
Created Date	03/10/2008
Complaint Source	PUBLIC USERS - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 36 of 75	
Reference Number	13261683
Created Date	03/14/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 37 of 75	
Reference Number	13702999
Created Date	04/30/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 38 of 75	
Reference Number	13791147
Created Date	05/12/2008
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 39 of 75	
Reference Number	13961776
Created Date	06/03/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
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
Consumer 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 Military Grade	
Consumer Complaining Company/Org	
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	0305
Complaint Info Product Service Description	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 40 of 75	
Reference Number	19568692
Created Date	07/16/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	lkilpatrick
Entered Date	07/16/2008
Updated By	lkilpatrick
Updated Date	07/16/2008
Agency Contact	Mail
Complaint Date	07/16/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 41 of 75	
Reference Number	20494548
Created Date	10/06/2008
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Mark and Mary Parmenter: 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	MarkGParmenter@msn.com
Company Website	www.SoLongInches.com
Company Rep First Name	Mark and Mary
Company Rep Middle Name	
Company Rep Last Name	Parmenter
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	

Here is the body of the SPAM email in its entirety.

Complaint Info Comments	It was unsoolicited, I have no relationship with this company, and there is no opt out option:Dear Future Customer, Mary and I are Herbalife Independent Distributors. We are the leading health and nutrition company and have been for the past 28 years. We are now currently in 66 countries and expanding rapidly. In our first year we achieved more than $2 million in sales. Last year, we almost reached the $3.5 BILLION mark. Herbalife has truly life changing inner nutrition products. They can help with many diet related issues including: Obesity, High Blood Pressure, Cholesterol and Triglycerides levels, Migraines, Diabetes, Allergies, Asthma, Ulcers, Sleep Disorders, Arthritis, Fibromyalgia, Osteoporosis, HRT, PMS and ADD (to name a few). We are offering you 5% up to 25% discount on your next product order for each referral that places an order within the next 30 days. If you are not interested at this time in our products, we would still extend an offer for referrals. We will give you 5% of any first time order from a referral that mentions your name. We are eager to begin working with people who would like to improve their health and wellness. If you know of anyone who would to have more energy, feel better, gain needed weight or lose weight, please give him or her our number. Our number one attraction is our ability to help people lose weight while improving their health through better nutrition. Our average customer loses from 15 – 30 pounds in a month… safely!! Call us at (515) 720-8696 or visit www.SoLongInches.com for more information. Or…are you interested in Working From Home? We will be glad to send you some information about our incredible home-based business that everybody can start part-time around their schedule without interrupting what they are currently doing. The company is currently running a special promotion. It allows us to loan our training package to anyone we know FREE of charge for a three-day period. I don't know if this would interest you at all, but I did think that since it was free, I would extend that offer to you. You can earn $500 - $1,500 part-time! We look forward to hearing from you! Mark and Mary ParmenterIndependent Herbalife Distributors(515)720-8696www.SoLongInches.com
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 42 of 75	
Reference Number	20787428
Created Date	07/28/2008
Complaint Source	BBB - Middle 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	0305
Complaint Info Product Service Description	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 43 of 75	
Reference Number	21102613
Created Date	11/21/2008
Complaint Source	BBB - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
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 44 of 75	
Reference Number	21264277
Created Date	12/31/2008
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	joycelyn_tresch@msn.com
Company Website	
Company Rep First Name	Joycelyn
Company Rep Middle Name	
Company Rep Last Name	Tresch
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	1 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 45 of 75	
Reference Number	21298080
Created Date	12/19/2008
Complaint Source	BBB - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 46 of 75	
Reference Number	22172283
Created Date	03/26/2009
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	deanmandryk@shaw.ca
Company Website	
Company Rep First Name	Sharon
Company Rep Middle Name	
Company Rep Last Name	Wallace
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 47 of 75	
Reference Number	22669735
Created Date	05/07/2009
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	Califomia
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 48 of 75	
Reference Number	23410583
Created Date	07/01/2009
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	I0907011327513961
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IFCC-USER
Entered Date	07/01/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/01/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	Ms.
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 Military Grade	
Consumer Complaining Company/Org	
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 #:109070113275139 61. 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 49 of 75	
Reference Number	23450200
Created Date	07/21/2009
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 090129813.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 Carson, CA wherehouse:I got there around 2:30pm on July 18, 2009, my number was 07, and 60 people were ahead

Complaint Info Comments	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! DianaCA (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 EARLIE. 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 50 of 75	
Reference Number	23997919
Created Date	08/03/2009
Complaint Source	BBB - Eastern OK (Tulsa)
Originator Reference Number	102500380217 48
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	0305
Complaint Info Product Service Description	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 51 of 75	
Reference Number	24200453
Created Date	09/24/2009
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	I0909241305117531
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IFCC-USER
Entered Date	09/24/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/24/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	Ms.
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 Military Grade	
Consumer Complaining Company/Org	Latin Designers
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	Rmarga03@yahoo.es
Company Website	http://adwordsx1centimo.ning.com/
Company Rep First Name	Ruben
Company Rep Middle Name	
Company Rep Last Name	Margallo
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	

Complaint Info Initial Contact Date	
Complaint 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 #:10909241305117531. Ruben Margallo 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 52 of 75	
Reference Number	24274885
Created Date	09/03/2009
Complaint Source	BBB - ST. PAUL, MINNESOTA
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 53 of 75	
Reference Number	24274948
Created Date	09/11/2009
Complaint Source	BBB - ST. PAUL, MINNESOTA
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 54 of 75	
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
Consumer 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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
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 57 of 75	
Reference Number	25719038
Created Date	03/12/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 58 of 75	
Reference Number	25730340
Created Date	03/15/2010
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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.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 59 of 75	
Reference Number	26094738
Created Date	03/22/2010
Complaint Source	BBB - Seattle
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 60 of 75	
Reference Number	26097059
Created Date	03/21/2010
Complaint Source	BBB - ST. PAUL, MINNESOTA
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 61 of 75	
Reference Number	26437036
Created Date	05/14/2010
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	docmamy@aol.com
Company Website	http://www.cpk.theonlinebusiness.com
Company Rep First Name	Marney
Company Rep Middle Name	
Company Rep Last Name	White
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 Marny White (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 Marney 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 62 of 75	
Reference Number	26653166
Created Date	05/07/2010
Complaint Source	BBB - ST. PAUL, MINNESOTA
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 63 of 75	
Reference Number	26662568
Created Date	06/07/2010
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	360
Company Phone, Number	3065276
Company Phone, Extension	
Company Email	njmnutrition@hotmail.com
Company Website	www.onlineinfopack.com
Company Rep First Name	Nancy
Company Rep Middle Name	
Company Rep Last Name	Martin
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 Nancy martin 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 Nancy Martin is a working cell phone. Please help me. If you can't reach me when you call please call my friend, (b)(6) (b)(6) or cell phon (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 64 of 75	
Reference Number	26848765
Created Date	06/25/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 65 of 75	
Reference Number	26983402
Created Date	07/09/2010
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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	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 Military Grade	
Consumer Complaining Company/Org	
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 66 of 75	
Reference Number	27053447
Created Date	06/16/2010
Complaint Source	BBB - ST. PAUL, MINNESOTA
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 67 of 75	
Reference Number	27217720
Created Date	08/03/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 68 of 75	
Reference Number	27258020
Created Date	08/05/2010
Complaint Source	PUBLIC USERS - 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
Consumer 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 Military Grade	
Consumer Complaining Company/Org	
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	847
Company Phone, Number	9913362
Company Phone, Extension	
Company Email	tpeters648@comcast.net
Company Website	www.tlpsunshinehealth.com
Company Rep First Name	thomas
Company Rep Middle Name	
Company Rep Last Name	peters
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 69 of 75	
Reference Number	27262775
Created Date	07/21/2010
Complaint Source	BBB - 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 70 of 75	
Reference Number	27263004
Created Date	07/12/2010
Complaint Source	BBB - Central and Northern 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 71 of 75	
Reference Number	27635816
Created Date	08/12/2010
Complaint Source	BBB - Central and Northern 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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 72 of 75	
Reference Number	27640889
Created Date	08/05/2010
Complaint Source	BBB - ST. PAUL, MINNESOTA
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	
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 73 of 75	
Reference Number	27720129
Created Date	09/21/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
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	
Consumer 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 Military Grade	
Consumer Complaining Company/Org	
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	0302
Complaint Info Product Service Description	Bus Opps\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	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 74 of 75	
Reference Number	27728364
Created Date	09/21/2010
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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 with this person since then the Aug 6, 2010.

Complaint Info Comments	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 75 of 75	
Reference Number	27792496
Created Date	09/28/2010
Complaint Source	PUBLIC USERS - 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
Consumer First Name	b(6)
Consumer Middle Name	
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 Military Grade	
Consumer Complaining Company/Org	
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	Robin
Company Rep Middle Name	
Company Rep Last Name	Burbridge
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	1 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, Kairrie and Robin! 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. Kairrie, 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, 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

Complaint Info Comments	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, Kairrie, 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	

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

FEDERAL TRADE COMMISSION
MANAGEMENT INFORMATION SYSTEM

MATTER INITIATION NOTICE

IDENTIFICATION

1. MATTER NUMBER: 852 3022

2. DATE ASSIGNED: M M D D Y Y — 11 02 84

3. RELATED MATTER NUMBER(S):

4. MATTER NAME/TITLE (*may be identical to a respondent's name*): HERBALIFE INTERNATIONAL

5. RECORDS CHECK COMPLETED

[X] YES COMPLETED BY Karen Alford DATE 10/23/84

DESCRIPTION

6. TYPE MATTER (*check appropriate box*)

- [X] INITIAL PHASE INVESTIGATION (TYPE A)
- [ ] FULL PHASE INVESTIGATION (TYPE B)
- [ ] RULE/GUIDE (TYPE C)
- [ ] PROJECT (TYPE D)
- [ ] COMPLIANCE INVESTIGATION (TYPE G)
- [ ] _____

RESPONDENTS

7. LIST RESPONDENTS (*one per line*)

HERBALIFE INTERNATIONAL

A

8. If additional space is needed, check the box and use Continuation Sheet (FTC Form 84) [ ]

CODE ASSIGNMENTS (*see FTC Code Book for complete listing*)

9. ORGANIZATION CODE: 1683 — ORGANIZATION NAME: Denver Regional Office

10. PROGRAM CODE: M04 — PROGRAM NAME: Rule and Statue Enforcement

11. MANAGER ID: 046311 — MANAGER'S NAME: Karen Alford

12. SOURCE CODE: 01

13. BC ASSISTANT/RO DIRECTOR CODE:

14. PRODUCT CODE(S): 0304 0612

15. SIC CODE(S): 2032

16. STATUTE CODE(S): Z

17. VIOLATION CODE(S): II WAA

18. ECONOMIC SECTOR CODE(S): 08

FEDERAL TRADE COMMISSION
1984 NOV -5 PM 2:06
DOCUMENT PROCESSING

FTC Form 77 (rev.9/80)

SCHEDULE OF EVENTS

19. PLANNED EVENTS SOURCE	PLANNED COMPLETION DATE (M M D D Y Y)
☐ ACCESS LETTER	11 05 84
☐ Initial Rec to Bur Div	02 02 85
☐	
☐	
☐	
☐	
☐	
☐	
☐	
■	
■	
■	
☐	
☐	
☐	
☐	

MATTER COMMENT

20. BRIEFLY DESCRIBE MATTER

POSSIBLE VIOLATION OF FRANCHISE AND BUSINESS OPPORTUNITY RULE WITH UNSUBSTANTIATED HEALTH FOOD CLAIMS

APPROVAL

ASSISTANT/REGIONAL DIRECTOR Claude C. Wild III, Director	DATE 10/30/84	ASSISTANT DIRECTOR FOR REGIONAL OPERATIONS (BC)	DATE
BUREAU DIRECTOR	DATE	DOJ CLEARANCE (BC)	DATE
COPY DISTRIBUTION WHITE - OFFICIAL FILE YELLOW - DP&ISD GREEN - ORO/BUREAU DIRECTOR PINK - BUREAU CLEARANCE		ASSISTANT DIRECTOR OF EVALUATION (BC)	DATE

Federal Trade Commission
Management Information System

MATTER UPDATE NOTICE

Use this form to add, update or delete information about new matters. See the FTC Code Book for instructions and information on codes. Please use the following forms if you need more space: FTC Form 84 for respondents, FTC Form 83 for anything else. Leave the shaded areas blank. Please print.

1. MATTER NUMBER: 8 5 2 3 0 2 2
2. CURRENT MATTER NAME: Herbalife International
3. UPDATED MATTER NAME (*Complete only if you are changing the matter name. Use important descriptive words, up to 40 letters and spaces in length.*)

IDENTIFICATION CODES/TITLES (*Complete if existing coded need to be updated*)

4. ORGANIZATION CODE: 1 1 4 5
5. PROGRAM CODE: I 0 2
6. MANAGER MIS NO.: 0 5 7 3 2 1
7. MATTER SOURCE CODE: 0 1

MATTER DESCRIPTION

8. IF THE DESCRIPTION OF THE MATTER HAS CHANGED, BRIEFLY DESCRIBE IT HERE.

AP

EVENT

9. ACTION
A-ADD
U-UPDATE
C-CANCEL
[ ]

10. EVENT CODE: 0 3 9 0
11. EVENT DESCRIPTION: Recommending Closing

12. EVENT DATE

PLANNED (M M D D Y Y)	ADJUSTED (M M D D Y Y)	ACTUAL (M M D D Y Y)
		0 3 2 2 8 9

13. EVENT SOURCE: S
14. EVENT PRIORITY (H/M/L): [ ]
15. IRIS DOCUMENT NUMBER: [ ]
16. DOES THIS EVENT APPLY TO ALL RESPONDENTS? (Y/N): Y (*If no, list applicable respondents in Item 21*)

17. MIS NO. AND NAME OF PERSON RESPONSIBLE FOR THE EVENT: [ ] [ ]
18. CODE AND NAME OF ORGANIZATION RESPONSIBLE FOR THE EVENT: 1 1 4 5 Ad Practices

19. EVENT COMMENT (*Enter a brief description of the event.*)

EVENT RESPONDENTS (*Use for completed events only*)

20. SNS CODE	21. RESPONDENT NAME (*40 letters and spaces or less*)	IF NON RESPONDENT PUT AND 'X'

(Continue on FTC Form 84 if necessary)

PARTICIPANTS

22. ACTION A-Add D-Delete	23. TYPE	24. MIS NO.	25. PARTICIPANT NAME

MATTER STATUS

26. BRIEFLY DESCRIBE THE CURRENT STATUS OF THE ENTIRE MATTER.

As of _____ ,
DATE

UPDATE CODES

27. ACTION A-Add D-Delete	TYPE OF CODE (*e.g., violation, program*)	CODE	CODE DESCRIPTION	IF PRIMARY PUT AN 'X'

UPDATE RESPONDENTS

28. ACTION A-Add D-Delete	SNS CODE	RESPONDENT NAME (*40 letters and spaces or less*)	IF NON RESPONDENT PUT AN 'X'

PREPARATION

PREPARED BY

Devenette Aneed

APPROVALS

SIGNATURE OF APPROVING OFFICIAL

C Lee Peeler 3/16/87

SIGNATURE OF REVIEWING OFFICIAL

Send the completed and signed original form to your data entry staff. They will send the signers and the manager a copy and forward the original form to the Office of the Secretary for filing.

Bajorek, Rosemary

From: Anguizola, Roberto
Sent: Tuesday, January 08, 2013 4:11 PM
To: Vaca, Monica E.
Subject: SEC call re: Herbalife

Call me. Received a call from SEC re: Herbalife via Frank Gorman. Told them you needed to be on the call as well and that I would get back to them. Assuming you are in with Lois and didn't want to interrupt.

Regards,

Roberto Anguizola
Assistant Director
Division of Marketing Practices
Federal Trade Commission
600 Pennsylvania Avenue, NW
Mail Stop H-286
Washington, DC 20580
Tel. (202) 326-3284

Bajorek, Rosemary

From: Vaca, Monica E.
Sent: Wednesday, January 09, 2013 5:30 PM
To: 'muis@sec.gov'
Cc: Greisman, Lois C.; Anguizola, Roberto
Subject: (b)(5)
Attachments:

Tracking:

Recipient	Delivery	Read
'muis@sec.gov'		
Greisman, Lois C.	Delivered: 1/9/2013 5:30 PM	Read: 1/9/2013 6:46 PM
Anguizola, Roberto	Delivered: 1/9/2013 5:30 PM	Read: 1/9/2013 5:31 PM

Hello Sheldon,

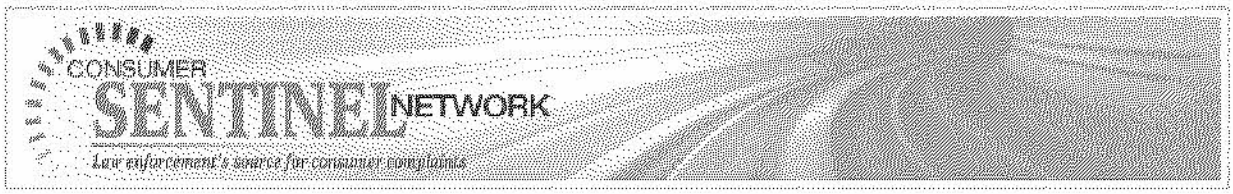
(b)(5)

Please let me know if you have any questions.

Best,

Monica

Monica Vaca
Assistant Director
Division of Marketing Practices
Federal Trade Commission
Washington, DC 20580
202-326-2245
mvaca@ftc.gov



Record Details

Consumer Sentinel Network Complaints

Record # 2 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26983402	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
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		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	7/9/2010
Updated By:	CRSS\pwilliamson	**Updated Date:**	7/12/2010
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Unsolicited Email
Amount Requested:	$0.00	**Amount Paid:**	$0.00
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	7/9/2010	**Transaction Date:**	7/10/2010
Initial Contact:	Internet/E-mail	**Initial Response:**	Internet/E-mail
Statute/Rule:	CAN-SPAM Act	**Law Violation:**	SPAM: 'Remove Me' is missing, broken, or ignored SPAM: Subject or From line is false or misleading SPAM: Other\general annoyance
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Darling Downs Western Australi	**State/Prov:**	
ZIP:	(b)(6)	**Country:**	AUSTRALIA
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Herbalife Sharon Styth		
Address:	996 Flower Glen Street		

City:	Simi Valley	**State/Prov:**	California
ZIP:	93065	**Country:**	United States
Email:	pozte@nursing-the-nurse.com	**URL:**	http://www.mental-health-information.info/p/unsubscribe.html
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Sharon Styth	**Title:**	

Record # 3 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26848765	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:		DNC?	N
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.		
Entered By:	DPEREZ	Entry Date:	6/25/2010
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:	$0.00	Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	Phone
Complaint Date:	6/25/2010	Transaction Date:	5/1/2010
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	N	Dispute with Credit Bureau - Resolved to Satisfaction?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Miami	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	65 - 69
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 4 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	27053447	Originator Reference Number:	07040057178434
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	6/16/2010
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	6/16/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	WICHITA	State/Prov:	Kansas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 5 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26662568	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I was contacted by Nancy martin 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 Nancy Martin is a working cell phone. Please help me. If you can't reach me when you call, please call my friend, (b)(6) or cell phone (b)(6) and he'll be happy to provide whatever additional details you would like.		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	6/7/2010
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Internet Web Site Design\Promotion
Amount Requested:	$10.00	**Amount Paid:**	$200.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	6/7/2010	**Transaction Date:**	5/14/2010
Initial Contact:	Internet/E-mail	**Initial Response:**	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Milwaukee	**State/Prov:**	Wisconsin
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	60 - 64
Subject			
Subject:	Www.herbalife.com		
Address:			
City:	Redmond	**State/Prov:**	Washington
ZIP:	98052	**Country:**	United States
Email:	njmnutrition@hotmail.com	**URL:**	www.onlineinfopack.com
Area Code:	360	**Phone Number:**	3065276
Ext:			
Representative Name:	Nancy Martin	**Title:**	

Record # 6 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26437036	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
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		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	5/14/2010
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$9.00	**Amount Paid:**	$189.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	5/14/2010	**Transaction Date:**	4/14/2010
Initial Contact:	Phone Call: Mobile/Cell	**Initial Response:**	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	

Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Beech Island	**State/Prov:**	South Carolina
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29

Subject			
Subject:	Herbalife/marney White		
Address:	22422 Navasota Cir		
City:	San Antonio	**State/Prov:**	Texas
ZIP:	78259	**Country:**	United States
Email:	docmarny@aol.com	**URL:**	http://www.cpk.theonlinebusiness.com
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	White	**Title:**	

Record # 7 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26653166	Originator Reference Number:	07040057175802
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	5/7/2010
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	5/7/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	ANDOVER	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 8 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26094738	Originator Reference Number:	12960022237908
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Service Issues		
Entered By:	BBB-USER	Entry Date:	3/22/2010
Updated By:		Updated Date:	
Complaint Source:	BBB - Seattle	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/22/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SEATTLE	State/Prov:	Washington
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:	2816 NW Walder Dr		
City:	Camas	State/Prov:	Washington
ZIP:	98607	Country:	United States
Email:		URL:	
Area Code:	360	Phone Number:	8342916
Ext:			
Representative Name:		Title:	

Record # 9 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26097059	Originator Reference Number:	07040057172207
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	3/21/2010
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/21/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	MC LEANSVILLE	State/Prov:	North Carolina
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 10 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	25730340	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
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.		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	3/15/2010
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$399.00	**Amount Paid:**	$399.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	3/15/2010	**Transaction Date:**	2/15/2010
Initial Contact:	Phone Call: Landline	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Perris	**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:	Partner With Paul = Online Business Systems = Herbalife		
Address:			
City:		**State/Prov:**	
ZIP:		**Country:**	United States
Email:	contact@partnerwithpaul.com	**URL:**	www.partnerwithpaul.com
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Craycraft	**Title:**	
Associated Subjects			
Company:	Online Business System = Herbalife		
Company Type:	Other		
Address:	7057 TR 551		
City:	Holmesville	**State/Prov:**	Ohio
ZIP:	44633	**Country:**	United States
Email:	dougcraycarft@theonlinebusiness.com	**URL:**	www.craycraft.theonlinebusiness.com

Area Code:	330	**Phone Number:**	5672220
Ext:			

Record # 11 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	25719038	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	Consumer went to a club to lose weight. When he got there he found out it was a pyramid scheme.		
Entered By:	GSIMPSON	Entry Date:	3/12/2010
Updated By:	GSIMPSON	Updated Date:	3/12/2010
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	Phone
Complaint Date:	3/12/2010	Transaction Date:	3/10/2010
Initial Contact:	In Person	Initial Response:	Other
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	El Paso	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife		
Address:	Donavon Drive		
City:	Elpaso	State/Prov:	Texas
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 19 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	24200453	**Originator Reference Number:**	I0909241305117531
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?**	N
Comments:	ICCC Ref #:I0909241305117531. (b)(6) bought from www.DominandoAdwords.com/1centavo our product and now he is selling it online http://adwordsx1centimo.ning.com/ without authorization.		
Entered By:	IFCC-USER	**Entry Date:**	9/24/2009
Updated By:		**Updated Date:**	
Complaint Source:	Internet Fraud Complaint Center	**Product Service Code:**	Internet Information & Adult Services
Amount Requested:		**Amount Paid:**	$5,000.00
Payment Method:	Not Reported	**Agency Contact:**	External Agency
Complaint Date:	9/24/2009	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:	(b)(6)		
First Name:		**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	MIAMI	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Herbalife Intncal.		
Address:	unknow unknow		
City:	Valencia	**State/Prov:**	
ZIP:		**Country:**	Spain
Email:	Rmarga03@yahoo.es	**URL:**	http://adwordsx1centimo.ning.com/
Area Code:	495	**Phone Number:**	4788748
Ext:			
Representative Name:	Margallo	**Title:**	

Record # 20 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	24274948	Originator Reference Number:	07040057158416
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Advertising Issues		
Entered By:	BBB-USER	Entry Date:	9/11/2009
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	9/11/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LIVINGSTON	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	9800 S La Cienega Blvd		
City:	Inglewood	State/Prov:	California
ZIP:	90301-4440	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 21 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	24274885	Originator Reference Number:	07040057156469
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	9/3/2009
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	$39.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	9/3/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	KANSAS CITY	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:	8517 Mitchell Rd		
City:	Eden Prairie	State/Prov:	Minnesota
ZIP:	55347	Country:	United States
Email:		URL:	
Area Code:	952	Phone Number:	3035769
Ext:			
Representative Name:		Title:	

Record # 22 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	24540489	Originator Reference Number:	569808
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
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		
Entered By:	CLGC-USER	Entry Date:	9/2/2009
Updated By:		Updated Date:	
Complaint Source:	National Consumer League	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	$3.00	Amount Paid:	$300.00
Payment Method:	Check (Personal)	Agency Contact:	External Agency
Complaint Date:	9/2/2009	Transaction Date:	4/18/2008
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	EXTON	State/Prov:	Pennsylvania
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	2167770
Ext:			
Representative Name:	Ringle	Title:	

Record # 23 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	23997919	Originator Reference Number:	10250038021748
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Product Issues		
Entered By:	BBB-USER	Entry Date:	8/3/2009
Updated By:		Updated Date:	
Complaint Source:	BBB - Eastern OK (Tulsa)	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	$39.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	8/3/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	DE SOTO	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems Aka Herbalife		
Address:	9923 N Ashfield Road		
City:	Owassoowasso	State/Prov:	Oklahoma
ZIP:	74055	Country:	United States
Email:		URL:	
Area Code:	918	Phone Number:	6714154
Ext:			
Representative Name:		Title:	

Record # 24 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	23450200	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	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 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 EARLIE. 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 (b)(6) 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		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	7/21/2009
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	7/21/2009	**Transaction Date:**	5/15/2009
Initial Contact:	In Person	**Initial Response:**	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Carson	**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 Of America		
Address:	930 East 231st St		
City:	Carson	State/Prov:	California
ZIP:	90745	Country:	United States
Email:		URL:	www.herbalife.com
Area Code:	310	Phone Number:	4109600
Ext:	50487		
Representative Name:		Title:	

Record # 25 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	23410583	**Originator Reference Number:**	I0907011327513961
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?**	N
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 (b)(6) 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 (b)(6) 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.		
Entered By:	IFCC-USER	**Entry Date:**	7/1/2009
Updated By:		**Updated Date:**	
Complaint Source:	Internet Fraud Complaint Center	**Product Service Code:**	Internet Access Services
Amount Requested:		**Amount Paid:**	$49.90
Payment Method:	Not Reported	**Agency Contact:**	External Agency
Complaint Date:	7/1/2009	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	HOUSTON	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Herbalife		
Address:	1107 Brundage Road		
City:	Cheyenne	**State/Prov:**	Wyoming
ZIP:	82009	**Country:**	United States
Email:	karen@leadingincome.com	**URL:**	karenaur@millect.com
Area Code:	307	**Phone Number:**	4324341
Ext:			
Representative	Aurand	**Title:**	

Name:			

Record # 26 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	22669735	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	On 02/25/09 signed up as an Independent Distributor and paid with debit card an amount of $299.00. Next day over phone talks with Manager, Lynda Cromar, because of 50% commission on each sale,upgraded to Supervisor and paid with my Discover credit card $3,484.28.With my visa debit/credit card I paid $24.95 on 03/26/09 for PTI Registration,on 03/30/09 paid Herbalife yearly pro-pay $29.95, $12.99 domain purchase,$12.95 herbalife Touch Tone phone and on 04/20/09 $19.95 PTI monthly auto debit from my bank's checking account.Cancelled distributorship on April 23,2009(since March 25,2009)well within 30 days legal cancellation time.When upgraded to Supervisor,the company send supplies of 20 customers. Lynda Cromar over phone assured that she would help sell those five boxes of supplies.Company's reply to my resignation say no words about taking back the unopned boxes of supplies and refund of money paid.		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	5/7/2009
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$3,884.00	**Amount Paid:**	$3,884.00
Payment Method:	Discover Credit Card	**Agency Contact:**	Internet
Complaint Date:	5/7/2009	**Transaction Date:**	3/25/2009
Initial Contact:	Internet/E-mail	**Initial Response:**	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Maricopa	**State/Prov:**	Arizona
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	65 - 69
Subject			
Subject:	Herbalife International Of America Inc.		
Address:	P.O.Box 80210		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	www.herbalifesitemap.com
Area Code:	866	**Phone Number:**	6174273
Ext:			
Representative Name:	Allison / Cromar	**Title:**	

Record # 27 of 61 / Consumer Sentinel Network Complaints

Reference Number:	22172283	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
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)		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	3/26/2009
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$4,200.00	**Amount Paid:**	$6,511.00
Payment Method:	MasterCard Credit Card	**Agency Contact:**	Internet
Complaint Date:	3/26/2009	**Transaction Date:**	12/4/2008
Initial Contact:	Internet/E-mail	**Initial Response:**	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	

Consumer

Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Barrie	**State/Prov:**	Ontario, Canada
ZIP:		**Country:**	CANADA
Home Number:	(b)(6)	**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59

Subject

Subject:	Herbalife & Global Home Business System		
Address:	32 Chase		
City:	Christina Lake	**State/Prov:**	British Columbia, Canada
ZIP:	V0H1E2	**Country:**	Canada

Email:	deanmandryk@shaw.ca	**URL:**	
Area Code:	250	**Phone Number:**	4479056
Ext:			
Representative Name:	Wallace	**Title:**	

Record # 28 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	21264277	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	The information is presented as an at home business called Global Home Business Systems. One pays $9.95 to receive a DVD, FedExed overnight, to look at before being contacted via telephone for a pre-set appointment, where one is "evaluated". Unless one cancels, there is an additional charge of $39.95. At no time during any of the initial emails or first call is one told this is Herbalife or MLM. Neither the DVD, accompanying booklet, or cover letter sent with the DVD mention this is Herbalife or MLM. Not until the phone call do they mention it is Herbalife.Afterwards, I Googled "Global Home Business Systems" and found many complaints about this practice. Had I known this was Herbalife and MLM upfront, I would not have spent any time or money with this company.		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	12/31/2008
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$10.00	**Amount Paid:**	$10.00
Payment Method:	MasterCard Credit Card	**Agency Contact:**	Internet
Complaint Date:	12/31/2008	**Transaction Date:**	12/29/2008
Initial Contact:	I Initiated Contact	**Initial Response:**	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Culver City	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Merelle Worldwide (Herbalife Distributor)		
Address:	804 Port America Suite 400		
City:	Grapevine	**State/Prov:**	Texas
ZIP:	76051	**Country:**	United States
Email:	joycelyn_tresch@msn.com	**URL:**	
Area Code:	228	**Phone Number:**	2163335
Ext:			
Representative Name:	Tresch	**Title:**	

Record # 29 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	21298080	Originator Reference Number:	08750091098867
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	12/19/2008
Updated By:		Updated Date:	
Complaint Source:	BBB - Dallas	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	$199.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/19/2008	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LAKE ANN	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	1800 Century Park East		
City:	Century City	State/Prov:	California
ZIP:	90067-1501	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	1409600
Ext:			
Representative Name:		Title:	

Record # 31 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	21102613	Originator Reference Number:	06540094209812
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Advertising Issues		
Entered By:	BBB-USER	Entry Date:	11/21/2008
Updated By:		Updated Date:	
Complaint Source:	BBB - Chicago	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	$3,500.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/21/2008	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	ANTIOCH	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems/herbalife		
Address:	2512 Bordeaux Lane #207		
City:	Naperville	State/Prov:	Illinois
ZIP:	60540	Country:	United States
Email:		URL:	
Area Code:	630	Phone Number:	3553758
Ext:			
Representative Name:		Title:	

Record # 32 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	20494548	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Here is the body of the SPAM email in its entirety. It was unsoolicited, I have no relationship with this company, and there is no opt out option:Dear Future Customer, (b)(6) are Herbalife Independent Distributors. We are the leading health and nutrition company and have been for the past 28 years. We are now currently in 66 countries and expanding rapidly. In our first year we achieved more than $2 million in sales. Last year, we almost reached the $3.5 BILLION mark. Herbalife has truly life changing inner nutrition products. They can help with many diet related issues including: Obesity, High Blood Pressure, Cholesterol and Triglycerides levels, Migraines, Diabetes, Allergies, Asthma, Ulcers, Sleep Disorders, Arthritis, Fibromyalgia, Osteoporosis, HRT, PMS and ADD (to name a few). We are offering you 5% up to 25% discount on your next product order for each referral that places an order within the next 30 days. If you are not interested at this time in our products, we would still extend an offer for referrals. We will give you 5% of any first time order from a referral that mentions your name. We are eager to begin working with people who would like to improve their health and wellness. If you know of anyone who would to have more energy, feel better, gain needed weight or lose weight, please give him or her our number. Our number one attraction is our ability to help people lose weight while improving their health through better nutrition. Our average customer loses from 15 – 30 pounds in a month... safely!! Call us at (515) 720-8696 or visit www.SoLongInches.com for more information. Or... are you interested in Working From Home? We will be glad to send you some information about our incredible home-based business that everybody can start part-time around their schedule without interrupting what they are currently doing. The company is currently running a special promotion. It allows us to loan our training package to anyone we know FREE of charge for a three-day period. I don't know if this would interest you at all, but I did think that since it was free, I would extend that offer to you. You can earn $500 - $1,500 part-time! We look forward to hearing from you! (b)(6) (b)(6) Independent Herbalife Distributors(515)720-8696www.SoLongInches.com		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	10/6/2008
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Internet Access Services
Amount Requested:	$0.00	**Amount Paid:**	$0.00
Payment Method:	Not Reported	**Agency Contact:**	Internet
Complaint Date:	10/6/2008	**Transaction Date:**	10/3/2008
Initial Contact:	Internet/E-mail	**Initial Response:**	Unknown
Statute/Rule:	CAN-SPAM Act	**Law Violation:**	SPAM: Other\general annoyance
Topic:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Waukee	**State/Prov:**	Iowa
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29
Subject			
Subject:	Mark And Mary Parmenter: Independent Herbalife Distributors		
Address:			

City:		State/Prov:	
ZIP:		Country:	
Email:	MarkGParmenter@msn.com	URL:	www.SoLongInches.com
Area Code:	515	Phone Number:	7208696
Ext:			
Representative Name:	Parmenter	Title:	

Record # 33 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	20787428	Originator Reference Number:	05730037046769
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Sales Practice Issues		
Entered By:	BBB-USER	Entry Date:	7/28/2008
Updated By:		Updated Date:	
Complaint Source:	BBB - Middle TN (Nashville)	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	7/28/2008	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	ELK RIVER	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:	2836 Sharpie Drive		
City:	Clarksville	State/Prov:	Tennessee
ZIP:	37041	Country:	United States
Email:		URL:	
Area Code:	931	Phone Number:	5425720
Ext:			
Representative Name:		Title:	

Record # 34 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	19568692	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:		**DNC?**	N
Comments:	MAIL: The state of NY AG office forwarded the consumer's complaint against ~~Herbalife~~ International Inc. The consumer became a sales rep for the company and never rcv'd his kit until after he signed the contract. Consumer found out after he signed that the company has a no refund policy, only exchanges. No email address for consumer. - Consumer requested additional fulfillment.		
Entered By:	lkilpatrick	**Entry Date:**	7/16/2008
Updated By:	lkilpatrick	**Updated Date:**	7/16/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$50.00	**Amount Paid:**	$50.00
Payment Method:	Unknown	**Agency Contact:**	Mail
Complaint Date:	7/16/2008	**Transaction Date:**	
Initial Contact:	Unknown	**Initial Response:**	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Hartsdale	**State/Prov:**	New York
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	~~Herbalife~~ International Inc		
Address:			
City:		**State/Prov:**	
ZIP:		**Country:**	
Email:		**URL:**	
Area Code:	866	**Phone Number:**	8664744
Ext:			
Representative Name:		**Title:**	

Record # 36 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13961776	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer states that he has ordered abunch of material to distribute for his job. Consumer states that he did this through the on-line system. Consumer states that they ave put new materials out and now will not take the old materials back		
Entered By:	SSCHWARTZ	Entry Date:	6/3/2008
Updated By:	JOB: Set_TCS_Flag	Updated Date:	6/4/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	$500.00	Amount Paid:	$500.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	6/3/2008
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Cleveland	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 37 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13791147	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: cannot unsubscribe from e-mail list) Cannot unsubscribe from e-mail marketing list.		
Entered By:	JHART	**Entry Date:**	5/12/2008
Updated By:	JOB: Upd_internet_related	**Updated Date:**	5/13/2008
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Internet Access Services
Amount Requested:	$45.00	**Amount Paid:**	$45.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	5/8/2008	**Transaction Date:**	5/7/2008
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	CAN-SPAM Act	**Law Violation:**	SPAM: 'Remove Me' is missing, broken, or ignored
Topic:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Gainesville	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Laurent Trust (lt) Ltd, T/a 60minute Money. / ~~Herbalife~~		
Address:	10391 e hwy 120		
City:	Manteca City	**State/Prov:**	California
ZIP:	95336	**Country:**	United States
Email:		**URL:**	
Area Code:	209	**Phone Number:**	8235968
Ext:			
Representative Name:		**Title:**	

Record # 39 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13702999	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MAIL: The consumer writes that he visited Herbalife to obtain herbal remedies. The consumer notes that after taking them, he felt sick. The consumer also feels that Herbalife is trying to brainwash people with a food pyramid. No home #, work # or email address was provided.		
Entered By:	RBROWN1	Entry Date:	4/30/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	Mail
Complaint Date:	3/12/2008	Transaction Date:	3/12/2008
Initial Contact:	Unknown	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Oakland Park	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 40 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13261683	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MAIL: The consumer wrote that she decided to rejoin Herbalife and contacted a rep who told her that it would cost $10 to rejoin. The consumer had been a member in 2003 and was charged the $10 for each of the years 2004, 2005, and 2006 plus the current year of 2007. When the consumer told the company that they couldn't charge her for the years that she didn't use the service she for the three years, but the company didn't agree. No alternate ph # or email address for consumer.		
Entered By:	LKILPATRICK	Entry Date:	3/14/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$40.00	Amount Paid:	$40.00
Payment Method:	Other Credit Card	Agency Contact:	Mail
Complaint Date:	11/26/2007	Transaction Date:	
Initial Contact:	Phone	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	College Park	State/Prov:	Maryland
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	310	Phone Number:	2587155
Ext:			
Representative Name:		Title:	

Record # 41 of 61 / 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:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
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:	03/08/2008	Title:	

Record # 42 of 61 / 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:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
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 # 43 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	12562271	Originator Reference Number:	065400941524 67
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBCHIC	Entry Date:	12/9/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Chicago	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	$48.95
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	12/9/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	STOCKBRIDGE	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems/herbalife		
Address:	2512 Bordeaux Lane #207		
City:	Naperville	State/Prov:	Illinois
ZIP:	60540	Country:	United States
Email:		URL:	
Area Code:	630	Phone Number:	3553758
Ext:			
Representative Name:		Title:	

Record # 44 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	12432890	Originator Reference Number:	08250090113181
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:			
Entered By:	BBBCSCTX	Entry Date:	11/6/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Central and S. Central TX (Austin)	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:		Amount Paid:	$464.88
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	11/6/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	AUSTIN	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Monica Wells		
Address:	9624 Woody Ridge View		
City:	Austin	State/Prov:	Tennessee
ZIP:	78730	Country:	United States
Email:		URL:	
Area Code:	512	Phone Number:	2585564
Ext:			
Representative Name:		Title:	

Record # 45 of 61 / 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:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
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:	Galvan	**Title:**	

Record # 46 of 61 / 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:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
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:	Gallup	**Title:**	

Record # 47 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	12135397	**Originator Reference Number:**	ICCC571593
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
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		
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:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
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:	Taylor	**Title:**	

Record # 49 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11534222	Originator Reference Number:	065400941300 25
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBCHIC	Entry Date:	8/10/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Chicago	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	$39.99
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	8/10/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	NORTH LAUDERDALE	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems/herbalife		
Address:	2512 Bordeaux Lane #207		
City:	Naperville	State/Prov:	Illinois
ZIP:	60540	Country:	United States
Email:		URL:	
Area Code:	630	Phone Number:	3553758
Ext:			
Representative Name:		Title:	

Record # 50 of 61 / 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:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
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 # 52 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11467095	Originator Reference Number:	00370001212419
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBVABC	Entry Date:	5/10/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Mainland BC (Vancouver)	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	5/10/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	TUCSON	State/Prov:	Arizona
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife Distributor Dollina Rodocker		
Address:	2 27090 32 Ave		
City:	Langley	State/Prov:	British Columbia, Canada
ZIP:	V4W1A1	Country:	Canada
Email:		URL:	
Area Code:	604	Phone Number:	8579591
Ext:			
Representative Name:		Title:	

Record # 53 of 61 / 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:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
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:	Townsend	Title:	

Record # 54 of 61 / 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 (b)(6) 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:		**Dispute with Credit Bureau?:**	Y
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
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:	PASCUAL	**Title:**	

Record # 55 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11435714	Originator Reference Number:	065400941156 33
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBCHIC	Entry Date:	4/25/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Chicago	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	$438.90
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	4/25/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PALMDALE	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems/herbalife		
Address:	2512 Bordeaux Lane #207		
City:	Naperville	State/Prov:	Illinois
ZIP:	60540	Country:	United States
Email:		URL:	
Area Code:	630	Phone Number:	3553758
Ext:			
Representative Name:		Title:	

Record # 56 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11416889	Originator Reference Number:	11260097012009
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Advertising Issues		
Entered By:	BBBPHAZ	Entry Date:	3/28/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Phoenix, AZ	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:		Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	3/28/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PHOENIX	State/Prov:	Arizona
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Inc.		
Address:	1800 Century Park East		
City:	Century City	State/Prov:	California
ZIP:	90067	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 57 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11421753	Originator Reference Number:	07340001309733
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBSTL	Entry Date:	3/23/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - St. Louis, MO	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	$399.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	3/23/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	COVINGTON	State/Prov:	Louisiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	The Online Business Systems ~~Herbalife~~		
Address:	6086 Germania Rd		
City:	Park Hills	State/Prov:	Missouri
ZIP:	636019331	Country:	United States
Email:		URL:	
Area Code:	573	Phone Number:	2253137
Ext:			
Representative Name:		Title:	

Record # 58 of 61 / 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:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
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:	Nieves	Title:	

Record # 59 of 61 / 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:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
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 # 60 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	10244124	Originator Reference Number:	07340001314755
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Advertising Issues		
Entered By:	BBBSTL	Entry Date:	2/6/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - St. Louis, MO	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	2/6/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	DRAYTON VALLEY	State/Prov:	Alberta, Canada
ZIP:	(b)(6)	Country:	CANADA
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	The Online Business Systems ~~Herbalife~~		
Address:	6086 Germania Rd		
City:	Park Hills	State/Prov:	Missouri
ZIP:	636019331	Country:	United States
Email:		URL:	
Area Code:	573	Phone Number:	2253137
Ext:			
Representative Name:		Title:	

Record # 61 of 61 / 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:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
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:	

Do Not Call Complaints

Record # 1 of 61 / Do Not Call Complaints			
Reference Number:	27026298	Is Phone in Registry?:	Yes
Complaint Date:	7/15/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	7/15/2010	Transaction Time:	9:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	Yes		
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.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Highlands Ranch	State/Prov:	Colorado
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Tony From Herbalife	State:	Colorado
Country Code:		Phone Number:	(303) 5008785

Record # 12 of 61 / Do Not Call Complaints			
Reference Number:	25421967	Is Phone in Registry?:	Yes
Complaint Date:	2/12/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	2/11/2010	Transaction Time:	5:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	Yes		
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	clearwater	State/Prov:	Florida
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Ind. Dist/patricia Molina	State:	Florida
Country Code:		Phone Number:	(941) 7298135

Record # 14 of 61 / Do Not Call Complaints			
Reference Number:	25143067	**Is Phone in Registry?:**	Yes
Complaint Date:	1/18/2010	**Product Service Code:**	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	**Complaint Channel:**	Web
Transaction Date:	1/13/2010	**Transaction Time:**	4:00:00 PM
Existing Business Relationship?:	No	**Pre-recorded message?:**	No
Requested entity to stop calling?:	No		
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.		
	Consumer		
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Tucson	**State/Prov:**	Arizona
ZIP:	(b)(6)	**Phone Number:**	(b)(6)
	Subject		
Company Name:	Patricia Molina Herbalife.	**State:**	Florida
Country Code:		**Phone Number:**	(941) 7298135

Record # 15 of 61 / Do Not Call Complaints			
Reference Number:	25138905	**Is Phone in Registry?:**	Yes
Complaint Date:	1/17/2010	**Product Service Code:**	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	**Complaint Channel:**	Web
Transaction Date:	1/16/2010	**Transaction Time:**	5:00:00 PM
Existing Business Relationship?:	No	**Pre-recorded message?:**	No
Requested entity to stop calling?:	Yes		
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!		
	Consumer		
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	clearwater	**State/Prov:**	Florida
ZIP:	(b)(6)	**Phone Number:**	(b)(6)
	Subject		
Company Name:	Herbalife Ind. Dist/patricia Molina	**State:**	Florida
Country Code:		**Phone Number:**	(941) 7298135

Record # 16 of 61 / Do Not Call Complaints			
Reference Number:	25096312	Is Phone in Registry?:	Yes
Complaint Date:	1/12/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	1/8/2010	Transaction Time:	12:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	Yes		
Comments:			
Consumer			
First Name:		Last Name:	Not Provided
Address 1:		Address 2:	
City:		State/Prov:	Michigan
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Kelly Heffeman Herbalife	State:	Michigan
Country Code:		Phone Number:	(269) 7688623

Record # 18 of 61 / Do Not Call Complaints			
Reference Number:	24322798	**Is Phone in Registry?:**	Yes
Complaint Date:	10/15/2009	**Product Service Code:**	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	**Complaint Channel:**	Web
Transaction Date:	10/15/2009	**Transaction Time:**	10:00:00 AM
Existing Business Relationship?:	No	**Pre-recorded message?:**	Yes
Requested entity to stop calling?:	No		
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.		
Consumer			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Sunnyvale	**State/Prov:**	California
ZIP:	(b)(6)	**Phone Number:**	(b)(6)
Subject			
Company Name:	Herbalife In Mexico	**State:**	California
Country Code:		**Phone Number:**	(916) 9338837

Record # 30 of 61 / Do Not Call Complaints			
Reference Number:	21146668	**Is Phone in Registry?:**	Yes
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?:	No	**Pre-recorded message?:**	No
Requested entity to stop calling?:	Yes		
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:**	Montana
Country Code:		**Phone Number:**	(406) 5492509

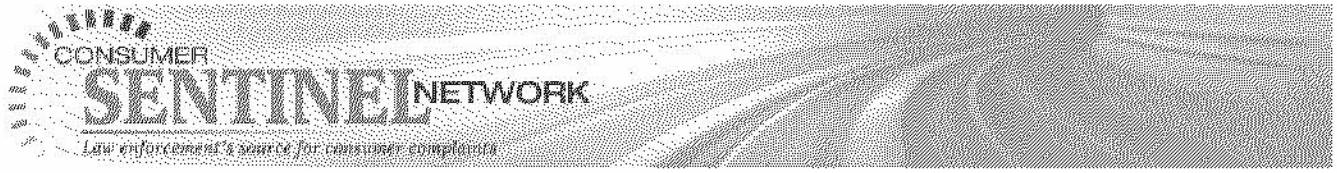
Record # 35 of 61 / Do Not Call Complaints			
Reference Number:	19344056	Is Phone in Registry?:	Yes
Complaint Date:	6/19/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	6/19/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
Comments:	SPEAK SPANISH		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		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 # 38 of 61 / Do Not Call Complaints			
Reference Number:	13754244	Is Phone in Registry?:	Yes
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?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
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 # 48 of 61 / Do Not Call Complaints			
Reference Number:	11407317	Is Phone in Registry?:	Yes
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?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
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 # 51 of 61 / Do Not Call Complaints			
Reference Number:	10954774	Is Phone in Registry?:	Yes
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?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
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

Provided by the Federal Trade Commission



Record Details

Consumer Sentinel Network Complaints

Record # 1 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	19568692	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:		**DNC?**	N
Comments:	MAIL: The state of NY AG office forwarded the consumer's complaint against Herbalife International Inc. The consumer became a sales rep for the company and never rcv'd his kit until after he signed the contract. Consumer found out after he signed that the company has a no refund policy, only exchanges. No email address for consumer. - Consumer requested additional fulfillment.		
Entered By:	lkilpatrick	**Entry Date:**	7/16/2008
Updated By:	lkilpatrick	**Updated Date:**	7/16/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$50.00	**Amount Paid:**	$50.00
Payment Method:	Unknown	**Agency Contact:**	Mail
Complaint Date:	7/16/2008	**Transaction Date:**	
Initial Contact:	Unknown	**Initial Response:**	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Hartsdale	**State/Prov:**	New York
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International Inc		
Address:			
City:		**State/Prov:**	
ZIP:		**Country:**	
Email:		**URL:**	
Area Code:	866	**Phone Number:**	8664744
Ext:			
Representative Name:		**Title:**	

Record # 3 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	b(6)		
Address 1:			
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 # 4 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 # 5 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 # 6 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	b(6)		
Address 1:			
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 # 8 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 # 9 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 # 10 of 66 / 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	**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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Hobe Sound	**State/Prov:**	Florida
ZIP:	(b)(6)	**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 # 11 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	b)(6)		
Address 1:			
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 # 12 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 # 13 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 # 14 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 # 15 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 Name:	Tammy Klimek	**Title:**	

Record # 16 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 Cienega 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 # 17 of 66 / 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	**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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Vancouver	**State/Prov:**	Washington
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**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 # 18 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 # 19 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	4528101	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(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 (b)(6) Bolder City, NV (b)(6) ,email address (b)(6) 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Myaree	**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 # 21 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 # 22 of 66 / 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
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
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 Clenaga 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:**	

Record # 23 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3564468	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	My complaint involves the business practices of Herbalife. First, Herbalife allows its distributors to utilize any means necessary to bring in business. These methods include violating Federal laws by sending misleading advertising characterized by making false claims and promises by mail, on the Internet and by telephone. New prospects are pressured to purchase large inventories before receiving all the necessary information to make an informed choice as to whether pursuing this "job opportunity" is right for them. New prospects are promised full training and access to their "mentors" who will help them secure six figures in 12 months. Unfortunately, mentors are not held accountable for these promises. Many (like mine) bow out after she monetarily profited from my large purchase of inventory. Although, Herbalife has an Ethics Department that is supposed to reinforce rules that govern distributor behavior, this department does not enforce or sanction unethical behaviors. I filed a formal complaint with Javier Mercado of the Ethics Dept. outlining how specifically my "mentor" ((b)(6) and upline (The Freedom Group, Kurt and Cindy O'Connell) violated local and federal laws and Herbalife's code of ethics. After six months, Mr. Mercado informed me my case was closed and it did not need further action. Secondly, Herbalife endorses an illegal pyramid scheme. The company and recruiting distributors use the products as a "front;" however, the real business is securing unsuspecting, trusting prospects and manipulating them to spend all of their money (credit cards, personal loans, second mortgages, etc.) on Herbalife products so they may profit. Meanwhile, the new distributors are strung along with lies and deception until they also recruit new distributors or become financially unable to continue. Although, I suffered enormous losses, the Federal Government needs to protect the rest of the American public from Herbalife! Thank you for your cooperation.		
Entered By:	DBRAHLEK	**Entry Date:**	12/1/2003
Updated By:	JOB: Upd_internet_related	**Updated Date:**	12/2/2003
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$20,000.00	**Amount Paid:**	$20,000.00
Payment Method:	Not Reported	**Agency Contact:**	Internet
Complaint Date:	11/29/2003	**Transaction Date:**	3/8/2002
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Galloway	**State/Prov:**	Ohio
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29
Subject			
Subject:	Herbalife International		
Address:	9800 La Cienga Blvd		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	866	**Phone Number:**	866
Ext:			
Representative Name:	Susan Greenheck	**Title:**	

Record # 24 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3489635	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Congress	**DNC?**	N
Comments:			
Entered By:	STAYLOR	**Entry Date:**	10/31/2003
Updated By:	JOB: Set_TCS_Flag	**Updated Date:**	11/22/2003
Complaint Source:	Office of the Secretary	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	
Complaint Date:		**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Heyburn	**State/Prov:**	Idaho
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 # 25 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3465725	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	This company has flooded the "Monster" job postings, claiming that they have "JOBS" to work from home; then they ask for $29.95 for a "Decision" package; all the time posing as an employer. They do mention starting a business, but they claim that "We are NOT a company based on friends and family, door-to-door sales or telemarketing. We are not looking for sales people and there will be no need to meet people." This is obviously a lie, as any network-marketing company can only grow by one of the marketing styles listed above. This company should not be allowed to post "JOB" listings.		
Entered By:	RBROWN1	**Entry Date:**	10/23/2003
Updated By:	JOB: Upd_internet_related	**Updated Date:**	10/24/2003
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$29.95	**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	10/6/2003	**Transaction Date:**	10/5/2003
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Katy	**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:	Globalnet Marketing Solutions A.k.a. Herbalife International		
Address:	P. O. Box 80210		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	258-7019
Ext:			
Representative Name:		**Title:**	

Record # 26 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3460087	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	This a a pyamide scheme they made me pay for products from the start and I have to keep buying for myself and then we sell to others. Then I am made to recruiting others I even have a free recuiting website the product one I have to pay for. Then it is also like a chane letter what you have to do to go to the next level. Thanks (b)(6)		
Entered By:	JXHEINY	**Entry Date:**	10/22/2003
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$400.00	**Amount Paid:**	$200.00
Payment Method:	Cash	**Agency Contact:**	Internet
Complaint Date:	10/21/2003	**Transaction Date:**	10/1/2003
Initial Contact:	Print	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	San Diego	**State/Prov:**	California
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:	9800 S.LaCienega Bouleverd P.O. Box 80210		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	410
Ext:			
Representative Name:	Kathy Potter	**Title:**	

Record # 27 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3304751	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	On or about the above date, I responded to an email advertizement regarding the possibility of working from home. On the surface it seemed legit, so I requested more information. Which cost me $48.95 for the initial information package which contained a booklet and video. A few days after I received the booklet and video I was contacted by [redacted] to see if I had reviewed the material, I told her I needed a few more days. I reviewed the video and booklet, and was mildly interested. So when [redacted] called again I expressed my interest, she stated that I needed to "buy into" the business and sold me a Quick Start package which included a sampling of the products and the business operations manual. The cost for this package was $399 for a total of $447.95 invested in this "business." I looked over the business manual and realized that this fits the FTC definition of a pyramid scheme. So I recently informed [redacted] that I believed the marketing plan to be a scam and that I wanted a refund and to cancel. The complaint is that the company and their representative were not up front about how the business worked until I had already spent a substantial some of money. If they had been clear about the marketing being MLM, I would not have shown any interest. [redacted] insists that the marketing plan is not illegal, however the focus of the "Business Operations Manual" is building a downline in order to increase total sales or total profits. The farther up the line you get, the more money you supposedly make, however you have to recruit or "sponsor" at least ten to twenty people to make any money. If this isn't a pyramid, I don't know what is. [redacted] is willing to refund my money provided I return all the materials. For your benefit I will make copies of some of the material before returning the entire package. I would like to see all companies that use pyramids/MLM or variations of pyramids shut down.		
Entered By:	AHOWARD	**Entry Date:**	8/28/2003
Updated By:	IBOLEN	**Updated Date:**	10/1/2003
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$447.95	**Amount Paid:**	$447.95
Payment Method:	MasterCard Credit Card	**Agency Contact:**	Internet
Complaint Date:	8/27/2003	**Transaction Date:**	8/11/2003
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	[redacted]		
Address 1:			
City:	Strasburg	**State/Prov:**	Virginia
ZIP:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Work Number:**	[redacted]
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Herbalife International Of America Inc		
Address:	9800 La Cienega Blvd		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Melissa McDougal	**Title:**	

Record # 28 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3779170	**Originator Reference Number:**	1227794
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	10/22/2003 MJChoi In April 10 2002 Linda Lilly without my consent send me an Promotional Literature and ask me $350 to become an Distributor of Herbalife and Linda Lilly call me and To Promise that I will become Millionaire easily without any efford and ask me send the $350 That charge to my CC Visa, when receive only Few Booklets I call to Linda Lilly and ask for the Refund of my $350.00 don't receive any response and call to Herbalife and ask for the Refund of my $350.00 and the Herbalife refuse to refund my Hard Earned money, I was victimized by an Get-Rich-Squemes and To Plea to Postal Inspector to Help me to recover my $350.00 and to obligate to Herbalife to refund my $350.00.		
Entered By:	USPS	**Entry Date:**	8/11/2003
Updated By:		**Updated Date:**	
Complaint Source:	US Postal Inspection Service	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$350.00	**Amount Paid:**	$350.00
Payment Method:	Not Reported	**Agency Contact:**	
Complaint Date:	8/11/2003	**Transaction Date:**	
Initial Contact:	Mail	**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	LARES	**State/Prov:**	Puerto Rico
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 Boulevard, P.O. Box 80210		
City:	Los Angeles	**State/Prov:**	California
ZIP:	900800210	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:	LiLLY	**Title:**	

Record # 29 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3228975	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	My complaint involves the business practices of Herbalife. First, Herbalife allows its distributors to utilize any means necessary to bring in business. These methods include violating Federal laws by sending misleading advertising characterized by making false claims and promises by mail, on the Internet and by telephone. New prospects are pressured to purchase large inventories before receiving all the necessary information to make an informed choice as to whether pursuing this "job opportunity" is right for them. New prospects are promised full training and access to their "mentors" who will help them secure six figures in 12 months. Unfortunately, mentors are not held accountable for these promises. Many (like mine) bow out after she monetarily profited from my large purchase of inventory. Although, Herbalife has an Ethics Department that is supposed to reinforce rules that govern distributor behavior; this department does not enforce or sanction unethical behaviors. I filed a formal complaint with Javier Mercado of the Ethics Dept. outlining how specifically my "mentor" (Sue Greenheck) and upline (The Freedom Group, Kurt and Cindy O'Connell) violated local and federal laws and Herbalife's code of ethics. After six months, Mr. Mercado informed me my case was closed and it did not need further action. Secondly, Herbalife endorses an illegal pyramid scheme. The company and recruiting distributors use the products as a "front;" however, the real business is securing unsuspecting, trusting prospects and manipulating them to spend all of their money (credit cards, personal loans, second mortgages, etc.) on Herbalife products so they may profit. Meanwhile, the new distributors are strung along with lies and deception until they also recruit new distributors or become financially unable to continue. Although, I suffered enormous losses, the Federal Government needs to protect the rest of the American public from Herbalife! Thank you for your cooperation!		
Entered By:	RBROWN1	**Entry Date:**	8/7/2003
Updated By:	IBOLEN	**Updated Date:**	10/1/2003
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	8/6/2003	**Transaction Date:**	3/8/2002
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Galloway	**State/Prov:**	Ohio
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29
Subject			
Subject:	Herbalife International		
Address:	9800 La Cienga Blvd.		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	866	**Phone Number:**	8667477
Ext:			
Representative Name:	Susan Greenheck	**Title:**	

Record # 30 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2840787	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	The company asked me to recruit 4 to 6 new distributors for my first assignment. This was not what I had thought to be the business. If I signed up more distributors I would then take business away from myself. I was under the impression of selling herbalife products not promoting the distribution license. The company took me for a ride and will continue doing the same to others.		
Entered By:	DBRAHLEK	**Entry Date:**	3/26/2003
Updated By:	IBOLEN	**Updated Date:**	10/1/2003
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:	$389.00	**Amount Paid:**	$408.00
Payment Method:	MasterCard Credit Card	**Agency Contact:**	Internet
Complaint Date:	3/25/2003	**Transaction Date:**	
Initial Contact:	Internet (Other)	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Roseville	**State/Prov:**	Michigan
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	18 - 19
Subject			
Subject:	Herbalife International		
Address:	3580 East Raines RD.		
City:	Memphis	**State/Prov:**	Tennessee
ZIP:	38118	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Dave Tunney	**Title:**	

Record # 31 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2773472	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Above ctc date is an estimate. Purchased a Herbalife distributorship for $199. After giving my credit card information, but before receiving anything I did an online search on Herbalife and was shocked at the number for people who were complaining about being taken... and for much larger sums of money than I have lost. I contacted the person I purchased from a few days after receiving the starter kit/information and told her I did not want to participate and I asked for a refund. I received an e-mail from the aboved name persons "supervisor" Patty Reifenrath stating that refunds on distributorships were not customary but if I returned the box and contents in tact to Maria that the contents would be inspected by her, and if everything was there and unused I would get a refund. I did as told, and I sent the package via U.S. Mail, insured, conformation of receit requested. That was almost 1 month ago. Today I found in my mail box a notice to come and pick up the package, that Maria refused to even pick it up from the post office and told them to send it back to me. So I have spent an addidtional $30.00 in postage. And it doesn't look like I'll be getting my refund either. (I did save her e-mail regarding the refund) There is something wrong with people who lie for money!!! I'm just thankful I had the wisdom to back out before they took any more of my money. (They want their distributors to spend up to $5000 for their own web site to sell the products) Just do a search on Herbalife and you'll find not only retail websites, but complaints galore! Once you've parted with your money, the only way to make it back is to deceive others and try and sign them up to be ditributors too. I could never do that to anyone. It's just a pyramid sceme, plain and simple. Thanks for letting me kvetch.		
Entered By:	NSHOUSE	**Entry Date:**	3/3/2003
Updated By:	IBOLEN	**Updated Date:**	10/1/2003
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Bus Opps\Franchises\Distributorships
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	3/1/2003	**Transaction Date:**	1/14/2003
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Baxter	**State/Prov:**	Minnesota
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Herbalife International, Inc.		
Address:			
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Maria Hopkins	**Title:**	

Record # 32 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2699026	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I received information from a web site called WORK FROM HOME. I sent for the 39.95 informational packet. It contained nothing about what the company was or anything else. I talked to Glenda Newman concerning this problem. She said if I was interested I could order the $299 package and this would tell me all about the company. I was interested and ordered. However once, I got the package, I discovered that it was Herbalife and I would be selling vitamins. This is not what I was led to believe. I told her I wanted a refund and I sent her back the merchandise and waited about 2 weeks for a refund. I tried calling her and got a busy signal and other times the phone would ring and no one would pick up. I finally called by credit card company and had them do a charge back. I received information from my charge card that Glenda Newman had made charges that I had stolen and damaged merchandise and that the charges are valid and that she was going to only give me only 108.62 of my money back. She reduced my refund due to her having insufficent money in her bank account and returned checks she wrote. That is not my fault she does not keep enough money in her account. I also was verbally treated in very unprofessional business manner when I told her I was returning the merchandise. I wish someone would shut these people down and prevent this from hapenning in the future.		
Entered By:	JXHEINY	**Entry Date:**	2/3/2003
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$340.00	**Amount Paid:**	$340.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	2/1/2003	**Transaction Date:**	
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	hampton	**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 International (representive)		
Address:	323 Rudsill rd		
City:	Hampton	**State/Prov:**	Virginia
ZIP:		**Country:**	United States
Email:		**URL:**	
Area Code:	757	**Phone Number:**	8509693
Ext:			
Representative Name:	Glenda W. Newman	**Title:**	

Record # 33 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2560012	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I am seeking a refund of approximately $5000.00 for money invested in Herbalife and their associate business Newest Way to Wealth, for a distributorship. Marsha Quan, a Supervisor for Herbalife working out of Pleasanton, Texas contacted me with information regarding investing in an Herbalife Supervisor Position based on a Pyramid Work at Home System. I was not told about the company, products, or given any other information by Ms. Quan or Herbalife until they secured payments for the information (by credit card). Ms. Quan was to be my "mentor" in helping me in setting up my business. However, once the charges were made on my credit cards, she no longer attempted to mentor me even though I was workng on the business myself, and contacting her asking for assistance.		
Entered By:	JXHEINY	**Entry Date:**	12/2/2002
Updated By:	HBUCKMON	**Updated Date:**	12/9/2002
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$5,000.00	**Amount Paid:**	$5,000.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	11/30/2002	**Transaction Date:**	10/25/2001
Initial Contact:	Internet (Other)	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	b)(6)		
Address 1:			
City:	Austin	**State/Prov:**	Texas
ZIP:	b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	9800 La Cienega Blvd Inglewood		
City:		**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	410-9600
Ext:			
Representative Name:	Marsha Quan	**Title:**	

Record # 34 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2444440	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I ordered the Herbalife diet plan for 139.00 and it made me very ill. I contacted the distributor and she said it is all natural and that it doesn't make people sick. She wanted me to try it again, which I did and I got sick again. The distributor told me to return the product to her for a refund which I did for the cost of 9.00 shipping. I never heard from her again. I contacted Herbalife directly and they sent me a form to fill out, which I did and sent them the reciept and they said they will not refund my money. The distributor has the product that I paid for and some is unopened and can be resold and I am out of 139.00 dollars.		
Entered By:	MGARMAN	**Entry Date:**	10/24/2002
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Health Care: Diet Products\Centers\Plans
Amount Requested:	$139.00	**Amount Paid:**	$139.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	10/23/2002	**Transaction Date:**	9/13/2002
Initial Contact:	Mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	b)(6)		
Address 1:			
City:	Hagerstown	**State/Prov:**	Maryland
ZIP:	b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Herbalife International		
Address:	9800 S. La Cienega Blvd.		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:	Stephanie Washington	**Title:**	

Record # 35 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2436591	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I received a booklet from Herbalife after a phone call. The follow up was a promise of making money right away; i.e. thousands shortly; had me make long distance calls that were very costly, buying costly equipment and supplies; David said he would help us get started with leads; then he was very surly, saying I had to get a list of 100 people for contacts and they had to be done with him; he talked very fast, and said I just couldn't keep up, and was probably unteachable. His attitude, in my opinion, was that he had gotten the money, and he didn't care. He was soon out of the picture, and he and his wife moved out of this state. He was really a con and a smart aleck, who had no patience, making me feel everything now was up to me. I feel taken advantage of, lied to, and his wife said to me to just relax and not worry. Things don't work out. I never sold anything, returned all the products where they returned all but 90%. I also returned a package unopened to Newest Way to Wealth which was July 12, 2002. They have yet to refund me. It cost $672.00, and they are taking out $112.00 for shipping and handling. I could not afford to do this business. The monthly telephone charges and the mandatory monthly products were too much for me as I am retired and live on a small budget. They have been telling me they are going to refund, but they still haven't. Some people may be able to afford this business, but I can't.		
Entered By:	MGARMAN	**Entry Date:**	10/21/2002
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$112.00	**Amount Paid:**	$112.00
Payment Method:	Wire Transfer	**Agency Contact:**	Internet
Complaint Date:	10/19/2002	**Transaction Date:**	5/20/2002
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	b)(6)		
Address 1:			
City:	Nashville	**State/Prov:**	Tennessee
ZIP:	b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	70 - 79
Subject			
Subject:	Herbalife International Of America, And Newest Way To Wealth		
Address:	9800 LaClenega Blvd.		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:	David Faulkner	**Title:**	

Record # 36 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2287875	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I WAS GOING TO WORK WITH THEM. OPEN UP A HOME BUSINESS FOR MY SELF. WELL, THIS IS WHAT IT COST THEY SAID TO START. WELL, I DIDN'T EVEN RECIEVE MY PRODUCT AND I SPOKE WITH MY HUSBAND MORE AND WE DON'T WANT THIS. SO, IF THE STUFF COMES BY FED EX IT WAS DUE SAT 8-31-2002. NEVER CAME. SO, SHOULD IT COME NEXT WEEK I WILL BE REFUSE THIS PACKAGE. AND ASK FOR FED EX TO RETURN TO SENDER. HOPEFULLY FED EX WILL GIVE ME SOMETHING STATEING I REFUSE PACKAGE. I CHECK THE CREDIT CARD TODAY AND IT IS SHOWING 122.95 TO HERBALIFE AND 76.04 SHANNIE SMITH FOR GROCERIES. I ASK THE CREDIT CARD COMPANY TO FREEZE ANYTHING FOR NOW I HAVE BAL OF $3.00 AND I KNOW THAT AS OF 9-1-2002. I TOLD THEM TO NOTE WE WILL NOT USEING AND WILL CALL WHEN WE HAVE THING WORKED OUT. JUST SO THEY KNOW WE AREN'T USEING THE CARD.		
Entered By:	CPHELPS	**Entry Date:**	9/3/2002
Updated By:	JMOORE	**Updated Date:**	9/10/2002
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$199.00	**Amount Paid:**	$199.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	9/1/2002	**Transaction Date:**	8/29/2002
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	RUNNEMEDE	**State/Prov:**	New Jersey
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Herbalife International		
Address:	9800 LA CIENEGA BLVD		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	412	**Phone Number:**	2074824
Ext:			
Representative Name:	SHANNIE SMITH	**Title:**	

Record # 38 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2054186	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	The consumer's complaint is as follows: "The first of January 2002 I joined up with a work from home organization called the Newest Way To Wealth. When I started this, they said I would be a distributor for a company called Herbalife International. I learned that this was no more than an elaborate pyramid scheme." The consumer further states that in the promotional video, information was given that the consumer later found to be lies. The consumer, in addition, asserts that "Herbalife also claims that its products are safe. I found that a problem exists with their products in that some contain ephedrine, which has been linked to death by the FDA." Upon resigning from the company, the consumer found that they had to pay a cancellation fee of $150.00 to Innovative Merchant Solutions and still has to finish out a 36 month contract at $30.36/month. The consumer's financial loss for participation in the program has totalled $3385.20 for 1 1/2 months and this does not include the $30.36 for the remainder of that contract. The original amount requested by the company, initial contact and response, and payment method were not provided.		
Entered By:	KDEEM	**Entry Date:**	6/12/2002
Updated By:	JCLARK	**Updated Date:**	6/14/2002
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$0.00	**Amount Paid:**	$3,385.20
Payment Method:	Unknown	**Agency Contact:**	Mail
Complaint Date:	5/15/2002	**Transaction Date:**	1/1/2002
Initial Contact:	Unknown	**Initial Response:**	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation TSR: Fail to disclose costs, restrictions, refund policy
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Borger	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	1800 Century Park East		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90067	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:		**Title:**	

Record # 39 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2019389	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Work from home business required to purchase large inventory of their products to make the greater percentage. Not Herbalife but the other companies in the chain required to use thier services for example S&C Marketing in Santa Monica California. Others companies like Touchfon for 800 mailboxes, Leadstreams for websites you are required to use and they rip you off. People must be getting a percentage or actually some kind of interset in these companies because you can get better service and price elsewhere. I got out of the business within 6 weeks. They promise you training from a mentor who actaully your in competition with for sales and recruiting. My mentor was no help and was an expensive lesson for me to learn of these work at home business's. I have a disabilty so this attracted me to this type of business.		
Entered By:	JKELLER	**Entry Date:**	5/29/2002
Updated By:	IBOLEN	**Updated Date:**	6/7/2002
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$0.00	**Amount Paid:**	$0.00
Payment Method:	Unknown	**Agency Contact:**	Internet
Complaint Date:	5/28/2002	**Transaction Date:**	2/20/2002
Initial Contact:	Mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	[redacted]		
Address 1:	[redacted]		
City:	Shelby twsp	**State/Prov:**	Michigan
ZIP:	[redacted]	**Country:**	UNITED STATES
Home Number:	[redacted]	**Work Number:**	[redacted]
Fax Number:	[redacted]	**Ext:**	
Email:	[redacted]	**Age Range:**	40 - 49
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:	310	**Phone Number:**	2167770
Ext:			
Representative Name:	LuAnn Cathers	**Title:**	

Record # 40 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1984294	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	They sent me a booklet advertising work from home. So I ordered a CD ($45). They told me they will show me step by step how to make the money after I buy the distributor¿s package. I ordered the distributor¿s package ($299). I asked them to send me the receipt for that CD. They always said to me ¿Sure.¿, but they never sent to me. I found they always lied to me and they have nothing to teach, so I told them that I wanted to return everything because your company has 30 day money back guarantee. They first told me to send everything back. In one week, when I call them and check if they receive my package, they told me it is over 30 days, so I could not get one penny back. At the same time they kept my package. The CD has 90 days money back guarantee. Those are the rules that their company set for them. They still would not give me any refund.I also found everything they sent to me according their company's price list only cost $200, but they charged me $299. I have been contacting their company ¿Herbalife¿ since March and show the company the copy they charged me and the copy I sent them. They still haven¿t solved that problem. I think their company does not supervise their distributor to obey the rules but protects their distributors to violate the rules.		
Entered By:	JWILLARD	**Entry Date:**	5/15/2002
Updated By:	IBOLEN	**Updated Date:**	6/7/2002
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$344.00	**Amount Paid:**	$344.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	5/11/2002	**Transaction Date:**	10/1/2001
Initial Contact:	Mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	[redacted]		
Address 1:			
City:	Lake Hughes	**State/Prov:**	California
ZIP:	[redacted]	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	9800 S. La Cienega Blvd.		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:	Linda and Dean Hixson	**Title:**	

Record # 41 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1979097	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I get emails all the time and usually delete them. But like a dumby I answered this one. Its not really Mr. Tosh's fault he was doing what they trained him to do. He probably answered the same add I did. They mislead me, their in their initial brochure. It says one thing but when you actually get the information after you pay for it it is something totally different. Had I known what I know before I paid $340 I would not have paid that. They wanted more money for products I told them I don't think so and pulled everything. I also cancelled that credit card incase someone tried to charge me and send me the products. They weren't very happy with me. I have all the information that was sent to me from the beginning. If you wish to have it so you can see how they hook people into this let me know and I will gladly mail it to you. The did, however, send me some products for my money. But I used them for a few days and had to quit. The are awful and make you feel terrible. Thank you for your time.		
Entered By:	DGROSSNICKLE	**Entry Date:**	5/14/2002
Updated By:	IBOLEN	**Updated Date:**	6/7/2002
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$1,500.00	**Amount Paid:**	$340.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	5/11/2002	**Transaction Date:**	4/15/2002
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Morris	**State/Prov:**	Illinois
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
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:	310	**Phone Number:**	2169661
Ext:			
Representative Name:	Dick Tosh	**Title:**	

Record # 42 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1937155	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I was assured that I would not need much money at all to begin with Herbalife, but was increasingly pressured to invest more and more money in the company products, as well as mailing names and booklets, signs and various other things such as 800 numbers and training calls that cost a lot of money each month. I made absolutely no money in the entire time I was with the company, but was continually pressured to invest more and more money, until I simply bottomed out financially and had to drop out.		
Entered By:	FTUCKER	**Entry Date:**	4/25/2002
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$4,000.00	**Amount Paid:**	$4,000.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	3/20/2002	**Transaction Date:**	2/15/2001
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Gallatin	**State/Prov:**	Tennessee
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Herbalife International		
Address:	unknown		
City:		**State/Prov:**	California
ZIP:		**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Jerry Welch	**Title:**	

Record # 43 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1919048	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	The old story, they talked me into spending thousands, then didn't give the help they promised to have me make TONS of money. Herbalife won't give you your money back for all the product you buy and can't get rid of. Then when you put it on an internet auction site to try to get a couple of bucks back, they harass you because you are selling their product in an unsavory way. I have gotten three letter from them saying how I can't do this. Other people should know what a RIP OFF these people are so that they don't get taken too.		
Entered By:	FTUCKER	**Entry Date:**	4/17/2002
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$3,500.00	**Amount Paid:**	$3,500.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	3/4/2002	**Transaction Date:**	11/15/2000
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Monroe	**State/Prov:**	Connecticut
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Herbalife International Of America Inc.		
Address:	9800 La Cienega Blvd		
City:	Inglewood	**State/Prov:**	California
ZIP:	90310	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:	Cinnamon Harley	**Title:**	

Record # 44 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1863897	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	After paying the 39.95 I was given a very vague information package which made a number of false claims Before any training was given I had to pay another $299.00 for a sample of there products.(Still no training)After getting this I was ask to pay another $100.00 for a training ticket and I would have to pay them another $300-$700 for more training packages because thats what I was going to sell.		
Entered By:	DKNOWLES	**Entry Date:**	3/20/2002
Updated By:	IBOLEN	**Updated Date:**	6/7/2002
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$39.95	**Amount Paid:**	$338.95
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	2/8/2002	**Transaction Date:**	1/21/2002
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Casselberry	**State/Prov:**	Florida
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:	9800 S. cienega Blvd. P.O Box 80210		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	410-9600
Ext:			
Representative Name:	Anita Mac	**Title:**	

Record # 45 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1838912	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Request for Information
Source:	Consumer	**DNC?**	N
Comments:	THIS COMPANY CALLED SUCCESS CONNECTION WHICH SEEMS TO SELL HERBALIFE PRODUCTS HIRES EXPLOYEES FOR BUSSINESS.....I WANT TO KNOW IF THIS COMPANY IS A FRAUD AS SOON AS POSSIBLE. BECAUSE I HAVE ALREADY BOUGHT THEIR FIRST PACKAGE AND THEY WANT ME TO GO AHEAD AND BUY THE SECOND PACKAGE .....PLEASE CALL ME AS SOON AS POSSIBLE		
Entered By:	HBUCKMON	**Entry Date:**	3/4/2002
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$40.00	**Amount Paid:**	$40.00
Payment Method:	American Express Credit Card	**Agency Contact:**	Internet
Complaint Date:	1/28/2002	**Transaction Date:**	1/22/2002
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	Rule / Other	**Law Violation:**	Other (Note the Violation in the Comment Field)
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	SURREY	**State/Prov:**	British Columbia, Canada
ZIP:	(b)(6)	**Country:**	CANADA
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	18 - 19
Subject			
Subject:	Success Connection- Herbalife International		
Address:			
City:	Vancouver Island	**State/Prov:**	British Columbia, Canada
ZIP:		**Country:**	Canada
Email:		**URL:**	
Area Code:	1-250	**Phone Number:**	746-0018
Ext:			
Representative Name:	kevin unknown	**Title:**	

Record # 47 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1690578	**Originator Reference Number:**	101070114495619
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 (304)363-4312 AND SPEAK TO SSA CINDY ALLARD, SSA STEVE ANDERSON OR SSA MARK SYKES.As explained in the previous letter, I returned the merchandise to Herbalife and they will not give me the refund I deserve. They claim that I never sent them a credit card statement detailing the amount paid for the materials, yet I sent it twice.		
Entered By:	IFCC	**Entry Date:**	7/1/2001
Updated By:	IBOLEN	**Updated Date:**	2/4/2002
Complaint Source:	Internet Fraud Complaint Center	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	$280.00
Payment Method:	Not Reported	**Agency Contact:**	
Complaint Date:	7/1/2001	**Transaction Date:**	5/2/2001
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Other (Note the Violation in the Comment Field)
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	WALTHAM	**State/Prov:**	Massachusetts
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International		
Address:	9800 S. La Cienega Blvd		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	2169661
Ext:			
Representative Name:		**Title:**	

Record # 48 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1404273	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer states that she was told of a dietary pill called Herballife from her friend. The consumer contacted a Herbalife representative to find out more about the product and its side effects. The consumer told the representative that she suffers from high blood pressure, and she was told that she could use this product because it is all natural. The consumer began taking the pills for about a year, and she noticed her blood pressure was going up but she did not know why. The consumers sister began ordering this product, and when her product arrived it had a warning label on it that stated that if you suffer from high blood pressure, do not use it. The consumers bottles never had that warning on it, and she was deceived by the rep. when she first purchased the product.		
Entered By:	SGAFAR	**Entry Date:**	5/21/2001
Updated By:	SGAFAR	**Updated Date:**	5/21/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Diet Products\Centers\Plans
Amount Requested:	$40.00	**Amount Paid:**	$40.00
Payment Method:		**Agency Contact:**	Phone
Complaint Date:	5/21/2001	**Transaction Date:**	
Initial Contact:	Phone	**Initial Response:**	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Cincinatti	**State/Prov:**	Ohio
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International Of America,inc		
Address:	Unknown		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:	xx	**Phone Number:**	
Ext:			
Representative Name:	Linda Bessey	**Title:**	

Record # 49 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1386351	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer stated that he work for a work at home program selling Health and Nutrion aide. He stated that the products were fine the sponsor is who they are having problems with and there is alot of competition in there area. He stated that they end up telling you that they will go to a relative to purchase the product. Consumer stated that they have to deliver the product and etc. Consumer stated that they are advertising the work at home program in there area too many people are selling it in the area and they cannot get the sells they need.		
Entered By:	APROCTOR	**Entry Date:**	5/8/2001
Updated By:	DSSMITH	**Updated Date:**	5/9/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$66.00	**Amount Paid:**	
Payment Method:		**Agency Contact:**	Phone
Complaint Date:	5/8/2001	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Belleveue	**State/Prov:**	Michigan
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International		
Address:	9800 La Cienga Blvd.		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	XXX	**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 50 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1327768	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer stated that he received a call from Herbalife International via an auto-dialer. When he called their 800# he was told to send $39.00 for a package of information on their Weight Management Nutritional Products & discovered that it was a Multi Level Mktg or Pyramid Plan whereby he had to find other participants in the plan who would also pay $39.00 for the package of info. In the past year since he joined the business he has lost about $60,000.00.		
Entered By:	MLASRADO	**Entry Date:**	3/21/2001
Updated By:	DSSMITH	**Updated Date:**	3/22/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Phone
Complaint Date:	3/21/2001	**Transaction Date:**	1/15/2000
Initial Contact:	Phone	**Initial Response:**	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Spring	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International		
Address:	9800 La Clenga Blvd.		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:	Larry Clark Sharon Clark	**Title:**	manager

Record # 51 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1064043	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer has a complaint against the company regarding multi-level marketing.		
Entered By:	JBLAND	**Entry Date:**	8/23/2000
Updated By:	IBOLEN	**Updated Date:**	8/25/2000
Complaint Source:	Planning and Information- BCP	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	$7,000.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Mail
Complaint Date:	8/23/2000	**Transaction Date:**	1/19/2000
Initial Contact:	Mail	**Initial Response:**	Mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	High Springs	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International		
Address:	9800 La Cienga Blvd.		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:		**Title:**	

Record # 52 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1058228	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer convinced to go on weight loss products, after 7 months, she did not lose the weight. Distributor told her that other clients were on the products for at least 1 year before losing weight. Consumer stayed with the program for almost 1 year and did not lose any weight, company would not refund.		
Entered By:	WICPLLJ	**Entry Date:**	8/17/2000
Updated By:		**Updated Date:**	
Complaint Source:	Wisconsin Dept. of Agriculture, Trade, and Consumer Pro.	**Product Service Code:**	Health Care: Diet Products\Centers\Plans
Amount Requested:	$1,400.00	**Amount Paid:**	$1,400.00
Payment Method:	Cash	**Agency Contact:**	External Agency
Complaint Date:		**Transaction Date:**	1/9/1999
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Green Bay	**State/Prov:**	Wisconsin
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International		
Address:			
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Susan Rule	**Title:**	

Record # 53 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1048926	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer received via mail "The Little Blue Book" which contained promises of riches. Consumer ordered 1st package for $36, which contained false claims, she requested her money back and was begged to wait until she received her free 2nd package. In the 2nd package was Herbalife's NRG, a product that Herbalife was ordered to place labels on, stating the product contained caffeine (they have not). Consumer decided to become a Supervisor Executive A (there were different levels of entry) and after providing company with $3000 to qualify she had to pay another $1050 to Chris Carley at S&C Marketing, then she had to obtain a web site, then was told to get a voice mailbox number to print in her Little Blue Books for $28.00. And before she got her books, once again she was told Chris with S&C has a new website, it's called ebook and inorder for her to succeed she had to have the ebook, she paid $185 for that. She then had to pay for a 3 month commitment on the wheel at $231.75 a month and 900 leads and the infamouse Z calls which ran up phone bill to $300 in long dis. calls. Consumer did the work, spent the money and now Chris wants the leads she paid for. Why? so she can rent/sell/or whatever to put money in Chris's pocket. The product consumer was selling "Herblife" was cited as being unsafe, potentially lethal complications involving cardiac dysfunction and has caused the death of four people. (consumer sent a letter, dated 10/3/00, to AG in FL, they sent copy to FTC. The letter is a complaint same as above.		
Entered By:	ARICHARDSON	**Entry Date:**	8/10/2000
Updated By:	ARICHARDSON	**Updated Date:**	10/30/2000
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:	$4,000.00	**Amount Paid:**	$8,000.00
Payment Method:	Cashier's Check	**Agency Contact:**	Mail
Complaint Date:	7/15/2000	**Transaction Date:**	1/19/2000
Initial Contact:	Mail	**Initial Response:**	Mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	High Springs	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	S&c Marketing		
Address:	30065 Pacific Coast Hwy		
City:	Malibu	**State/Prov:**	California
ZIP:	90265-3640	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4576937
Ext:			
Representative Name:		**Title:**	
Associated Subjects			
Company:	Herbalife International		

Company Type:	Affiliate		
Address:	9800 La Cienga Blvd.		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			

Record # 56 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	866825	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	consumer enrolled in distributorship with herbalife, inc. requested a refund due to misreps in contract and ad. only received a refund of $20. consumer is unable to contact her sponsor. company will not respond to consumer inquiry		
Entered By:	BREDDIX	**Entry Date:**	2/17/2000
Updated By:	IBOLEN	**Updated Date:**	8/9/2000
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$225.00	**Amount Paid:**	$225.00
Payment Method:		**Agency Contact:**	Mail
Complaint Date:		**Transaction Date:**	7/29/1999
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Kinderhook	**State/Prov:**	New York
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International Of America		
Address:	9800 La Cienega Blvd.		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 57 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	812586	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I don't know if you are the right organization to contact - but here is the story. After being approached about Herbalife by an independent distributor - I decided to check out their website. They claim on the website that their products contain a superior blend of vitamins, minerals, etc. Considering the recent action between Papa John's and Pizza Hut - exactly what gives Herbalife the right to claim their product is superior to other (cheaper) supplements? I know herbalife has been investigated before and I hope you can use this new slant to go at them again.		
Entered By:	FTUCKER	**Entry Date:**	12/10/1999
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:	12/10/1999	**Transaction Date:**	8/10/1999
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Bryan	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International		
Address:	HDQ - in California		
City:		**State/Prov:**	California
ZIP:		**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Jeremy Renauld	**Title:**	

Record # 58 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	809043	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer feels that a business opportunity used bait and switch. Consumer states they did not disclosed it was multi-level marketing company.		
Entered By:	ABANKS	**Entry Date:**	12/7/1999
Updated By:	IBOLEN	**Updated Date:**	8/9/2000
Complaint Source:	Planning and Information- BCP	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Mail
Complaint Date:	11/29/1999	**Transaction Date:**	
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	TSR: Other Deception or Abuse (note in comments)
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Lawrenceville	**State/Prov:**	Georgia
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International, Inc.		
Address:			
City:		**State/Prov:**	Location Not Reported
ZIP:		**Country:**	Location Not Reported
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 59 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	773017	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I was contacted by (b)(6) from France (b)(6) (we were both members of SixDegree's) He sent me almost $200.00 worth of products. He wants me to become a distributor for Herbalife. Said I could quit my job shortly and make thousands of dollars a month. Sounds to good to be true. That's why I'm asking you. Is this company legit. They sell all over the world, yet I see sites on the net saying they are a rip-off. So are they legit or not?????Thanks (b)(6)		
Entered By:	DJOHNSON	**Entry Date:**	10/26/1999
Updated By:	IBOLEN	**Updated Date:**	8/9/2000
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	10/19/1999	**Transaction Date:**	
Initial Contact:	Unknown	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Manitowoc	**State/Prov:**	Wisconsin
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International, Inc		
Address:			
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 60 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	708062	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I PURCHASED WEIGHT LOSS PRODUCTS FROM A INDEPENDENT DISTRIBUTOR.I RETURNED PRODUCTS BACK TO HER BECAUSE HERBALIFE WAS CAUSING ME TO GET STOMACH PROBLEMS AND MIGRAINES.HERBALIFE COMES WITH A 30 DAY BACK GUARANTE. THIS DISTRIBUTOR HAS KEEP BOTH RETURNED PRODUCT AS WELL AS MY 161.00.THIS HERBALIFE PRODUCT IS SUPPOSE TO MAKE YOU LOSS WEIGHT AND FEEL GREAT.THEY ARE A SCAM.CAN YOU PLEASE GIVE ME INFORMATION AS TO HOW I CAN RECOVER MY MONEY.		
Entered By:	ESELLERS	**Entry Date:**	8/15/1999
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Health Care: Diet Products\Centers\Plans
Amount Requested:	$161.00	**Amount Paid:**	$161.00
Payment Method:	MasterCard Credit Card	**Agency Contact:**	Internet
Complaint Date:	8/10/1999	**Transaction Date:**	7/8/1999
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	VINELAND	**State/Prov:**	New Jersey
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International Of America,inc		
Address:	1800 CENTURY PARK EAST		
City:	Los Angeles	**State/Prov:**	California
ZIP:	90067	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:	WENDY HEINTZ	**Title:**	

Record # 62 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	520194	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	my complain is the proudct did'nt work for me. in the begin i lose 5pound of water weight and then i start having problems.I started having headaches all the time and was having a hard time used the bathroom. I'll told (b)(6) about the trouble i'll was having and she say it from like of sugar, so i'll tried it again and same thing happened.She used to call everyday in the begin and when the problem started close to the 30day of giving my money back she stop.she was to call me on the 20, of nov.98 and nothing.the proudcts made my heart beat fast.I not saying it didn't work for other be if a person is having problem they should listern to that person. I so glad someone listen to us poor people that had a problem like this .thank you (b)(6)		
Entered By:	FTUCKER	**Entry Date:**	12/23/1998
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Health Care: Other Products\Supplies
Amount Requested:	$255.00	**Amount Paid:**	$255.00
Payment Method:	Other Credit Card	**Agency Contact:**	Internet
Complaint Date:	12/10/1998	**Transaction Date:**	10/19/1998
Initial Contact:	Internet (Other)	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	HOUMA	**State/Prov:**	Louisiana
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International Of America, Inc		
Address:			
City:	Los Angeles	**State/Prov:**	California
ZIP:	90080-0210	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Paul& Elaine McVinney	**Title:**	

Record # 63 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	421162	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	consumer feels that distributor (Paula White) for Herbalife misrepresented weight loss product sold and consumer experienced bad reaction from product.		
Entered By:	SILEE	**Entry Date:**	7/15/1998
Updated By:	SILEE	**Updated Date:**	7/15/1998
Complaint Source:	Western Region Los Angeles	**Product Service Code:**	Health Care: Other Products\Supplies
Amount Requested:	$107.49	**Amount Paid:**	$107.49
Payment Method:		**Agency Contact:**	Mail
Complaint Date:	7/15/1998	**Transaction Date:**	9/26/1997
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Camarillo	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Herbalife International Of America		
Address:	9800 La Cienega Blvd.		
City:	Inglewood	**State/Prov:**	California
ZIP:	90301	**Country:**	United States
Email:		**URL:**	
Area Code:	310	**Phone Number:**	4109600
Ext:			
Representative Name:		**Title:**	

FEDERAL TRADE COMMISSION
MANAGEMENT INFORMATION SYSTEM

MATTER INITIATION NOTICE

IDENTIFICATION

1. MATTER NUMBER: 852 3022

2. DATE ASSIGNED (M M D D Y Y): 11 02 84

3. RELATED MATTER NUMBER(S):

4. MATTER NAME/TITLE (*may be identical to a respondent's name*): HERBALIFE INTERNATIONAL

5. RECORDS CHECK COMPLETED

[X] YES COMPLETED BY Karen Alford DATE 10/23/84

DESCRIPTION

6. TYPE MATTER (*check appropriate box*)

- [X] INITIAL PHASE INVESTIGATION (TYPE A)
- [ ] FULL PHASE INVESTIGATION (TYPE B)
- [ ] RULE/GUIDE (TYPE C)
- [ ] PROJECT (TYPE D)
- [ ] COMPLIANCE INVESTIGATION (TYPE G)
- [ ] _____

RESPONDENTS

7. LIST RESPONDENTS (*one per line*)

HERBALIFE INTERNATIONAL

8. If additional space is needed, check the box and use Continuation Sheet (FTC Form 84) [ ]

CODE ASSIGNMENTS (*see FTC Code Book for complete listing*)

9. ORGANIZATION CODE: 1683 — ORGANIZATION NAME: Denver Regional Office

10. PROGRAM CODE: M04 — PROGRAM NAME: Rule and Statue Enforcement

11. MANAGER ID: 046311 — MANAGER'S NAME: Karen Alford

12. SOURCE CODE: 01

13. BC ASSISTANT/RO DIRECTOR CODE:

14. PRODUCT CODE(S): 0304 0612

15. SIC CODE(S): 2032

16. STATUTE CODE(S): Z

17. VIOLATION CODE(S): II WAA

18. ECONOMIC SECTOR CODE(S): 08

FEDERAL TRADE COMMISSION
1984 NOV -5 PM 2:06
DOCUMENT PROCESSING

FTC Form 77 (rev. 9/80)

SCHEDULE OF EVENTS

19. PLANNED EVENTS SOURCE	PLANNED COMPLETION DATES (M M D D Y Y)
☐ ACCESS LETTER	11 05 84
☐ Initial Rec to Bur Div	10 02 85
☐	
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MATTER COMMENT

20. BRIEFLY DESCRIBE MATTER

POSSIBLE VIOLATION OF FRANCHISE AND BUSINESS OPPORTUNITY RULE WITH UNSUBSTANTIATED HEALTH FOOD CLAIMS

APPROVAL

ASSISTANT/REGIONAL DIRECTOR Claude C. Wild III, Director	DATE 10/30/84	ASSISTANT DIRECTOR FOR REGIONAL OPERATIONS (BC)	DATE
BUREAU DIRECTOR	DATE	DOJ CLEARANCE (BC)	DATE
COPY DISTRIBUTION WHITE - OFFICIAL FILE YELLOW - DP&ISD GREEN - ORO/BUREAU DIRECTOR PINK - BUREAU CLEARANCE		ASSISTANT DIRECTOR OF EVALUATION (BC)	DATE

Federal Trade Commission
Management Information System

MATTER UPDATE NOTICE

Use this form to add, update or delete information about new matters. See the FTC Code Book for instructions and information on codes. Please use the following forms if you need more space: FTC Form 84 for respondents, FTC Form 83 for anything else. Leave the shaded areas blank. Please print.

1. MATTER NUMBER: 852 3 0 2 2
2. CURRENT MATTER NAME: Herbalife International
3. UPDATED MATTER NAME (*Complete only if you are changing the matter name. Use important descriptive words, up to 40 letters and spaces in length.*)

IDENTIFICATION CODES/TITLES (*Complete if existing coded need to be updated*)

4. ORGANIZATION CODE	5. PROGRAM CODE	6. MANAGER MIS NO.	7. MATTER SOURCE CODE
1145	I02	057321	01

MATTER DESCRIPTION

8. IF THE DESCRIPTION OF THE MATTER HAS CHANGED, BRIEFLY DESCRIBE IT HERE.

EVENT

9. ACTION: A-ADD, U-UPDATE, C-CANCEL: [ ]
10. EVENT CODE: 0390
11. EVENT DESCRIPTION: Recommending Closing
12. EVENT DATE

PLANNED (M M D D Y Y)	ADJUSTED (M M D D Y Y)	ACTUAL (M M D D Y Y)
		032289

13. EVENT SOURCE	14. EVENT PRIORITY (H/M/L)	15. IRIS DOCUMENT NUMBER	16. DOES THIS EVENT APPLY TO ALL RESPONDENTS? (Y/N)
S			Y

(*If no, list applicable respondents in Item 21*)

17. MIS NO. AND NAME OF PERSON RESPONSIBLE FOR THE EVENT:
18. CODE AND NAME OF ORGANIZATION RESPONSIBLE FOR THE EVENT: 1145 Ad Practices
19. EVENT COMMENT (*Enter a brief description of the event.*)

EVENT RESPONDENTS (*Use for completed events only*)

20. SNS CODE	21. RESPONDENT NAME (*40 letters and spaces or less*)	IF NON RESPONDENT PUT AND 'X'

(Continue on FTC Form 84 if necessary)

PARTICIPANTS

22. ACTION A-Add D-Delete	23. TYPE	24. MIS NO.	25. PARTICIPANT NAME

MATTER STATUS

26. BRIEFLY DESCRIBE THE CURRENT STATUS OF THE ENTIRE MATTER.

As of _____ ,
DATE

UPDATE CODES

27. ACTION A-Add D-Delete	TYPE OF CODE (*e.g., violation, program*)	CODE	CODE DESCRIPTION	IF PRIMARY PUT AN 'X'

UPDATE RESPONDENTS

28. ACTION A-Add D-Delete	SNS CODE	RESPONDENT NAME (*40 letters and spaces or less*)	IF NON RESPONDENT PUT AN 'X'

PREPARATION	APPROVALS	
PREPARED BY	SIGNATURE OF APPROVING OFFICIAL	SIGNATURE OF REVIEWING OFFICIAL
Devenette Sneed	Celee Peeler 3/16/87	

Send the completed and signed original form to your data entry staff. They will send the signers and the manager a copy and forward the original form to the Office of the Secretary for filing.

CONSUMER NETWORK

Law enforcement's source for consumer complaints

PRINT

565 Search Results

Search Criteria: Primary Subject Name:avon; Primary Subject Company Name:avon; Created Date:01/01/2006 to 2/5/2013; Selected Complaint Types:Identity Theft, Do Not Call, Fraud and Other Complaints, and All Other Record Types ; Name Variations Included

Print Date:2/5/2013 11:19:58 AM

Rank	Subject Name	Count
1	Avon	186
2	Avon Products	95
3	Avon Products, Inc.	32
4	Avon Products Inc	12
5	Avon Resource Inc	11
6	Avon Inc	10
7	Avon Mn	8
8	Avon Oh	6
9	Avon Products Plc	5
10	Avon Resource	5
11	LTD Financial Services	5
12	Acura Of Avon	3
13	Avon Company	3
14	Avon Corp	3
15	Avon Online	3
16	Avon Prods Inc	3
17	Avon Representative	3
18	Avon Store	3
19	Avon's	3
20	Village At Avon	3
	Total	**402**

Provided by the Federal Trade Commission

CONSUMER NETWORK

Law enforcement's source for consumer complaints

PRINT

80 Search Results

Search Criteria: Primary Subject Name:"gnc"; Primary Subject Company Name:"gnc"; Created Date:1/1/2012 to 2/5/2013; Selected Complaint Types:Identity Theft, Do Not Call, Fraud and Other Complaints, and All Other Record Types ; Name Variations Included

Print Date:2/5/2013 11:23:46 AM

Rank	Subject Name	Count
1	GNC	20
2	Gnc Credit Services	10
3	Gnc	5
4	Gnc Corporation	3
5	Gnc Vacations	3
6	Gnc - Store	2
7	Gnc Live Well	2
8	Gnc Vacation	2
9	Gnc Vacation Sales	2
10	Ddl Instaflex 30 30 Da Sply (disguised As Gnc)	1
	Total	**50**

Provided by the Federal Trade Commission

CONSUMER NETWORK

Law enforcement's source for consumer complaints

PRINT

87 Search Results

Search Criteria: Primary Subject Name:herbalife; Primary Subject Company Name:herbalife; Created Date:1/1/2012 to 2/5/2013; Selected Complaint Types:Identity Theft, Do Not Call, Fraud and Other Complaints, and All Other Record Types ; Name Variations Included

Print Date:2/5/2013 11:22:27 AM

Rank	Subject Name	Count
1	Herbalife International Of America, Inc.	35
2	Herbalife	24
3	Herbalife International	3
4	The Online Business Systems Herbalife	3
5	Daphne Morris; Herbalife: Independent Distributor	2
6	Herbalife International Inc.	2
7	H I	1
8	Helen Garland - Herbalife	1
9	Herbalife / Herbal Group	1
10	Herbalife (or Something Like That)	1
11	Herbalife Distributor	1
12	Herbalife International Of America	1
13	Herbalife International Of America, Inc (hq)	1
14	Herbalife International Of Amrica Inc	1
15	Herbalife International, Inc.	1
16	Herbalife Ltd	1
17	Herbalife Nutritional Center	1
18	Herbalife Nutritional Club	1
19	Herbalife Of Canada Ltd.	1
20	Herbalife Online Business Systems	1
	Total	**83**

Provided by the Federal Trade Commission

Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, DC 20580

Report Date :02/07/2013
Time :1:14:53 PM

Requests Report
Received between 01/ 01/ 2005 and 02/ 07/ 2013

Select Options
Group By :
Sort By : Request ID (Ascending)

Filter By
Received Mode : All
Review Status : All
Description/Sub Request : Herbalife*
Cases handled by (Action Office) : Seery, Alexander
Action Office (Request) : *

Select Fields
Received Date
Request ID
Request Description
Requester Name
Organization

Received Date	Request ID	Request Description	Requester Name	Organization
01/24/2007	FOIA-2007-00341	Herbalife	MacArthur, Robert	Alternative Research Service, Inc.
10/02/2008	FOIA-2009-00053	Herbalife International of America	Webb, John	Direct Selling Association
05/29/2009	FOIA-2009-01010	Herbalife International of America, Inc.	Dyer, J. Gregory	Stephens Friedland, LLP
07/15/2010	FOIA-2010-00992	Herbalife Complaints	Lampley, Michael	CanIReallyWorkFromHome.com
10/20/2010	FOIA-2011-00083	Herbalife International of America, Inc.	Marti, Daniel	Kilpatrick Stockton LLP
04/18/2012	FOIA-2012-00806	Herbalife	Frayter, Karina	CNBC
07/16/2012	FOIA-2012-01131	Herbalife International, Inc.	Low, Kevin	-
08/17/2012	FOIA-2012-01252	Herbalife	Han, Dong	-
12/26/2012	FOIA-2013-00280	Herbalife	Celarier, Michelle	New York Post
01/14/2013	FOIA-2013-00339	Herbalife	Jacobovitz, Yitzchak	Capstone LLC
01/14/2013	FOIA-2013-00341	Herbalife	Graham, Caroline	-
01/17/2013	FOIA-2013-00376	Herbalife International	Ofoche, Natalie	-
01/25/2013	FOIA-2013-00398	Herbalife, etc.	Muchanic, Christine	Height Analytics
01/29/2013	FOIA-2013-00416	Herbalife	Sole, Andrew	Esopus Creek Advisors
01/29/2013	FOIA-2013-00417	Herbalife	Daftary, Krish	New Mountain Capital
01/30/2013	FOIA-2013-00426	Herbalife	Eavis, Peter	The New York Times
01/30/2013	FOIA-2013-00429	Herbalife	Tang, Carol	dealReporter
01/31/2013	FOIA-2013-00434	Herbalife	Celarier, Michelle	New York Post
01/31/2013	FOIA-2013-00436	Herbalife	Wise, Aubrey	One East Partners
02/04/2013	FOIA-2013-00456	Herbalife, Avon, and GNC	Miller, Jason	Ionic Capital

Total No of Cases : 20

CONSUMER SENTINEL NETWORK
Law enforcement's source for consumer complaints

PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	45777903	**Originator Reference Number:**	13000020007761
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?**	N
Comments:	I WAS TOLD THAT IF I WAS NOT SATIFIED THAT MY MONEY WOULD BE REFUNDED , I PAID THEM $399.00 ,I SENT MY REFUND REQUEST BEFORE THE 90 DAYS ,THAT WAS IN FEBUARY, IHAVE HEARD NOTHING FROM THEM. ALL I WANT IS MY MONEY BACK. THANK YOU --- Additional Comments: DesiredSettlementID: Refund$399.00 AND THE $49.95		
Was the complaint resolved?:	y	**Complaint Resolution:**	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBCALA-USER	**Entry Date:**	4/15/2013
Updated By:		**Updated Date:**	
Complaint Source:	BBB CA Los Angeles	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	$399.00
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	4/15/2013	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	LELAND	**State:**	North Carolina
Zip:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Military Service Branch:		**Soldier Status:**	
Soldier Station:			

Subject			
Subject:	**Herbalife** International Of America, Inc.		
Address:	950 West 190th Street		
City:	Torrance	**State/Prov:**	California
ZIP:		**Country:**	United States
Email:		**URL:**	http://www.herbalife.com
Area Code:	310	**Phone Number:**	4109600
Ext:		**Subject ID Type:**	
Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	Mark Hughes	**Title:**	

Provided by the Federal Trade Commission

CIS COMPLAINT

Record 1 of 133	
Reference Number	10043020
Created Date	02/20/2007
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	MRITZ
Entered Date	02/20/2007
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Jan 1 1900 12:00AM
Transaction Date	Dec 14 2006 12:00AM
Consumer 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	Vega Baja
Consumer Address, State Code	PR
Consumer Address, State Name	Puerto Rico
Consumer Address, Country Code	USA
Consumer Address, Country 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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	Av. Tony Santana
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Carolina
Company Address, State Code	PR
Company Address, State Name	Puerto Rico
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	787
Company Phone, Number	2532025
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	12/14/2006
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$62.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$62.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	DDM|LJB
Complaint Info Law Violation Description	Deception/Misrepresentation|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	Consumer ordered some products from Melaleuca and never received the merchandise. Consumer was told that they were out of stock and when the consumer indicated them that she wanted to cancel the order they refused. Consumer stated that it has been awhile and she has not received the products or her money back, even though she has requested it. No work ph # or email address for consumer.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 2 of 133	
Reference Number	10043623
Created Date	02/20/2007
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASALAZAR
Entered Date	02/20/2007
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Jan 1 1900 12:00AM
Transaction Date	Dec 18 2006 12:00AM
Consumer 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	VEGA BAJA
Consumer Address, State Code	PR
Consumer Address, State Name	Puerto Rico
Consumer Address, Country Code	USA
Consumer Address, Country 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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 South Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402-6003
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6346246
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	12/18/2006
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	$72.18
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$72.18
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
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	Consumer Melaleuca a multilevel company, consumer bought merchandise from company and was charged on bank account but consumer never received the products, consumer can't contact the company to dispute the matter. Consumer did not provide email address
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 3 of 133	
Reference Number	10100535
Created Date	02/26/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	02/26/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Feb 23 2007 2:22PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Doral
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	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	1842 NW 93RD, AVENUE
Company Address, Line 2	DORAL
Company Address, Line 3	
Company Address, City	FLORIDA
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	33172
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	ARNOLD
Company Rep Middle Name	
Company Rep Last Name	BOWLEG
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	$250.00
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	TR11
Complaint Info Law Violation Description	TSR: Other Deception or Abuse (note in comments)
Complaint Info Statute Code	TR
Complaint Info Statute Description	Telemarketing Sales Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: HEALTH PRODUCTS) THEY KEEP CALLING ME, I WOULD LIKE TO KNOW IF THIS COMPANY IS AUTHENTIC AND ARE THEY REGISTERED WITH YOU AND THE BETTER BUSINESS BEARUE. THANK YOU
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 4 of 133	
Reference Number	10225505
Created Date	01/12/2007
Complaint Source	BBB IN Fort Wayne
Originator Reference Number	03520026006740
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBFTWN
Entered Date	01/12/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jan 12 2007 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	GOSHEN
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	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA INC
Company Address, Line 1	3910 S YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834024342
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
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	$461.15
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	Billing or Collection Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 5 of 133	
Reference Number	10315218
Created Date	03/26/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JXHEINY
Entered Date	03/26/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Mar 22 2007 12:21PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Holly Hill
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	522-0700
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	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$39.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$3000.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
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: Automated debit from account without any purchase) This is in regard to a blind client I am working with who has been debited at least 49.00 permonth since 2002. She signed an agreement as a preferred coustomer with them but had not idea that they were debiting her account. She is very limited in regard to bank account and was shocked to learn that she was debited even if she did not order any products. We called the company and sent in the paperwork after much argument to take her off the preferred customer list so that no more debits would be taken out. We asked for a refund of the debit of 49 dollars taken out that day on March 7, 2007. After letters and phone contact they refused to reimburse her. This client blind since birth is under severe financial stress, I have had to buy her food and medicine as she has been taken advantage of and has had no money to live. She works for the state for 27 years and takes home 300 per week for all her rent and bills. She notified the company on two occaisions that she did not know there was a debit and that she was under financial hardship- they will not refund her bank account. The local FBI office that I contacted instructed me to send this complaint. There are many elderly and mentally impaired people in Florida that

	could also be victims of this scheme that do not fully understand the automated debit. For many people that 49 dollars is their food budget.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 6 of 133	
Reference Number	10397739
Created Date	04/09/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JKIGHT
Entered Date	04/09/2007
Updated By	VLAW
Updated Date	04/30/2007
Agency Contact	Internet
Complaint Date	Apr 5 2007 11:10AM
Transaction Date	Apr 5 2007 12:00AM
Consumer 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	river oaks
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S. yellowstone hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	522-0700
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	04/05/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$103.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$103.00
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	(Product Name: membership back up orders/payments/dues) after 6 months of trying to get our so-called membership cancelled and our $58 plus debits stopped. We continue to get an obvious runaround from the company. First they tell us we can cancel by phone then they tell us we have to cancel by mail and then they tell us we can cancel by fax, then we can cancel by email, then WE HAVE TO CANCEL BY REGISTERED MAIL then we can cancel by fax but there's no guarantee they will get it. It's obvious that once they get their hooks into you--they have no intention of letting you go. It's bad enough that they make false claims of their products being far superior to all other products--they have now put us into a position to where we are about to lose everything we own. They have broke us. $58 x 24 = $1392, and that's just an average. They expect us to get other people to join their multilevel marketing scheme they call consumer direct ordering which will allow them to siphon off money from other people's accounts. Their complete line of products, which are somewhat good, but are not superior to all other products. We are very unsatisfied and feel it is totally unreasonable for the company to allow you to join by fax or phone but cannot cancel that way.
Complaint Info CRA Dispute Flag	N

Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 7 of 133	
Reference Number	10632669
Created Date	03/15/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC452411
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	03/15/2007
Updated By	IC3-USER
Updated Date	08/21/2007
Agency Contact	External Agency
Complaint Date	Mar 15 2007 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	STANLEY
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	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Fax, Country Code	-
Consumer Fax, Area Code	-

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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Sherry Metcalf
Company Address, Line 1	6150 N Ridge Rd W
Company Address, Line 2	PO Box 877
Company Address, Line 3	
Company Address, City	GENEVA
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	44041
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	440
Company Phone, Number	4151259
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Sherry
Company Rep Middle Name	
Company Rep Last Name	Metcalf
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	$33.56
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	ICCC Ref # I0703150304185001:I placed a small order with Sherry Metcalf in December 2006 for one Melaleuca product, to be mailed to a friend. On January 8, 2007, I confirmed my friend had received her order, and then placed an order for myself with Sherry Metcalf for additional Melaleuca products. She billed me for the amount due, and I paid it with Paypal, transaction ID: 07U32532W1985614U. Later that day, she was reported to Consultant Check (a yahoo group) as being a scammer who takes money put does not deliver the product. I became concerned, and emailed to ask if she had placed my order. She replied, confirming it had been placed and would be delivered via UPS within 7 days. More people posted to Consultant Check, confirming their own negative transactions with Sherry, so I posted to the yahoo group Sherry and I were part of on January 15, expressing my concern. At that point, Shannon Griffeth, another member of the group who was Sherry's upline in Melaleuca, emailed me on January 15, saying she would be willing to check on the order for me. Shannon emailed me on January 16, saying she had called the company and they confirmed that Sherry had NOT placed an order with them at all, and they had no record of my order. I immediately filed a paypal dispute for the money, on January 16 Non-receipt - Case

	ID: PP-241-874-755. On January 22, after a lack of any useful response from Sherry, I escalated it to a claim. On February 1, 2007, after a lack of response from Sherry Metcalf, Paypal awarded the claim to me but sent me an email saying there was no money in Sherry's account to pay me back with. Since that time, I have emailed her at various times and various email addres
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 8 of 133	
Reference Number	10926877
Created Date	06/27/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	06/27/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Jun 26 2007 12:48AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lakewood
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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	4777 W 65th South
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
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	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	$61.11
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$61.11
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	IMG
Complaint Info Law Violation Description	Terms Not Disclosed in Promotional Material
Complaint Info Statute Code	QQ
Complaint Info Statute Description	Negative Option Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Item sent by mail/never opened) I ordered 2 orders from this company through my checking account. Three months later, they went into my account and order another order without my permission or knowledge. I did not authorize the transaction and did not place an order. They told me that they could order through my checking account at any time since they have my routing number although the contract I signed did not indicate this. It was only suppose to be for 2 orders only.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 9 of 133	
Reference Number	11021380
Created Date	07/12/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	07/12/2007
Updated By	VLAW
Updated Date	08/22/2007
Agency Contact	Internet
Complaint Date	Jul 11 2007 9:47PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
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	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Wellness
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
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	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$14.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$245.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	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: Sales Program) Company stated there would be a one time charge of $14.50 for an initial sales packet to explain their opportunity. A month later I was charged $61.40 and a package showed up at my door. I explained to Melaleuca that I did not want the package and wanted a refund. They 'understood' and did refund my money and I sent the package back. I explained I did not want any further packages and they said there would be no further charges. The next month, they charged me again and another package arrived. I went through the same procedure but this time there was no refund. I continually called but received no help. I was then charged again but it was a few weeks before I noticed. This time there was no package. The operator explained, "I could not get a refund unless I sent back the package." Now, they are saying I can't even cancel this program (which I didn't even sign up for) without sending in a cancellation letter. Not once did they mention any cancellation letter. They also said I must not have read the paperwork before I signed it - there was no paperwork and I didn't sign anything. I have since closed my checking account because the bank was not helpful in stopping the charges.
Complaint Info CRA Dispute Flag	Y

Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 10 of 133	
Reference Number	11043598
Created Date	07/17/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	07/17/2007
Updated By	JOB: Upd_internet_related
Updated Date	07/18/2007
Agency Contact	Internet
Complaint Date	Jul 16 2007 11:39PM
Transaction Date	Jan 1 2007 12:00AM
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	san diego
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	unkown
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	unknown
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	000000
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	unkown
Company Rep Middle Name	
Company Rep Last Name	unkown
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	01/01/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$20.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$20.00
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	(Product Name: health care products) My wife bought some soap/shampoo, and other health products from Melaleuca after buying into what I think was a pyramid scheme or gifting club. I just think it sounds like a pyramid scheme or gift club because she made money off of other people's sales if she recruited them. Let me explain a little bit of the company's policies. She was told to recruit members for $20 dollars and she would receive a percentage of the $20. If those people bought something she would receive a percentage of their sale, and if their sold members sold more memberships she's receive another percentage of the sale as well. If she bought something she'd receive 35 product points a month. When she reached 35 product points a month, she'd receive "advantage dollars" in return. Does this sound like a pyramid scheme? Also, I was wondering about pre-paid legal, and another one called "...Star" I can't remember what the "...Star" program's name is but it's basically a company who has brother companies such as walmart or best buy that allows them to receive a discount if they purchase through their company's website "...star.com" Sorry, I can't remember the whole name at this time.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days	

Flag - FOIA only	N

Record 11 of 133	
Reference Number	11232643
Created Date	08/08/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LSHARP
Entered Date	08/08/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Aug 7 2007 5:02PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Shreveport
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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 South Yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
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	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$221.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$221.00
Complaint Info Product Service Code	9004
Complaint Info Product Service Description	Unauthorized Debits or Charges for Unknown Products
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: Automated Ordering) I had an account with this company and initially ordered several times but then did not order for almost three months. I checked my credit card statment in june after more than 3 months of NOT ordering through this company and found 3 charges from them. When I contacted their cust svc i was told by philip that if i returned a shipment that i would be receiving I would be credited the three charges and my acct cancelled. I returned the shipment at my expense and waited a mth for it to be credited when I found a fourth charge of 61 dollars on my credit card. When I again called cust svc i was told i should have cancelled by letter by the 25th and that i would not be refunded the first two charges called a "convenience" charge of roughly 50 dollars apiece. I believe this company is deceptive as I was never made aware that if i did not order a minimum order each month i would be charged anyway for products i didn't want or order.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 12 of 133	
Reference Number	11473987
Created Date	06/18/2007
Complaint Source	BBB TX Dallas
Originator Reference Number	08750091045790
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBDALL
Entered Date	06/18/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 18 2007 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SACHSE
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
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	Unknown
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 13 of 133	
Reference Number	11633679
Created Date	09/18/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	09/18/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Sep 17 2007 12:37PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Manhattan
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	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca The Wellness Company
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	800
Company Phone, Number	282-3000
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	
Complaint Info Initial Response Method	
Complaint 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	IMB
Complaint Info Law Violation Description	Fail to Cancel Membership on Request
Complaint Info Statute Code	QQ
Complaint Info Statute Description	Negative Option Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Consumer services and there practices) this company makes alot of promise that are very misleading and after having numous contacts with them on the phone I followed there directions to cancle my account three different times there good about taking money out of my bank account and sending me products I did not order , they said to cancle my account to send a letter I did that wice then they said to send a fax I did that twice and after the last time I talked to them on the phone they would cancle my account then today thay took money out of my account , and I called them again and they said I 'd have to send another fax I want them to stop taking money out of my account and I wish not to do business with them ever again they'll promise aperson the world till they get them off the phone they now owe me $90.00 I've recorded all there phones calls I've ever made to them complaining now at 30 in a six month spand and I told them I was recording them the last time I called them to cancle this account again I talked to over six different supervisors but theres no doubt there running me around this is a bad company they have a website with testmonies from other customers very unhappy - there products are good its just there customer service that seems to do what ever it takes to stall decieve and make promises they never plain to deliver

	and determind to sell you so many dollars of what ever there pushing weather you want it or not , and they abuse the privilage of going in to ones bank account when ever they want to pay for such products and there determined not to let me out of this contract.
Complaint Info CRA Dispute Flag	Y
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 14 of 133	
Reference Number	11649220
Created Date	09/20/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	09/20/2007
Updated By	JOB: Upd_internet_related
Updated Date	09/21/2007
Agency Contact	Internet
Complaint Date	Sep 19 2007 7:46PM
Transaction Date	Sep 10 2007 12:00AM
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	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	282
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	09/10/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$62.00
Complaint Info Amount Paid Method	Check (Personal)
Complaint Info Amount Paid Value	$62.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have made numberous requests by mail, fax and phone to have this company close an account, and they insist that they did not receive the request. This persisted without authorization to access a closed credit card account after I specifically requested to be billed from another account. My credit card company informed me that they made 5 attempts on the SAME DAY (August 3, 2007) t,hen repeated attempts August 6,7,8,9,10,13,14,15, and 16 to bill my credit card!!! The company referenced above trades through the federal postal system. Their representative instructed me to send a written letter by fax, requesting that they cancel my membership and that they cease attempts at accessing my credit card account. I mailed a written letter to them which included a check as final payment. I sent by mail my final payment of $61.87? ($62.00) and asked that they make no further attempts to bill my credit card. They cashed the check, then turned around and said that they had not received my fax or my letter. They said this even after SEVERAL conversations with them by phone in which I verbally asked them to cancel my subscription and after speaking personally with their representatives who said they would. Just this week they have sent another shipment of vitamins through the US postal service which I returned, unopened, but they

	refuse to close out this account. Please assist me in getting them to cease and desist. Please let me know what recourse I have.
Complaint Info CRA Dispute Flag	Y
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 15 of 133	
Reference Number	11857364
Created Date	10/16/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	10/16/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Oct 12 2007 5:32PM
Transaction Date	Aug 1 2007 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Ceres
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Wellness Corporation
Company Address, Line 1	3910 South Yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	282-3000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Joanne
Company Rep Middle Name	
Company Rep Last Name	Melnyk
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	08/01/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$94.97
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$190.19
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	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: All products, and ordering procedure) On or about 8-1-2007, I inquired online about a possible at-home business oppportunity. I was contacted by Joanne Melnyk, who explained to me how this business worked. I stated clearly and unequivocally that I DID NOT WISH TO BE INVOLVED WITH SALES OF ANY KIND! On the strength of the statements that this company's products are non-toxic & environment-friendly, I agreed to order some samples of the products. At no time did I indicate, authorize or give my permission to JOIN anything, nor to become a "serial customer", with repeating charges to my debit card. I received the only order of products I made, used them, and determined that they were not what they were advertised to be! I signed nothing, on paper or electronically. In September, I received a package of printed materials, for which I was billed, and did not protest. However, I did speak with Ms. Melnyk on the phone to reiterate that I did not wish to receive anything further, nor have my card billed. A full two months after making my wishes known, I was again billed $64.08, for which I have received nothing! An email answer to my inquiry indicates I was billed BECAUSE I ordered nothing. I have printed out the "so-called" order form I am suppposed to have signed. My name has

	been printed on the form, again, without my permission or knowledge, and it has been used to fraudulently charge my debit card. I want my money back! Because I did receive goods for charges made to my card for August and September, I am willing to take my punishment as a sucker. However, AFTER I clearly attempted to shut this scam down, I was billed an additional $64.08 for NOTHING! I want my money back - this is fraud! I am being told I must mail this company my signature for them to cancel. They didn't have my signature to "sign me up", they don't need it to close my "account". I attach printed out communications documenting my statements. Thank you.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 16 of 133	
Reference Number	12139189
Created Date	10/16/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC575410
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	10/16/2007
Updated By	IC3-USER
Updated Date	
Agency Contact	External Agency
Complaint Date	Oct 16 2007 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ST. PETERSBURG.
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
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	
Complaint 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	$193.76
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 # I0710161622214212:Melaleuca's representatives failed to inform when they signed me up that money will be taken from my card monthly regardless of my order. The meeting was party-like, out of focus, noisy and crowded. They send me every month product that I don't need and charge my card. I contacted their representative in August she promised to cancel the service. I got a parcel in September again. I called them myself and ask to cancel my membership. Today 10/16/07 I received another parcel. They overdrafted my credit card and refused to close my membership. I contacted the BBB in their region. Melaleuca failed to respond on BBB's attempt to contact.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 17 of 133	
Reference Number	12445190
Created Date	11/12/2007
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057108642
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSPMN
Entered Date	11/12/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 12 2007 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	BISMARCK
Consumer Address, State Code	ND
Consumer Address, State Name	North Dakota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA INC
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834026003
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
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 45 Days Flag - FOIA only	

Record 18 of 133	
Reference Number	12495806
Created Date	11/04/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC586923
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	11/04/2007
Updated By	IC3-USER
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 4 2007 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHUGIAK
Consumer Address, State Code	AK
Consumer Address, State Name	Alaska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 South Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7422444
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	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 # I0711042129055621:All transactions including registration is on unsecured websites (http) They require social security number, birthday, and credit card on the unsecured websites at Melalueca.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 19 of 133	
Reference Number	12536465
Created Date	10/04/2007
Complaint Source	US Postal Inspection Service
Originator Reference Number	1394836
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	USPS
Entered Date	10/04/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Oct 4 2007 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
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 JUAN
Consumer Address, State Code	PR
Consumer Address, State Name	Puerto Rico
Consumer Address, Country Code	USA
Consumer Address, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834024342
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	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	$36.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$61.75
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	10/4/2007 AEasterling This one of the multiple Multilevel companies who're in business for fasting dollar growing. Take group of people in a meeting, showing products and for enrollment have to paid only by credit card or debit to your account the initial amount of 33.00 dollars, before the end of the month they will automatically withdrawal from your account the Value Pack Product which consists of 100 of the best Melaleuca products which was supposted to be received in 3 weeks after they send from Idaho. This shipment was f/up more than 6 calls to the Business Development Department, first shows an incorrect address, than excuses as it was received by other person on 114 FD Roosevelt which isn't the correct physical and postal address as enrolled. After twice intentions to have the reimbursement of the $61.75 at present is circuling arount the Planet, because also gave a false tracking number for USPS. Please check out this kind of company which in only 10 years of establish is doing Trillions, taking people as idiots. They have a Warehouse at Saint Just in Trujillo Alto, PR. At this time, they are not doing such numbers and meeting as months ago. Some friends also have the same problem, they order the products and never received what they order.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days	

Flag - FOIA only	

(b)(3):21(f)

(b)(3):21(f)

(b)(3):21(f)

Record 21 of 133	
Reference Number	12559717
Created Date	01/08/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	01/08/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Jan 4 2008 2:25PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN ANTONIO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	P O Box 22011
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Wilmington
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	19891-0011
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	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	2901
Complaint Info Product Service Description	Credit Cards
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: credit card offers) About 3 years ago I bought some products from Melaleuca. Since then they have been sending me credit card offers. I have written to them 4 times asking them to remove me from their mailing list, we do not want their credit card or any other product they have. They still have not removed me. I get another credit card offer about every other month. What can I do?
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 22 of 133	
Reference Number	13166569
Created Date	02/06/2008
Complaint Source	BBB OH Columbus
Originator Reference Number	03020070040849
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCOLU
Entered Date	02/06/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Feb 6 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CARROLL
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834024342
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
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	Delivery Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 23 of 133	
Reference Number	13177100
Created Date	02/12/2008
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057116288
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSPMN
Entered Date	02/12/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Feb 12 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA INC
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834026003
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
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 45 Days Flag - FOIA only	

Record 24 of 133	
Reference Number	13502496
Created Date	04/10/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	MPHILLIPS
Entered Date	04/10/2008
Updated By	JOB: Upd_internet_related
Updated Date	04/11/2008
Agency Contact	Internet
Complaint Date	Apr 9 2008 5:07PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	282-3000
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 (Other)
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$61.11
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$61.11
Complaint Info Product Service Code	2106
Complaint Info Product Service Description	Buyers Clubs (not travel or lottery)
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: mailing me products even though I cancelled my membership) Their website offered lower price on products if you became a member. I became a member on 3/31/08. When I further read the membership contract, I found that I had to purchase at least 35 points worth of product (approx $70) or they would send product to me anyway. On April 1, 2008, I decided to take advantage of my 3-day-to-cancel right and sent a certified return receipt letter on that same day April 1, 2008 to that effect, since the contract stated this was the procedure to cancel. However, they still sent me product because they say they got the letter on the 7th. If the only way to cancel is via mail, no one will be able to get a letter to them w/in 3 days unless they happen to mail the letter nearby. I argued with their customer service about this fact. She also informed me that even though it had not shipped yet, payment was submitted and they could not stop the shipment from going out. People should be warned about them! I notified my bank and they said they couldn't do anything until the amount posted to my account.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 25 of 133	
Reference Number	19664196
Created Date	03/24/2008
Complaint Source	US Postal Inspection Service
Originator Reference Number	1416589
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-User
Entered Date	03/24/2008
Updated By	
Updated Date	
Agency Contact	
Complaint Date	Mar 24 2008 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STEELVILLE
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	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	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA, INC.
Company Address, Line 1	3910 S YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	4342
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	$550.54
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	3/24/2008 AMLudwig I received an invoice from this company last month and since I have not purchased anything from them for perhaps 9-10 yrs. I assumed it was an error. On the phone I was told that "my account" needs to be discussed. A purchase in the amount of $550.54 was supposedly ordered by me and sent to (b)(6) Conyers GA There were two names on the paper work that of Terri Sandao or Sandau and Deloris Eichelmann. I am instructed to sent a letter with all of this information to Melalueca. I informed them I was contacting the Inspection Service and our Prosecutor. I work at the Post Office in Steelville MO 65565. I am eager to hear back from you. Thank you very much.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 26 of 133	
Reference Number	20256871
Created Date	08/10/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0808102256402901
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	08/10/2008
Updated By	NW3C FileUpload
Updated Date	12/02/2008
Agency Contact	External Agency
Complaint Date	Aug 10 2008 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	IRVINE
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	unknown use of credit card
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	stephensuzu77@inbox.com
Company Rep First Name	please see info belo
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Other
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$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 #:I0808102256402901My wife (Debbie) and I were contacted by our credit card company regarding suspicious online purchases. When we reviewed certain online purchases they were in fact not ordered by our family. Oddly these online purchases were shipped to our home address. Two of these companies did not want us to ship their products back to them but the third asked us to mail their product back which we have done. 1) Melaleuca - 3910 S. Yellowstone highway Idaho Falls, ID 83402 Sent $49.49 in assorted soaps and lotions (June '08) 2) Gevalia - Holmparken Square (7/24/08) P.O. Box 6276 Dover, DE 19905-6276 Sent $22.95 in coffee and carafe 3) Precision niche products - 1414 N. Camaron St. (7/24/08) Harrisburg, PA 17103 Sent $7.32 for anti- aging cream This company provided us with the e-mail address and IP address of the person who used our credid card # to order the above products. Our credit card company is VISA thru Chase Card Services P.O. Box 17280 Wilmington, DE 19885-7280 phone # (888) 813-7092 We have already changed our credit card number with Chase Card VISA and they have deactivated the credit card number used illegally. Again we did not lose or have our cards stolen but obviously someone had access to our card number and address. We do have the original

	inventory papers sent with the products. Our "stolen" VISA card number is (b)(6) VISA has just changed our credit card account number.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 27 of 133	
Reference Number	20668955
Created Date	10/23/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/23/2008
Updated By	JSMITH
Updated Date	11/26/2008
Agency Contact	Internet
Complaint Date	Nov 26 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Salem
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	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have been a preferred customer of Melaleuca for 2 years. I chose not to renew my membership in September of this year. Without my knowledge or authorization, Melaleuca charged my credit card with a renewal fee of $13.08 on September 10. On September 30, they charged my credit card $62.30 for an order of vitamins that I do not use, did not order, or authorize. Upon arrival of the order last week, I contacted Melaleuca and was told that I would receive a refund for the membership renewal, I had to send them a letter cancelling my membership - which I faxed to them last week. I was also told to return the order which was shipped on 09/30 and I would receive a refund for that as well. Today, I received an e-mail stating that I would receive a refund in the amount of $46.66 for the returned order. I called Melaleuca and spoke to 'Mark' and was told that I would not receive a refund for the shipping and handling. I spoke to a supervisor named 'Brooke' who also said they would not refund the shipping/handling charge for the order that I did not place or authorize. I would like a full refund of the $13.08 for the membership renewal that I did not authorize as well as the shipping/handling for the order I did not place in the amount of $15.64, in addition to keeping the credit of $46.66 for the order I returned to them

	per their instructions.. PS9000: Melaleuca, Inc.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 28 of 133	
Reference Number	20763428
Created Date	11/04/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/04/2008
Updated By	JSPINNATO
Updated Date	11/28/2008
Agency Contact	Internet
Complaint Date	Nov 28 2008 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Long Beach
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
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	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$103.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$103.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	IHA
Complaint Info Law Violation Description	Billed for Unordered Merchandise
Complaint Info Statute Code	AE
Complaint Info Statute Description	Unordered Merchandise
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I placed a one-time order through my friend's son to this company. I wanted to give him cash but he said I should give him my debit card, so I had to sign something to authorize the payment. I was offered an enrollment in their club which required a monthly purchase but I DECLINED. I called them today and they said I authorized membership and if I did not order something they order it for me. They refused to stop shipment and credit my account and refused to cancel a membership I never authorized.. PS9000: Miscellaneous Products
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 29 of 133	
Reference Number	20823053
Created Date	11/07/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/07/2008
Updated By	RBROWN
Updated Date	11/28/2008
Agency Contact	Internet
Complaint Date	Nov 28 2008 12:00AM
Transaction Date	Nov 6 2008 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Idaho Falls
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Community First National Bank
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	810
Company Phone, Number	8520137
Company Phone, Extension	
Company Email	service@com1nb.com
Company Website	
Company Rep First Name	Pete
Company Rep Middle Name	
Company Rep Last Name	Cook
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	11/06/2008
Complaint Info Initial Response	

Method	Unknown
Complaint Info Initial Response Date	11/06/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	CS4|CS3
Complaint Info Law Violation Description	SPAM: Subject or From line is false or misleading|SPAM: Spam led to suspect information collection practices
Complaint Info Statute Code	CS|P
Complaint Info Statute Description	CAN-SPAM Act|FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	Please note that I did not lose any money, nor made contact with the sender. I'm reporting this because it was a very suspicious e-mail.On November 6th at 7:19 am, I received an e-mail at my office address (b)(6) with the following information:-----Original Message-----From: Community First National Bank [mailto:service@com1nb.com]Sent: Thursday, November 06, 2008 7:19 AMSubject: Important Member Service InformationImportance: HighIn our terms and contidions you have agreed to state that youraccount must always be under your control or those you designateat all times. We have noticed some activity related to your account thatindicates that order parties may have tried gaining access or control of yourinformation in your account.Therefore, to prevent unauthorized access to your Community First National BankInternet Banking account,you are limited to five failed login attempts ina 24-hour period. You have exceeded this number of attempts.*To

Complaint Info Comments	reactivate your debit card , please call: +1(810-852-0137)Sincerly,Pete Cook, President Community First National Bank.(c) 2008 Community First National Bank, All Rights ReservedFirst - I do not give my work e-mail address for my personal business. Second - I do not have an account with this bank, nor have ever had an account. Third - When I checked the phrase "Community First National Bank Internet Banking" through google, there are two banks listed - both are closed. Fourth - when I Googled "Community First National Bank" with "Peter Cook" or "Pete Cook", there were no hits. I would expect that a bank president would be listed on a business website - especially since other branches of the bank do list their presidents.Fifth - I looked up the telephone number on google and found an e-mail with the exact same information as I received sent on the same time & day.Sixth - the document is riddled with spelling errors - not something you expect from a professional bank.As I have stated, I did not call the number listed above. I wanted to report this to ensure this was not a hoax and to protect others if it is.Thank you -(b)(6)
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 30 of 133	
Reference Number	20856593
Created Date	11/10/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/10/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Nov 10 2008 12:00AM
Transaction Date	Aug 8 2008 12:00AM
Consumer 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	San Antonio
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca|Capital One Bank
Company Address, Line 1	3910 S. Yellowstone Highway|
Company Address, Line 2	|P.O. Box 60024
Company Address, Line 3	|
Company Address, City	Idaho Falls|City of Industry
Company Address, State Code	ID|CA
Company Address, State Name	Idaho|California
Company Address, Country Code	USA|USA
Company Address, Country Name	UNITED STATES|UNITED STATES
Company Address, ZIP Code	37914|91716
Company Address, ZIP Code Extension	|0024
Company Phone, Country Code	|
Company Phone, Area Code	800|800
Company Phone, Number	2823000|9033637
Company Phone, Extension	|
Company Email	|
Company Website	www.melaleuca.com|www.capitalone.com
Company Rep First Name	Unknown
Company Rep Middle Name	
Company Rep Last Name	Unknown
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone

Complaint Info Initial Contact Date	08/08/2008
Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	08/08/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$364.00
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	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 delibratly done wrong by 2 Melaleuca Independant Company Representatives. The names of these 2 individuals are John Drew 210 744-5105 & Aide Torres 210 744-2105. I told both of these 2 individuals more than half-dozen times that I was ONLY interested in becoming a Melaleuca Customer, Not A Melaleuca Representative. Because Melaleuca had a special promotion at that time, only $1.00 to become a company representative, these two individuals signed me up as a company representative anyway. When I did not place an order, Melaleuca automatically billed my credit card almost $65.00 dollars EVERY MONTH anyway. They throw a few very low-priced, buget items in a box & ship it out to you even though you did NOT order it, or even have a need for any of it or like it. Customers should have every right to purchase ONLY EXACTLY what they want, WHEN they want it! Melaleuca keeps themselves alive by automatically billing

Complaint Info Comments	all of thier representative almost $65.00 a month MINIMUM. However, I was never supposed to be a reresentative. I made it VERY CLEAR that I was ONLY interested in becoming a customer. Had thses 2 individuals made it clear to me that I was, in any way, going to be liable for minimum monthly purchases, I would have NEVER signed up to become a customer. Melaleuca has absolutly no way to monitor what thier representatives are telling people in order to get them to sign-up. This attempt to help out a couple of people has cost me my credit card, which is now closed as a result of this episode. Also, has made delinquent entries into my credit report hurting my chances of getting any future credit. I have had BOTH PARTIES on the phone at the same time telling them that I DO NOT WISH to have any more product automatically mailed out to me anymore. However, they continued to sent product out & Capital One continued to let Melaleuca make these charges even though I made it VERY CLEAR that I would not pay for any merchandise that I DID NOT order.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 31 of 133	
Reference Number	20869350
Created Date	11/12/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	CDEARMAN
Entered Date	11/12/2008
Updated By	RFIELDS
Updated Date	12/14/2009
Agency Contact	Phone
Complaint Date	Dec 14 2009 12:00AM
Transaction Date	Oct 12 2008 12:00AM
Consumer 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	Bridgeport
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Tennesee Fabric & Textile|Melaleuca.
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	|800
Company Phone, Number	|2620600
Company Phone, Extension	|
Company Email	tnfabrics030@googlemail.com|
Company Website	|
Company Rep First Name	Tina|Sherry
Company Rep Middle Name	|
Company Rep Last Name	Howard|Washburn
Company Rep Salutation	
Company Rep Comments	|
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/12/2008
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	10/12/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1900.00
Complaint Info Amount Paid Method	Wire Transfer - Other
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	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	464
Complaint Info Topic Description	Counterfeit Check Scams
Complaint Info Comments	Consumer says she applied for a job online with a company called Tennesee Fabric & Textile and consumer duties was to receive money orders and deposit them and send the balance back to them. Consumer says she received 2 m/o for $975 each and her bank found out they were fraud. Consumer says now she continues to get more m/o and emails wanting her to deposit those and wire them also. Consumer says the money orders were mailed from: Tookie Williams 124 Lagrange ct. LaGrange, GA. Consumer was asked to wire money to: Adelaja Mobolijiadepero in London,UK. UPDATE12/14/09: The consumer states that she got a phone call from a lady who talked her into selling some products. They took $62.95 out of her account.RFields
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 32 of 133	
Reference Number	20911920
Created Date	11/07/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0811070008555461
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	11/07/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 7 2008 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	IDAHO FALLS
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Community First National Bank
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	Pete
Company Rep Middle Name	
Company Rep Last Name	Cook
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	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 #:I0811070008555461Please note that I did not lose any money, nor made contact with the sender. I'm reporting this because it was a very suspicious e-mail. On November 6th at 7:19 am, I received an e-mail at my office address (b)(6) with the following information: -----Original Message----- From: Community First National Bank [mailto:service@com1nb.com] Sent: Thursday, November 06, 2008 7:19 AM Subject: Important Member Service Information Importance: High In our terms and contidions you have agreed to state that your account must always be under your control or those you designate at all times. We have noticed some activity related to your account that indicates that order parties may have tried gaining access or control of your information in your account. Therefore, to prevent unauthorized access to your Community First National Bank Internet Banking account,you are limited to five failed login attempts in a 24-hour period. You have exceeded this number of attempts.* To reactivate your debit card , please call: +1(810-852-0137) Sincerly, Pete Cook, President Community First National Bank. (c) 2008 Community First National Bank, All Rights Reserved First - I do not give my work e-mail address for my

	personal business. Second - I do not have an account with this bank, nor have ever had an account. Third - When I checked the phrase "Community First National Bank Internet Banking" through google, there are two banks listed - both are closed. One was in the Utah area (801) telephone number. Fourth - when I Googled "Community First National Bank" with "Peter Cook" or "Pete Cook", there were no hits. I would expect that a bank president would be listed on a business website - especially since other branches of the bank do list their presidents. As I have stated, I did not call the number listed above. I wanted to report this to ensure this was not a hoax. Thank you - (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 33 of 133	
Reference Number	20925711
Created Date	11/17/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	JHENDERSON
Entered Date	11/17/2008
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Nov 17 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Countryside
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	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
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	800
Company Phone, Number	7422444
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	Consumer is filing a complaint against Melaleuca, an online company. Consumer states that she ordered vitamins w/Melaleuca & provided her cc# online. Consumer reports that she was told that she can change the method of payment for future orders, but now there's no other option except cc payments. Consumer will contact her state consumer protection agency. No alternate phone# or email address given.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 34 of 133	
Reference Number	21102526
Created Date	11/11/2008
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094208275
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	11/11/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 11 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	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	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca/The Wellness Company
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	4342
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	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: - Customer Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 35 of 133	
Reference Number	21151998
Created Date	12/15/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	JHENDERSON
Entered Date	12/15/2008
Updated By	BAYALA
Updated Date	01/27/2009
Agency Contact	Phone
Complaint Date	Jan 27 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer 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	Bronx
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
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	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$1908.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer is filing a complaint against Melaleuca. Consumer states that she was diagnosed w/Parkinson's disease & ordered healthcare products from Melaleuca. Consumer reports that she only ordered from Melaleuca once but Melaleuca was debiting her bank account every month for product that she did not have. Consumer will contact her state consumer protection agency. No alternate phone# or email address given.UPD_01.27.2009 The consumer wanted to know the status of the report. Bayala
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 36 of 133	
Reference Number	21297739
Created Date	12/30/2008
Complaint Source	BBB OH Columbus
Originator Reference Number	03020070054074
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	12/30/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Dec 30 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GALLOWAY
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	4342
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

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

Record 37 of 133	
Reference Number	21313845
Created Date	12/25/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0812250353551481
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	12/25/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Dec 25 2008 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	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	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 South Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	www.Melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	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	
	ICCC Ref #:I08122503535514811 met a sales lady for this website company " Melaleuca" back in April 2007 at a Eco convention near Orange County. Her name was Elizabeth Kilchoer. She was selling environmentally friendly cleaning products. I became interested in purchasing them, so I bought 2 items with cash and then she proceeded to tell me that If I became a member I would get a discount and she said nothing else. So I filled out the form with my address and credit info and submitted it to her. One month later I received a Big box of products (that I did not order) at my front door from Melaleuca. I checked my credit card balance and sure enough they charged my card $71.99. I called Elizabeth to complain. She apologized and said she authorized the purchase because that was their membership policy (which she did not explain to me). I told her I did not order the products, I do not want them, and I am returning them to the main office. I also, told her I did not want to be a member anymore. She gave me the cancellation policies and I returned the goods to the office and sent in my written letter for membership cancellation. I also called my credit card company to stop payment on the unauthorized charge and cancel my card # and give me a new one. This seemed to have worked until roughly 1 year later, I was doing a routine check on

Complaint Info Comments	my credit card balance when I noticed a $40.00 Charge from Melaleuca on my New Card. This was strange, very strange because I had canceled my membership, never ordered or received anything else from them, and plus I had a new credit card # that they did not have a record of. I called my card company to report a fraudulent charge on my card and had a discussion with my card company on why and how could this happen. They ended up taking care of it and I e-mailed Melaleuca to complain. I never got a reply from them. Me being a very busy person I hoped that would be the end of it. I moved to a new area back in June of this year. So I had issued a forward on my mail from my old address. Sure enough I keep getting catalogs and order forms from this company after I have asked repeatedly to take me off the list and canceled membership. Then...Today I opened up my e-mail and there they were again, like a nightmare that keeps on coming back. They stated in the e-mail that they had sent a box of products to my address (My old Address)and that they wanted payment. Well first off, I did not order any thing from them ever. Second I do not live there anymore. Third, I did some research on this company on www.ripoff.com and they have 146 complaints against them, some of which are very much like mine. I beg someone to help me stop these people from doing this to anyone else. It is tiring, annoying, and obviously fraudulent.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 38 of 133	
Reference Number	21551956
Created Date	02/02/2009
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	RCONDON
Entered Date	02/02/2009
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Feb 2 2009 12:00AM
Transaction Date	Apr 1 2004 12:00AM
Consumer 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	Bronx
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
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	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	04/01/2004

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$2400.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$2400.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	DDM|LJB
Complaint Info Law Violation Description	Deception/Misrepresentation|Never Received Merchandise
Complaint Info Statute Code	P|UU
Complaint Info Statute Description	FTC Act Sec 5 (BCP)|Mail or Telephone Merchandise Order Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	COnsumer ordered product from a company called Melaleuca in 4/2004. COnsumer received product from them once, and they continued to bill the consuemr for the product $50 a month since then. COnsumer has only received the product one time, and called the company to ask for her money back, and the company has refused - they said they will send the product. Consumer doesn't want the product becasue ti didn't work for her. That is why she didn't order any more, and when it didn't come, she thought it was over with.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

(b)(3):21(f)

(b)(3):21(f)

(b)(3):21(f)

(b)(3):21(f)

Record 40 of 133	
Reference Number	22448138
Created Date	04/10/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0904101549589401
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	04/10/2009
Updated By	Kishor Gangavarapu
Updated Date	06/17/2009
Agency Contact	External Agency
Complaint Date	Apr 10 2009 12:00AM
Transaction Date	
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	ANCHORAGE
Consumer Address, State Code	AK
Consumer Address, State Name	Alaska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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 Military Grade	
Consumer Complaining Company/Org	only work for 1
Company Name	melaleuca the wellness company
Company Address, Line 1	main enroller Arizona
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	Not Reported
Complaint Info Amount Paid Value	$60.71
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 #:I0904101549589401. they claim you will spend a little money to make a lot in short you have become a salesman and thet is not what I signed up for their claim is in the first contact no money is talked about just an agreement it is then the second phone call that says oh by thye way you will be billed for 60 dollars a month as to your contract by phone recording thank you that is fraud right there I have been trying to unsubscribe but the program sends you to reordering you can't unsubscribe that alone is illegal
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 41 of 133	
Reference Number	22521370
Created Date	04/27/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/27/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Apr 27 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	San Jose
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 So. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220870
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	CS3
Complaint Info Law Violation Description	SPAM: Spam led to suspect information collection practices
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I, at one time, did business with this company: The company severed our relationship, but continues to send me unsolicited and unwanted faxes despite my having requested them to stop.Thank you, (b)(6) . PS9000: Multi-level Marketing Co. Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 42 of 133	
Reference Number	22771177
Created Date	04/22/2009
Complaint Source	National Consumer League
Originator Reference Number	565608
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CLGC-USER
Entered Date	04/22/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Apr 22 2009 12:00AM
Transaction Date	Apr 14 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FARMINGTON HILL
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	ROTAL TRUST FINANCIAL
Company Address, Line 1	P O Box 4545
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	WINDSOR
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	416
Company Phone, Number	8307650
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	04/14/2009
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	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	4190
Complaint Info Product Service Description	Nigerian/Other Foreign Money Offers (not prizes)
Complaint Info Law Violation Code	
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 did not contact this companythough I did receive a check for $4735.00 from MELALEUCA INC.3910 South YellwstoneIdaho FallsID 83402and drawn on Wells Fargo Bank N.A.115 Hospital DR.Van VertOH 45891. I want you to know about this.","","","","","","","","","",""
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 43 of 133	
Reference Number	22924848
Created Date	05/19/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0905192308127721
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/19/2009
Updated By	GBOSQUE
Updated Date	01/19/2010
Agency Contact	External Agency
Complaint Date	May 19 2009 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	IONA
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	Melaleuca
Company Name	themotherless.com
Company Address, Line 1	456 N. Plaza Motel
Company Address, Line 2	P.O. Box 598
Company Address, Line 3	#Suite 4
Company Address, City	SANTE FE
Company Address, State Code	NM
Company Address, State Name	New Mexico
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	87964
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	587
Company Phone, Number	8527894
Company Phone, Extension	
Company Email	alyssamil@yahoo.com
Company Website	themotherless.com
Company Rep First Name	Alyssa
Company Rep Middle Name	
Company Rep Last Name	Milano
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint 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	9043
Complaint Info Product Service Description	Government Impostor
Complaint Info Law Violation Code	
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 #:I0905192308127721. I am identity 452 citizen obliged 43 of Terrain/Terrestial Pxxx handler and stasher of criminal witness Riki Larsen, Marth Horse-Fudge Lopez Estuardo (Chitka-Banana Sucrets) vice roayalse to Hon. Sen. Joseph F. Lieberman of Conneticut, Rod Otterson, Bryan Stoddard, Barbara "Lucky-Charms" id 4783 Nibisco girl younger daughter supmemiia, and all rest of morning shift working at Melaleuca including pxx handlingew Frank Vandersloot. As mentioned above I secretly play guitar hero to celibruiqe Alisa Milano and intention drugged Adams Rachel NPI of ID, with Sharrie Skurkis Moon (Nonaceduct blond repo-ape binary to Dr. Laura Paula Schlessinger IKE 89 Green Beattle Bug, Angelina Jolie, Angelique Jolie Pxx porhandler, Will F. Smith, Tommy Lee Jones, nonkiko, Mr. Commadore 64 who works at Kmart in Rexburg, IKE administration nonaffect till releiase 9:01 witness Hank Jr. of April 18, Wendy G. and staff at Dollar Tree Store, Paul F. Swider, Sr. and following. Please disendorse my integrity and take me full will Infuriate 9 of full measure without Gatt authority virus 34.787.9 of Homeland, FBI, CIA, and procedure immuleat 34 Const. Amendment 90.her.89/Rush Limbaugh consigned to case

	43//athonypaps//contaigion together IDAHO immediate 304/90.cell phone (b)(6) //you'll never catch me before tomorrow I know it. Ha. HA. (b)(6) (b)(6) NOTE: Amount Paid updated
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 44 of 133	
Reference Number	22925179
Created Date	05/19/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0905191556151632
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/19/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	May 19 2009 12:00AM
Transaction Date	
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	RIGBY
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	Melaleuca
Company Name	Melaleuca
Company Address, Line 1	P.O. Box 67
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IONA
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83442
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	3904714
Company Phone, Extension	
Company Email	dudeit@mod.hot.mail.com
Company Website	www.broadbandcommunication.com
Company Rep First Name	Melissa
Company Rep Middle Name	
Company Rep Last Name	Galbraith
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint 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	$60000.00
Complaint Info Product Service Code	9043
Complaint Info Product Service Description	Government Impostor
Complaint Info Law Violation Code	
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 #:I0905191556151632. Activated my cell phone to protect identity of Interlasse Affairs contagion to operational cossetea of U.S. Nafta/Gatt treatise 53. 56.09 amendment clause 1. I conduct impersonal affairs using FBI, CIA, and Interpol to scare and illegally apprehend minors or vice implurita. I am conjuctavie of metropolitan areas of lynching, hiding, and married to adoptive brother blood Mike. Incesii. Need asylum and retribution of collaise from issue of mandatory reaperimputation. Conniptive larseny of Melissa Galbraith. Need servitutude of criminal actuatory nature.//nonkiki riki larsen XXX-XX-XXX soc. security/9 (Date of Incident 04/01/2009-6:00 pm)dizzo you guys are not going to anything and I know it. Your are lazy at IQ3. So what is the godd... point to try. Oh, well.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 45 of 133	
Reference Number	22932764
Created Date	05/28/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0905280601484731
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/28/2009
Updated By	Fred Maples.
Updated Date	06/16/2009
Agency Contact	External Agency
Complaint Date	May 28 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	b(6)
Consumer Address, City	SAN BERNARDINO
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 Military Grade	
Consumer Complaining Company/Org	none
Company Name	Possibility Only
Company Address, Line 1	unknown, last known in Washington state

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	253
Company Phone, Number	8436246
Company Phone, Extension	
Company Email	
Company Website	http://profiles.yahoo.com/u/BGWJCMIFY6QDF2QNLJKTOU
Company Rep First Name	Dana
Company Rep Middle Name	
Company Rep Last Name	Vander Voort
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	

Complaint Info

Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$34.00
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	ICCC Ref #:I0905280601484731. 3/2008 : I began at site www.cafemom.com 6/2008 : approx. I met through CafeMom, Dana Vander Voort 7854102081 cellphone, got me involved with Melaleuca, Inc. During the next 8 months or so, I had unusual additions to my orders that would give her a higher % of commission, etc. Then I quit Melaleuca and Still got charged and lost about $34.00 that I have been trying to recoup to no avail. After I quit, Diana kept emailing me and Yahoo Im me and I added her-then had more problems with my sites, even just yesterday, something was added to my CafeMom site that I hadn't done myself. I tried to remove her

	but Yahoo wouldn't let me for some stupid reason-I will ask Yahoo again. If you can find out if it is her and her friends that are doing this I would appreciate it. I put the yahoo address of her and an address of one of her friends (Male with 2 children polar_bear I think his name is) He mentions computer hacking on his page. Could be a lead, I am just tired of the interference and want to try to narrow it down or get it found out somehow. Thanks.////
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

(b)(3):21(f)

(b)(3):21(f)

(b)(3):21(f)

Record 47 of 133	
Reference Number	23164531
Created Date	06/03/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0906031807487231
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	06/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 3 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	SCARBOROUGH
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	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Not Provided By Org
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	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	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 #:I0906031807487231. I was asked to open an RBC Account for transaction of being an Account Receivable person in Canada as this company finds it cheaper to use Home based business rather than opening up offices in Canada. The transaction was that I would collect money from companies and wire it back to UK Pharmaceutical company. I was to get 7% of the cheque and all other transactions were going to be paid for by the company. I was to use Western Union only for the transfers of fund and I was to email them the info they required to track the funds. I have never done anything of this sort, my only temptation is the fact that I have been out of work for 8 months and my husband is scheduled to be laid-off end of June and I was trying other business ventures aside from Avon and Melaleuca to earn extra money to help with bills and mortgage. When I went to the bank this morning they had already conviscated the monies and they also took a cheque that was sent to me to deposit and make transfers so that a report could be sent to the Mystery Shopper group reporting on the customer service, transaction number, agent name. According to Mystery Shopper they have had alot of complaints about Western Union not doing their job or releasing funds. Unfortunately, no monies had exchanged hands at this point and the bank

	closed my account and said I can never open an account with RBC because my business transactions were fradulent. I never felt so humiliated and never so bad because I feel that my trust with this Bank has been compromised and that I could have ended up with a criminal record. Also to my dismay these email came through Workopolis, which I informed them and they advised me that they have reported this phishing and it takes time to put these scammers out of business. Unfortunately innocent, honest people are getting a bad rap.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 48 of 133	
Reference Number	23287268
Created Date	07/06/2009
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	VGONZALEZ
Entered Date	07/06/2009
Updated By	VGONZALEZ
Updated Date	07/06/2009
Agency Contact	Phone
Complaint Date	Jul 6 2009 12:00AM
Transaction Date	Jul 6 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Russell
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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S Yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
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	07/06/2009
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$62.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$62.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	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 enroll with Melaleuca, however he was not explained the full terms of the enrollment. Consumer states that the company took out $61.10 from the consumers bank account for an automatic monthly order. When consumer called the company he was told that they automatically charge for a monthly order of products whether the consumer orders them or not. Consumer was told he was binded to the contract based on the information he filled out online. Consumer never received any written paperwork about the terms. Consumer was told to cancel the enrollment he would have to fax a letter to them, consumer was told to send back the products but he would have to pay out of his pocket for shipping and handling which would not be refunded by the company.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 49 of 133	
Reference Number	23345402
Created Date	07/09/2009
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	MRITZ
Entered Date	07/09/2009
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	Jul 9 2009 12:00AM
Transaction Date	Jun 29 2009 12:00AM
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	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	The Avant Garde Group|CFCIG|Melaleuca Inc., The Wellness Company|New Horizon Real Estate|Eric Douglas Johnson, Attorney at Law
Company Address, Line 1	7840 Firestone Blvd|333 H St|21133 Victory Blvd||
Company Address, Line 2	Suite 103|Suite 5082|Suite 209||
Company Address, Line 3	||||
Company Address, City	Downey|Chula Vista|Canoga Park||
Company Address, State Code	CA|CA|CA||
Company Address, State Name	California|California|California||
Company Address, Country Code	USA|USA|USA||
Company Address, Country Name	UNITED STATES|UNITED STATES|UNITED STATES||
Company Address, ZIP Code	90241|91910|91304||
Company Address, ZIP Code Extension	||||
Company Phone, Country Code	||||
Company Phone, Area Code	562|888|818||
Company Phone, Number	8462143|3779640|2640184||
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	06/29/2009
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3500.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$3500.00
Complaint Info Product Service Code	3220
Complaint Info Product Service Description	Mortgage Modification/Foreclosure Relief
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: Consumer gave the names of 5 companies that committed fraud against him that offered loan modifications and asked for money but did not do anything to solve the consumer's mortgage problems.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 50 of 133	
Reference Number	23645790
Created Date	08/08/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/08/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Aug 8 2009 12:00AM
Transaction Date	Jul 1 2009 12:00AM
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	Hamilton
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	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	5301 N National Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Knoxville
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	37914
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	can't remember :-(
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	07/01/2009
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	07/01/2009
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$70.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$70.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	the Local rep that I contacted. whose business card I threw away,is rebiulling me monthly for the identical products!I DO NOT want more of their stuff!!!!!my credit card company is now difficult to get help from.Melaleuca is difficult to contact.how do I protect myself from abuse of my credit card.?I DID NOT authorise continued use of my visa card!!!!how can I force them to stop?Setve
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 51 of 133	
Reference Number	23655012
Created Date	08/10/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/10/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Aug 10 2009 12:00AM
Transaction Date	Jul 7 2009 12:00AM
Consumer 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	san bruno
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
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	800
Company Phone, Number	7428094
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	Richard
Company Rep Middle Name	
Company Rep Last Name	Mator
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	07/07/2009
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	07/07/2009
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	MasterCard Credit Card
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	This is part of a due diligence of this company that makes "biodegradable" and "natural" claims of their products. I'd like to know if they have any complaints, or false advertising claims against it. They do not provide commercial grade products and claim MSDS's are not available for any of their cleaning products because of that OSHA requirement. They claim they have proprietary ingredients and therefore cannot divulge that information. Is there a way to find out more of these details? I have asked but they claim it is not available.. PS9000: business claiming biodegradable products and health benefits from nutraceuticals Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 52 of 133	
Reference Number	23664990
Created Date	07/20/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0907202251399181
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	07/20/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jul 20 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	BERLIN
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Anna Rosario
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	NY
Company Address, State Name	New York
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	Melaleuca.com
Company Rep First Name	Anna
Company Rep Middle Name	
Company Rep Last Name	Rosario
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Other
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3319
Complaint Info Product Service Description	IDT Other
Complaint Info Law Violation Code	
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 #:I0907202251399181. My father ((b)(6)) was signing me up to join as a Melaleuca customer and business(Melaleuca.com) on Monday,July 20, 2009 at approximately 9:45 p.m. e.t. The online registration required my SSN (XXX-XX-XXX). It didn't accept the online registration because it indicated that my SSN was already on file and used by someone named Anna Rosario from New York, as per Melaleuca representative (1-800-262-0600). This was the only information we were given.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 53 of 133	
Reference Number	23800038
Created Date	08/21/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/21/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Aug 21 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Plano
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, The Wellness Company
Company Address, Line 1	3910 S. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	20852207
Company Phone, Extension	
Company Email	
Company Website	http://content.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/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	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	Continue send marketing information and email after several request for them to stop. PS9000: Catalog supplies company Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 54 of 133	
Reference Number	23911306
Created Date	08/21/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0908211520312781
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	08/21/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 21 2009 12:00AM
Transaction Date	
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	SAN DIEGO CA
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	Unkown
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
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	
Company Phone, Number	
Company Phone, Extension	
Company Email	martins.mario2009@ymail.com
Company Website	
Company Rep First Name	Mario
Company Rep Middle Name	
Company Rep Last Name	Martins
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint 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	3319
Complaint Info Product Service Description	IDT Other
Complaint Info Law Violation Code	
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 #:I0908211520312781. I was on Craigslist looking for additional income. Came across with this man Mario Martins who offered me a job. He would pay me $500.00 a week to assist him. I was very presistant about asking questions about him, (I did not want to get involved with anything shady). The response I got was that I would be receiving a UPS package with a check for $3500.00, $500.00 was my fee and $3000.00 was to be sent to an Orphanage in Florida. This morning the UPS package arrived with the check, Bank that the check was drawn on was Wells Fargo. I took the check to the bank and they immediately new it was fraudulent, now if I would not have savy this would have cost me lots of grief financialy. I want this person to pay for all the grief that he could cause and to be stopped. I have all the correspondence, the UPS package, and a copy of the check,(the bank has the original). I am also afraid because this individual has my address and phone number.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 55 of 133	
Reference Number	24085835
Created Date	09/21/2009
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	CBLACK
Entered Date	09/21/2009
Updated By	CBLACK
Updated Date	09/21/2009
Agency Contact	Phone
Complaint Date	Sep 21 2009 12:00AM
Transaction Date	Jun 3 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Hackensack
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca The Wellness Co
Company Address, Line 1	3910 South Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	06/03/2009

Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Discover Credit Card
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|MCO
Complaint Info Law Violation Description	Deception/Misrepresentation|Collects Unauthorized Interest\Fees\Expenses
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 reports that he ordered an item from Melaleuca "The Wellness Company" to order an item, the consumer never authorized the billing of any items other than the item he purchased on 06/2009. Consumer's been billed for the 3 past months from Melaleuca "The Wellness Company".
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 56 of 133	
Reference Number	24138815
Created Date	08/19/2009
Complaint Source	US Postal Inspection Service
Originator Reference Number	1490341
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	08/19/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 19 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
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	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	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	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA, INC.|PRIVATE COURIER
Company Address, Line 1	3910 S YELLOWSTONE HWY|
Company Address, Line 2	|
Company Address, Line 3	|
Company Address, City	IDAHO FALLS|
Company Address, State Code	ID|
Company Address, State Name	Idaho|
Company Address, Country Code	USA|
Company Address, Country Name	UNITED STATES|
Company Address, ZIP Code	83402|
Company Address, ZIP Code Extension	4342|
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	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	Not Reported
Complaint Info Amount Requested Value	$103.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$103.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	8/19/2009 KDAbernathy I was ordering products from Melalueca for nearly a year but due to the recession I am unable to continue ordering from them I called the company I asked them to stop sending me items as I could not afford it any longer, the stated I needed to send them a fax, which I did, the next month I get a pkg from them I called again and told them To STOP sending me items and not to take money out of my chk acct, now they said to send them a letter requesting that I cancel my memembership? I did, again the next month money gets taken out of my acct and they send me another box,(both boxes are things I NEVER ordered) I sent both boxes back to the company + I had to pay $14.00 for shipping and handling for one box again I put another letter to STOP sending me Items that I was cancelling my membership they sent me two emails stating that they where processing my refund? no refund has been processes as of today that was over a week ago the email states that the refund has been processed to my melaleuca acct? I don't have a melaleuca acct? they refuse to stop taking money out of my ckg acct and they will not refund my money.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days	

Flag - FOIA only	

Record 57 of 133	
Reference Number	24289594
Created Date	10/12/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/12/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Oct 12 2009 12:00AM
Transaction Date	Oct 12 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Omaha
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
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	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5020700
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	10/12/2009
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	10/12/2009
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$151.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$151.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have ordered from this company in the past. I have NEVER given them permission to keep my credit card information on file. They made 2 recent charges to my card for someone else's order and then refused my request to reverse the charges.. PS9000: natural home cleaning products Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 58 of 133	
Reference Number	25284675
Created Date	02/03/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/03/2010
Updated By	CRSS\psnyder
Updated Date	02/08/2010
Agency Contact	Internet
Complaint Date	Feb 3 2010 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	French Lick
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc
Company Address, Line 1	3910 S Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
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	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	$750.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3902
Complaint Info Product Service Description	Bank: National\Commercial
Complaint Info Law Violation Code	MCO
Complaint Info Law Violation Description	Collects Unauthorized Interest\Fees\Expenses
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 numerous requests to disenroll my family from their forced shipping program, and unauthorized monthly charges to my checking account of $61.00 or more. I am requesting any assistance I can get to deal with these thieves.. PS9000: Wellness company Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 59 of 133	
Reference Number	25850537
Created Date	10/10/2007
Complaint Source	North Carolina Department of Justice
Originator Reference Number	0711708
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	NC01-USER
Entered Date	10/10/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Oct 10 2007 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GREENSBORO
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca The Wellness Company
Company Address, Line 1	3910 South Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
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	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 Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 60 of 133	
Reference Number	26152453
Created Date	04/15/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/15/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Apr 15 2010 12:00AM
Transaction Date	Mar 12 2010 12:00AM
Consumer 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	Tetonia
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	http://www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	03/12/2010
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	03/12/2010
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The company subscribes members to its product services. Company requests the consumer purchase $35 per month to remain in good standing. The company offers 'self fulfillment' orders in case subscriber forgets to order. I specifically declined self fulfillment orders. Company sent and billed me for products I did not request. I contacted company. Company claims I requested self fulfillment. I maintain I did not request the service. The company listened to complaint. Stated the form is the contract and would sent it to their counsel. That was more than 10 days ago. No response from company.Requested credit card company to not honor any charges from company. Currently, I am disputing previous charge.I am requesting the FTC look into billing practices and cancelatioon policies of the company. The copmpanies failure to respond is not a fair practice. Thank you.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 61 of 133	
Reference Number	26281778
Created Date	04/29/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/29/2010
Updated By	CRSS\pwilliamson
Updated Date	05/04/2010
Agency Contact	Internet
Complaint Date	Apr 29 2010 12:00AM
Transaction Date	Apr 2 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Orem
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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	spanishregion@melaleuca.com
Company Website	melaleuca.com
Company Rep First Name	Jorge
Company Rep Middle Name	
Company Rep Last Name	Mena
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	04/02/2010

Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	04/02/2010
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|CS6|DDM
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored|SPAM: Other\general annoyance|Deception/Misrepresentation
Complaint Info Statute Code	CS|P
Complaint Info Statute Description	CAN-SPAM Act|FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Canceled membership on 3/25, and no longer have a business relationship with Melaleuca. When canceling, I provided written notice by fax to remove my email address from any distribution lists. Since then, they have emailed me three times with promotional email. I have responded to each with the request to stop emailing me. All three email from them lack a couple of elements required by the CAN SPAM Act: - Offering a Way to Reject Future Messages – Commercial e-mail senders must provide easily-accessible, legitimate ways for recipients to reject future messages from that sender. - Return Address – All commercial e-mail, and e-mail considered transactional and relationship messages (about existing transactions), must contain legitimate return e-mail addresses, as well as the sender's postal address. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 62 of 133	
Reference Number	26303502
Created Date	05/03/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/03/2010
Updated By	CRSS\mphillips
Updated Date	05/04/2010
Agency Contact	Internet
Complaint Date	May 3 2010 12:00AM
Transaction Date	Apr 6 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Dover
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country 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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA THE WELLNESS COMPANY
Company Address, Line 1	3910 SOUTH YELLOWSTONE HIGHWAY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
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	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	MELALEUCA.COM
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	04/06/2010
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	04/06/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$70.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$140.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\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 ENTER TO SALE PRODUCT W/ MALEUCA ON MARCH 10,2010. MY MEMBERSHIP WAS DONE 3/19, BUT IT WAS A COMPLICATED REGISTRATION B-C THERE WAS A PERSON WITH MY NAME IN CALIFORNIA... FINALLY I GOT REGISTER W/ ACC 63757109 ... I RECEIVED THE PRODUCT AND WAS FINE... THEN ON 4-6-10 MY ACCOUNT WAS DEBIT WITH 68.00 ACC 63657635(DUPL).... I CALLED AND I FOUND I WAS REGISTER TWICE... I CALLED AND COMPLAINED FOR THE SILLY SYSTEM THAT COULDNT IDENTIFY THE ISSUE... IT WAS A NIGHTMARE ...NOW 5/3 THEY TOOK 78.00 ...(63757109 WHEN I CANCELLED THE ORDER FOR APRIL) EVERYTIME IS INCREASED AND THE ACCOUNT WAS CANCELLED.... SO I DECIDED TO CANCELLED AND THE FIRST TIME THEY WONT LET ME DO IT , WHEN I DID THE FIRST TIME... I WAS UPSET AND CALLED AGAIN W A SUPERVISOR AND PER NOTE I SAID SOMETHINF DIFFERENT... OK.. I CALLED ON 4/19 AND CANCELLED

	TOO ... IF YOU RESEARCH OR INVESTIGATE.. ALOT OF PEOPLE HAVE BIOG ISSUES RELATED TO THIS COMPANY... THANKS. PS9000: Retail Medicine, cosmetic and other called Melaleuca Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 63 of 133	
Reference Number	26374722
Created Date	05/07/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/07/2010
Updated By	CRSS\sleslie
Updated Date	05/10/2010
Agency Contact	Internet
Complaint Date	May 7 2010 12:00AM
Transaction Date	May 6 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	King 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	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 South Yellowstone,
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6346246
Company Phone, Extension	
Company Email	yourorder@melaleuca.com
Company Website	www.melaleuca.com
Company Rep First Name	Melaleuca order
Company Rep Middle Name	
Company Rep Last Name	Melaleuca order
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	05/06/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	05/06/2010
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$90.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$90.00
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	
	I am buying products from this company. I am calling to place an order. In many occasion, Melaleuca doesn't await my phone calls and send me without my authorization products that I do not need, then goes to my bank account and discharge money for unwanted shipped package. If I refuse the package, they charge me for unordered and unwanted package fee for handling and shipment. During six month, I am working with the company and during this time Melaleuca charged me in four occasions for shipping and handling of refused packages, as well created me overdraft on my bank account because I had pendant other transactions. I lost in overdrafts during six months US $165.00 and in handling US $84.00. During the phone conversations of the month of march 30, I agreed with Melaleuca to do not send me products I do not order, until I would not call and place an order but Melaleuca violated that agreement, discharged money from my debit card wich were designed to other transaction, creating overdraft on my bank account of US $125.00. I request back the payment of US $125.00+165.00+84.00, the total of US 374.00 for all damages this company created to my bank account.I need MelaMelaleucaducts but I am exhausted to deal with this abusive company's atitatittudeard its costumers.

Complaint Info Comments	MelaMelaleucasn't respect its customers. Please help me to solve this problem.Sincerely,(b)(6) P.S.: This letter was sent to MelaleucaDear MelaleucaYou violated our agreement. During the last phone conversation, we agreed, you would not send me products that I do not need and you would wait for my phone call to place an order. I am sick and I was the last week at the Hospital. You do not respect agreements and abuse customer's loyalty to your company. You do not have exact day to send products and pull money when you want. You abused my bank account and created me overdraft because another transaction was in the way. Cancel this order and do not send it to me until I will not call you tomorrow to exchange items in this package. If you would not proceed to exchange these itmes, I apologize to inform, I will complain with Better Business Bureau and Federal Trade Commission because you are working only in benefits of your company but not of your customers. It is difficult when you are abusing customer's bank accountar. I cannot work with you in such way because I don't know when you would affect my bank account and discharge money from it. Always the same abusive atittude from your side. Please refund to my bank account the amount of US $90.39 for the order I did not order.Sincerely,(b)(6) CC: Better Business BureauFederal Trade CommissionWells Fargo bank. PS9000: Melaleuca send products that customer doesn't order and forcely charge money on customer's bank acco Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 64 of 133	
Reference Number	26704524
Created Date	06/10/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	JACOSTA
Entered Date	06/10/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Jun 10 2010 12:00AM
Transaction Date	Jun 1 2010 12:00AM
Consumer 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	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	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	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc
Company Address, Line 1	3910 S Yellow Stone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
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	06/01/2010
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$65.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$65.00
Complaint Info Product Service Code	0318|9004
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales|Unauthorized Debits or Charges for Unknown Products
Complaint Info Law Violation Code	IHA|DDM
Complaint Info Law Violation Description	Billed for Unordered Merchandise|Deception/Misrepresentation
Complaint Info Statute Code	AE|P
Complaint Info Statute Description	Unordered Merchandise|FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states that he tried a product that this company advertized at a seminar. Consumer states that he ordered for two months and he ended up canceling because it was cheaper at Wal Mart. Consumer states that the next moth after he canceled they charged him for a months supply and even sent him the product.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 65 of 133	
Reference Number	26888677
Created Date	01/08/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	203269
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	01/08/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jan 8 2009 12:00AM
Transaction Date	Nov 2 2008 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AURORA
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	11/02/2008
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$69.34
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	Another customer has been placing orders on complainant's account and paying for them on other customer's credit card. When the other customer did not place an order for November, the business placed an order and charged complainant's credit card. The products were returned in November, but the business has not yet credited the complainant's credit card. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 66 of 133	
Reference Number	26889065
Created Date	01/02/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	203177
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	01/02/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jan 2 2009 12:00AM
Transaction Date	Jan 1 2004 12:00AM
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	BUFFALO
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
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	Fax
Complaint Info Initial Contact Date	01/01/2004
Complaint Info Initial Response Method	
Complaint 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	Complainant requests "something official" from the AG's office that will put to rest the question of whether the business is an MLM or a pyramid. --- Law Violation Code: No Violation
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 67 of 133	
Reference Number	26889452
Created Date	03/24/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	203949
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	03/24/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Mar 24 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	SACRAMENTO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
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	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$148.00
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	Complainant and his father signed up to sell the product for a fee they were told at first was $1.00, then they were charged $200.00. Then received two packs and the charges became $400.00. The debiting of complainant's account caused the account to be overdrawn and so he acquired overdraft fees. He canceled the dealership with the business and submitted a request for a refund. He thought the matter was closed but then received an additional delivery of products to sell with more charges to his account. --- Law Violation Code: Misrepresentation
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 68 of 133	
Reference Number	26889552
Created Date	04/15/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	204231
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	04/15/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Apr 15 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	MARYSVILLE
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
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	Complainant spoke with the business and provided his bank account information to them but did not authorize automatic monthly shipment of products and debiting of his bank account. He has selected a few items but has received more than he has ordered. Four times he has received the wrong products and had to return them. He would like his contract canceled. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 69 of 133	
Reference Number	26889924
Created Date	06/16/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	204722
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	06/16/2009
Updated By	Kishor Gangavarapu
Updated Date	07/01/2010
Agency Contact	External Agency
Complaint Date	Jun 16 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NO 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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
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	Courtesy copy of a complaint filed with the Canadian government by a Canadian citizen against Melaleuca, Inc. The complaint is in French. --- Law Violation Code: Misrepresentation
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 70 of 133	
Reference Number	26890082
Created Date	07/02/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	204897
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	07/02/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jul 2 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MOSCOW
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$65.71
Complaint Info Product Service Code	1705|1712
Complaint Info Product Service Description	Health Care: Drugs-OTC\Prescription|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	Complainant had an account set up to automatically be sent and be billed for products from the business each month. He tried to cancel but was told he was past the deadline to cancel for that month, so he will be responsible for his July order. He wants his contract and the July order canceled immediately. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 71 of 133	
Reference Number	26890443
Created Date	08/20/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	205284
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	08/20/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 20 2009 12:00AM
Transaction Date	Jul 1 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MT. PROSPECT
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
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	07/01/2009
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant signed up for membership with the business. After his first "standing" order was shipped, complainant was dissatisfied with the product & called the business to cancel his order/account. However, an additional order was shipped & the complainant spent days trying to cancel his account & get a refund. Ultimately the complainant received his refund, but not without hassle. --- Law Violation Code: Refunds
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 72 of 133	
Reference Number	26890482
Created Date	08/14/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	205442
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	08/14/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 14 2009 12:00AM
Transaction Date	Jan 1 2007 12:00AM
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	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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	01/01/2007
Complaint Info Initial Response Method	
Complaint 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	Complainant has been purchasing products from the business for years. Complainant has noticed that over the past several years, the business has "downgraded" their product lines (no longer all natural products) to include ingredients that are toxic & cancer causing. However, Melaleuca's advertising & sales pitch have not changed, & the complainant believes this is deceptive & potentially harmful to the environment & unsuspecting consumers. --- Law Violation Code: Advertising
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 73 of 133	
Reference Number	26890826
Created Date	10/15/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	205936
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	10/15/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Oct 15 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	MIDDLETOWN
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	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0699
Complaint Info Product Service Description	Food
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	She has made repeated attempts to cancel service with this business - all to no avail. They continue to send her orders she never requested and charges her debit card w/out her authorization. She req our 'consideration.' --- Good-Service: Food --- Law Violation Code: Unordered Goods/Services
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 74 of 133	
Reference Number	27545145
Created Date	08/17/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1008171734241842
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	08/17/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 17 2010 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WHITTIER
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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	Melaleuca
Company Name	Carlos LDera
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	cldera@yahoo.com
Company Website	
Company Rep First Name	Carlos
Company Rep Middle Name	
Company Rep Last Name	LDera
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint 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 #:I1008171734241842. I had placed a job ad, Carlos had responded with his resume. When I had emailed him back about setting a telephone interview he responded saying that he would talk to me when the FBI got me on fraud. I then apologized to him and wished him luck. He has continued to email me about getting me fraud and scam. The last email I received from him said, "Just making sure I've got the right address for my fraud report. (b)(6) (b)(6) " This is the address I just moved from. I am a mother of 3 young children and do not feel safe knowing that man has looked up my information and claiming I am a scam artist when he has never talked to me and I have never told him about my business or the job!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 75 of 133	
Reference Number	27804448
Created Date	06/07/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	207991
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	06/07/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 7 2010 12:00AM
Transaction Date	Mar 1 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HAWTHORNE
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	03/01/2010
Complaint Info Initial Response Method	
Complaint 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	Complainant cc' d the CPD on a second letter to the business requesting cancellation of her account. --- Law Violation Code: Misrepresentation
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 76 of 133	
Reference Number	27804450
Created Date	05/20/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	207904
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	05/20/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	May 20 2010 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	LINDENHURST
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1705|1712
Complaint Info Product Service Description	Health Care: Drugs-OTC\Prescription|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	Complainant's credit card was used by another person. All debits were refunded but complainant wants the business to explain how the misuse of her credit card was allowed. She has not received a response from the business. --- Law Violation Code: Customer Service
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 77 of 133	
Reference Number	27804451
Created Date	06/10/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	208122
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	06/10/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 10 2010 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
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	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
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	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$65.00
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	Complainant told the business he did not want any products from them. Business debited complainant's account anyway. Complainant wants a refund from the business. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 78 of 133	
Reference Number	27894723
Created Date	10/08/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/08/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Oct 8 2010 12:00AM
Transaction Date	Oct 21 2009 12:00AM
Consumer 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	Mangilao
Consumer Address, State Code	GU
Consumer Address, State Name	Guam
Consumer Address, Country Code	USA
Consumer Address, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Company
Company Address, Line 1	3910 Yellow Stone High Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	www.melaleuca.com
Company Rep First Name	Shirly
Company Rep Middle Name	
Company Rep Last Name	Leon Guerrero
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	10/21/2009
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	10/21/2009
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$67.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$67.00
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 joined Melaleuca company October 2009 by paying $67.23. After six months I decided to cancel the membership.They charged $67.23 to my account and sent the products, which I could not use it. Out of sixty seven dollars and twenty three cents, they used $20.00 for shipping. Therefore I called them and asked them not to ship any more products and not to charge to my account. They told me that I cannot cancel by phone. They told me that I should download a cancellation form and sign it and mail to them. I tried several times and I could not download that form. So I called Shirly Leon Gurero and asked her to help me to cancel. She called the company and asked me to go download by going to www.melaleuca.com/your option. I tried several times and I could not download the cancellation form. I called back Shirley and explained my difficulties. She told me that she would check the company and let me know. After that I did not hear from her. I teach computer science in High School and if I have difficulties to download and send it, most people will have major problems of cancel their membership. My experience with this company is a very bad experience because the way they make it very hard for their customers to cancel their membership.I have paid $673.00 so far and I want the company to refund my money.At

	the same time I want the company to make it easy for their customers to cancel their membership at any time by phone.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 79 of 133	
Reference Number	28228383
Created Date	08/20/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	208632
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	08/20/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 20 2010 12:00AM
Transaction Date	Jan 1 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HEMPSTEAD
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	01/01/2010
Complaint Info Initial Response Method	
Complaint 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	Complainant wants to end her business relationship with Melaleuca, Inc., effective immediately. The complainant cc' d the CPD on a letter to the business. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 80 of 133	
Reference Number	28228384
Created Date	09/27/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	208920
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	09/27/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Sep 27 2010 12:00AM
Transaction Date	May 29 1992 12:00AM
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	MILLVILLE
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	05/29/1992
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint forwarded by the Attorney General of Indiana. The complainant was enrolled as an independent marketing executive by his daughter and son-in-law. He soon became an active Director in the business. Several years later, he discovered that his enrollers were moving people from his downline to the downline of his son-in-law's brother. As this was against the business's written policy and procedure, Mr. Cain complained to Melaleuca. He was "stonewalled" by the executives for over a year and his inquiries were ignored. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 81 of 133	
Reference Number	28306090
Created Date	11/08/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1011081455475121
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	11/08/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 8 2010 12:00AM
Transaction Date	
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	CONYERS
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Robert Williams
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	busywilli@vwrglobal.org
Company Website	
Company Rep First Name	Robert
Company Rep Middle Name	
Company Rep Last Name	Williams
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint 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	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	
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 #:I1011081455475121. On October 30 I answered an ad for a job on backpage.com for a temporary position as a driver. The ad poster contacted me by email to say that the job would consist of driving his wife around while she was in Atlanta. The pay would be $500 a week. On November 6 I received an envelope via FedEx containing two postal money orders for $925 each. The envelope was sent from someone named Sandra David at 5903 Melaleuca Ln in Greenacres FL 33463. That same day I received another email with instructions to cash the money orders at my bank, deduct my first week's salary and wire the remainder by western union to Alice Rena Self 324 Sage Rd. Harrison AK 72601. I was also given instructions about meeting the wife at the airport. Her name was Lisa Williams. The FedEx envelope had the tracking number 8741 8364 5314 and a sender's FedEx account number (b)(6) I took the money orders to the post office this morning to confirm that they were fake.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 82 of 133	
Reference Number	28382057
Created Date	11/26/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/26/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Nov 26 2010 12:00AM
Transaction Date	Oct 29 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Apple 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	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, The Wellness Company
Company Address, Line 1	3910 S. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	Janetputnam@melaleuca.com
Company Website	melaleuca.com
Company Rep First Name	Janet
Company Rep Middle Name	
Company Rep Last Name	Putnam
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	10/29/2010
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	10/29/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$62.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\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	On Oct. 20,2010, Melaleuca Companyconcscted me and said I joined the Mfelaleuca team ajnd an amount of money would be taken outr of my checking account each month, I decline and did not want this, I was to try Melaleuca for only one month. I was told to cancel I must go online for a cancellation form I got the from and fax it to Melaleuca, they sent me an conformation on the 6th of Nov. and another box on the 9th of Nov. I returned the box to them. Then the conf;irmation and communication that they received the box back, I would like my money return to my account of $62.72 , I have talk to Janet office over three times, and seems to be getting the run around.Please return my money to my account!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 83 of 133	
Reference Number	28429776
Created Date	11/26/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1011261607547591
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	11/26/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 26 2010 12:00AM
Transaction Date	Jan 1 1900 12:00AM
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	FARMINGTON
Consumer Address, State Code	NM
Consumer Address, State Name	New Mexico
Consumer Address, Country Code	USA
Consumer Address, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Not Provided By Org
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	godwnken2@gmail.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	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	
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 #:I1011261607547591. Mr. Tucker posted a tractor train for sale on Craigslist for $2000 on 11/11/2010. On 11/15/2010, Tucker was contacted by individual identifying themselves as Wellex Tommy from the above listed email address who negotiated purchase of the item for the listed price. Proposed buyer sent Mr. Tucker a check for $3850 asking for him to wire transfer the balance to the "mover" who would be picking up the item. Mr. Tucker attempted to cash this provided check at a local bank and was informed that it was fraudulent. Mr. Tucker then contacted the local FBI office and asked for assistance in reporting the incident. Below is associated information provided by the proposed buyer: Contact information for "mover" who was to recieve the wire transfer: Kathy Johnson 490 Central Parkway East Fayetteville, NC 28311 Company listed on fraudulent check: Melaleuca The Wellness Company 3910 So. Yellowstone Idaho Falls, ID 83402 Check number 162126385 Bank information listed on fraudulent check: Wells Fargo Bank, N.A. 115 Hospital Drive Van Wert, OH 45891 Sender information listed on UPS Letter Envelope: J+J Mack Consumer Prod Co 3750 Hempland Rd Mountville, PA 17554 UPS Account number 4AE499 Tracking number J248 293 0996, shipped 11/20/10 Mr. Arnold retained the fraudulent check,

	UPS envelope, and the recieved emails pretaining to this matter.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 84 of 133	
Reference Number	29151689
Created Date	11/15/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	209388
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	11/15/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 15 2010 12:00AM
Transaction Date	Nov 1 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DEERFIELD BEACH
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	11/01/2009
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$305.00
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	End of may 2010, consumer severed his business relationship with Melaleuca, Inc. However, the business continued to debit his bank account for approximately 5 months. Consumer wants the stolen funds returned. The complaint was filed with the Florida AG & forwarded to the Idaho AGs Office. Consumer contacted the business regarding a refund. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 85 of 133	
Reference Number	29151716
Created Date	11/22/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	209478
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	11/22/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 22 2010 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PUYALLUP
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	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
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	Complainant copied our office her letter of cancellation of her account with the business. She returned vitamins she did not order. She asked the business for a refund on the vitamins. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 86 of 133	
Reference Number	29298858
Created Date	02/18/2011
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/18/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Feb 18 2011 12:00AM
Transaction Date	Dec 11 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Mays Landing
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	melaleuca, inc
Company Address, Line 1	3910 s. yellowstone hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	idaho falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83403
Company Address, ZIP Code Extension	8003
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2620600
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/11/2010
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	12/11/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$17.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$17.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	(b)(6) Mays Landing, NJ (b)(6 December 9, 2010 FAX TRANSMISSION DECEMBER 11, 2010 1500Melaleuca, Inc.3910 S.Yellowstone HwyIdaho Falls, Idaho 83402-8003Orders: 800-262-0600 Fax: 888-528-2090Re: Termination of Contract and MembershipThis is my formal request to IMMEDIATELY sever all ties to your company either as member or selling associate. I was signed up by Eddie and Mary (b)(6) Vineland, NJ (b)(6 Their bank is Colonial Bank, 17714 South Lincoln Ave, Vineland, NJ 08361,Routing No. (b)(6) , Acct. No. (b)(6) , email is, (b)(6) 856-623-6228. I have had a very bad experience with them and may have to take them to Small Claims Court for disposition of my claim for payment against them. They have failed to make $100.00 bi-weekly payments as they originally agreed to. All payments were to have been completed by October 30, 2010. They made second payment of $200.00 on November 26, 2010 after making up wild stories to account for delays the previous four weeks when I should have been paid.. I took check to their bank and was told they did not have sufficient funds to cash it. When I asked bank V.P, to write a letter so

Complaint Info Comments	stating, she called them at home, was told they would make deposit to cover my check, and then she over rode the rejected check and gave me cash. Had I deposited it, I would have been assessed $35.00 for bouncing check in deposit by BOA. They have sporadically make token payments since of September 22, 2010 when we executed the sales agreement and they took my puppy home.I am still owed $300.00 plus, once I file in Small Claims Court, court costs, and late charges which they voluntarily offered me to assuage my feelings and make up for all the inconvenience they caused me after the first three plus weeks of delays.I dont want to associate myself with people that dont keep their word, wont answer my inquiries, and dont make payment as they promised in writing to do. If ever I come back to Melaleuca, it will be under another representative. I will NEVER work with them again after this frightful experience. Right now, I am soured on the company because of this. I hope they are not totally representative of the quality and professionalism of persons in your company.If so, you have much work to do.Yours (b)(6) U.S. Rep. Lo Biondo NJ Sen. Whelan BBB, Case 8473055 & 8491513, Ph: 208-525-1768, Fax: 208-227-1603 FTC, Northeast Regional Office They did NOTCANCEL THIS AS PROMISED. THEY CHARGED ME FOR A SECOND MONTH"S DUES! ! ! ! 02172011 CHECKCARD 0216 MELALEUCA RENEWAL 800-2823000 ID2416407104706593009764 8 -$8.95 $299.70
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 87 of 133	
Reference Number	29411626
Created Date	11/10/2008
Complaint Source	Oregon Department of Justice
Originator Reference Number	FF10163-08
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	11/10/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 10 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OAK PARK
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA, INC.
Company Address, Line 1	3910 SOUTH YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	--- Oregon DOJ comments: Voluntarily Resolved --- Consumer description: Collected or attempted to collect for goods or services the complainant never ordered --- Case closed --- Case closed date: 2008-12-05 00:00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 88 of 133	
Reference Number	29768083
Created Date	03/22/2011
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/22/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Mar 22 2011 12:00AM
Transaction Date	Feb 28 2011 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca-The Wellness Company
Company Address, Line 1	3910 S. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	Melaleuca.com
Company Rep First Name	Renee
Company Rep Middle Name	
Company Rep Last Name	Moniz
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	02/28/2011
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	02/28/2011
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$30.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$30.00
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 February 28, 2011 a Melaleuca salesperson entered my home and sold me a Preferred Customer Membership agreement. I signed a Preferred Customer Agreement Membership and paid $30.31 for this contract. Pursuant to the FTC Cooling off Rule I cancelled this Melaleuca membership contract on March 1, 2011, one day after I signed the contract. I sent the cancellation notice form along with a cancellation letter to Melaleuca by certified mail dated March 1, 2011. I also returned the Melaleuca membership kit to Melaleuca on March 14, 2011, as required by Melaleuca's policy. Although Melaleuca has cancelled my membership, as of March 22, 2011 Melaleuca has not acknowledged this return and will not refund my money. I have a signed acknowledgment that I have returned this kit to the return site as directed by Melaleuca. The return has been apparently lost by Melaleuca. I am not responsible for Melaleucas internal shipping problems. A refund of $30.31 should have been made within 10 days of my cancellation, March 10, 2011, pursuant to the cooling-off rules. This company is very deceptive in many ways. First, the sales people are intent on acquiring sales people under a pyramid scheme. Members sell membership to make money from the pyramid they set up below them, without informing them of all details.

	Secondly, it is very difficult to cancel a contract or obtaining refunds, as evidenced in my case. Thirdly, their policy is very deceptive to members. All of Melaleuca's Preferred customer members are required to purchase a minimum amount of product monthly. However, Melaleuca does not tell you how much this will cost as they deceptively work on a point system. Every item is assigned a certain amount of points. A monthly minimum of product points is required. This basically ends up costing about $55 a month. I was never informed of this dollar amount by the Melaleuca representative, or given at least an estimate when I questioned them of the monthly cost.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 89 of 133	
Reference Number	30112204
Created Date	02/25/2011
Complaint Source	Idaho Attorney General
Originator Reference Number	210128
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	02/25/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Feb 25 2011 12:00AM
Transaction Date	Nov 13 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ALVERDA
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	11/13/2010
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$61.14
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	Complainant was enrolled in a membership with the business where he received and paid for products once a month. He contacted business to cancel his membership. He was told the business would send paperwork to complainant. The paperwork to cancel took a month to arrive. In the meantime another order of products arrived. Complainant canceled his credit card and got a refund but the business took the money out again. Complainant closed his credit card account. Business says he will have to pay postage to send the unordered products back for a refund. --- Law Violation Code: Unordered Goods/Services
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 90 of 133	
Reference Number	30112728
Created Date	01/14/2011
Complaint Source	Idaho Attorney General
Originator Reference Number	209820
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	01/14/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jan 14 2011 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$10.17
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	Complainant refused delivery of a package and returned it to the business. Business will refund the price of the product, but not the shipping and handling fee. Complainant believes business makes thousands of dollars by refusing to refund shipping and handling fees to consumers. --- Law Violation Code: Refunds
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 91 of 133	
Reference Number	30962239
Created Date	06/29/2010
Complaint Source	Michigan Attorney General
Originator Reference Number	2010-cp06291832483-A
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	MI01-USER
Entered Date	06/29/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 29 2010 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STERLING HEIGHTS
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.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	$161.70
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$161.70
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	On November 24, 2009 I recieved a letter stating that I had a credit with Meleleuca for products returned. After I contacted them via the telelphone in February 2010 they informed me that I had approx. $158 of credit. On Jube 29, 2010 I contacted the company Meleleuca to place and order for the credit. At some point I wasw informed that I only had approx. $10 credit because they deduct $10 monthly when they send out correspondence toinform customers of they accounts,,,,,I do not recallsigning a contract stating this. I would like a cash refund or product credit or the $158 of credit that i was due.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 92 of 133	
Reference Number	31389063
Created Date	06/08/2011
Complaint Source	US Postal Inspection Service
Originator Reference Number	1570344
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	06/08/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 8 2011 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OLYMPIA
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA, INC.|PRIVATE COURIER
Company Address, Line 1	3910 S YELLOWSTONE HWY|
Company Address, Line 2	|
Company Address, Line 3	|
Company Address, City	IDAHO FALLS|
Company Address, State Code	ID|
Company Address, State Name	Idaho|
Company Address, Country Code	USA|
Company Address, Country Name	UNITED STATES|
Company Address, ZIP Code	83402|
Company Address, ZIP Code Extension	4342|
Company Phone, Country Code	|
Company Phone, Area Code	|
Company Phone, Number	|
Company Phone, Extension	|
Company Email	|
Company Website	|
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact	

Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	Not Reported
Complaint Info Amount Requested Value	$63.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$126.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	6/8/2011 MDRussell Decided to end relationship 05/09/2011 was directed to website www.melaleuca.com/youroptions...which is invalid. 05/31/2011 via phone call told by them couldn't cancel or obtain refund because date was after 05/25/2011 I refused to accept per their informing of recorded intent on 5/9/11. Walked to/thru new site page to CANCELLATION FORM, SIGNED & FAXED 9:30pm 5/31/11; merchandise shipped FEDEX same night. Merchandise received/signed for by Melaleuca Fri.06/03/11-10:44AM. No refund appeared on debit card rather additional $63 charge posted Sat06/04/11. Company now owes me $126.00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 93 of 133	
Reference Number	31443000
Created Date	07/08/2011
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/08/2011
Updated By	CRSS\bsturm
Updated Date	07/11/2011
Agency Contact	Internet
Complaint Date	Jul 8 2011 12:00AM
Transaction Date	Jul 7 2011 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Anaheim Hills
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	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	2200700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Holly
Company Rep Middle Name	
Company Rep Last Name	Tsihlis
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	07/07/2011
Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	07/07/2011
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$63.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	IHB
Complaint Info Law Violation Description	Received Unordered Merchandise
Complaint Info Statute Code	AE
Complaint Info Statute Description	Unordered Merchandise
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I at no time communicated by phone, email, text, fax or mail to The Melaleuca Inc. The Wellness Company for them to send me ANY products. To the contrary, on the week of June 1-10, 2011, when I was on the phone with Holly Tsihlis and a Melaleuca rep at the Corporate office, who stated that they were recording the call for Quality Assurance, I was asked by the Rep when I would be able to submit my First Payment for the monthly product program. I clearly stated I would need to contact the Melaleuca rep that I received an invite from, within the week once I received my income check. At no time did I state for Melaleuca to Send Me Products, without my payment for products and certainly not implying that they had my authorization, under any means.. PS9000: Vitamins, Supplements, Household cleaning and Skincare Products Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 94 of 133	
Reference Number	8375343
Created Date	02/18/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC022336
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	02/18/2006
Updated By	IC3-USER
Updated Date	01/08/2007
Agency Contact	External Agency
Complaint Date	Feb 18 2006 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COLUMBUS
Consumer Address, State Code	MS
Consumer Address, State Name	Mississippi
Consumer Address, Country Code	USA
Consumer Address, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Storm Pay
Company Address, Line 1	35 N. Chestnut Dr.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLUMBUS
Company Address, State Code	MS
Company Address, State Name	Mississippi
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	39705
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	662
Company Phone, Number	3277030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Sheryl
Company Rep Middle Name	
Company Rep Last Name	Smith
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint 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	$2376.00
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 # I0602181122248422:We have an online business with Melaleuca, and we used 12 Daily Pro for advertising our website out to hundreds of thousands of people and viewing others' websites. We paid a membership fee for being part of 12 Daily Pro and we also earned a % back for our membership / advertising. 12 Daily Pro used the payment processor "Stormpay". For two months everything was great as 12 Daily Pro showed our website and paid us ON TIME EVERY TIME. Then Stormpay / Net IBA (we were told Net IBA was a "third party verification" process, and now we've learned that Net IBA is OWNED by Stormpay) froze all assets to where 12 Daily Pro can't get in to pay the members. I ALSO had a balance ($2376.00) in Stormpay which they TOOK (illegally???) as a charge back to give BACK to 12 Daily Pro. Additionally, they took $188. that was put in by Alien Trust and charged it back. What did Stormpay do with our money and what gave them the right to take funds sitting in Stormpay for others that did NOT even come from 12Daily Pro? Did they steal the money of 12 Daily Pro and all the many other autosurfs they froze assets to? 12 Daily Pro was one of the largest, but there were MANY other autosurfs also affected by Stormpay freezing their assets. To take funds that didn't belong ot them was WRONG and they need to be held

	accountable... and made to release all funds immediately. The lawyers that own Stormpay should be made to pay to rectify the wrong they did...
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 95 of 133	
Reference Number	8375351
Created Date	02/18/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC022344
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	02/18/2006
Updated By	IC3-USER
Updated Date	01/08/2007
Agency Contact	External Agency
Complaint Date	Feb 18 2006 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COLUMBUS
Consumer Address, State Code	MS
Consumer Address, State Name	Mississippi
Consumer Address, Country Code	USA
Consumer Address, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Storm Pay
Company Address, Line 1	35 N Chestnut Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLUMBUS
Company Address, State Code	MS
Company Address, State Name	Mississippi
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	39705
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	662
Company Phone, Number	3277030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Johnie
Company Rep Middle Name	
Company Rep Last Name	Smith
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	ICCC Ref # I0602181137534522:We have an online business with Melaleuca, and we used 12 Daily Pro for advertising our website out to hundreds of thousands of people and viewing others' websites. We paid a membership fee for being part of 12 Daily Pro and we also earned a % back for our membership / advertising. 12 Daily Pro used the payment processor "Stormpay". For two months everything was great as 12 Daily Pro showed our website and paid us ON TIME EVERY TIME. Then Stormpay / Net IBA (we were told Net IBA was a "third party verification" process, and now we've learned that Net IBA is OWNED by Stormpay) froze all assets to where 12 Daily Pro can't get in to pay the members. I have 2 pending payments ($1401.12) due from 12 Daily Pro but since Storm Pay froze 12 DP's account I can't get paid. 12DP always paid on time every time. What did Stormpay do with our money and what gave them the right to take funds sitting in Stormpay for others that did NOT even come from 12Daily Pro? Did they steal the money of 12 Daily Pro and all the many other autosurfs they froze assets to? 12 Daily Pro was one of the largest, but there were MANY other autosurfs also affected by Stormpay freezing their assets. To take funds that didn't belong ot them was WRONG and they need to be held accountable... and made to release all

	funds immediately. The lawyers that own Stormpay should be made to pay to rectify the wrong they did...
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 96 of 133	
Reference Number	8375607
Created Date	02/18/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC022597
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	02/18/2006
Updated By	IC3-USER
Updated Date	01/08/2007
Agency Contact	External Agency
Complaint Date	Feb 18 2006 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHILLICOTHE
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	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Stormpay
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	Not Reported
Complaint Info Amount Paid Value	$9001.62
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 # I0602182041435922:We have an online business with Melaleuca, and we used 12 Daily Pro for advertising our website out to hundreds of thousands of people and viewing others' websites. We paid a membership fee for being part of 12 Daily Pro and we also earned a % back for our membership / advertising. 12 Daily Pro used the payment processor "Stormpay". For ONE month everything was great as 12 Daily Pro showed our website and paid us ON TIME EVERY TIME. Then Stormpay / Net IBA (we were told Net IBA was a "third party verification" process, and now we've learned that Net IBA is OWNED by Stormpay) froze all assets to where 12 Daily Pro can't get in to pay the members. I ALSO had a small balance in Stormpay which they TOOK (illegally???) as a charge back to give BACK to 12 Daily Pro. What did Stormpay do with our money and what gave them the right to take funds sitting in Stormpay for others that did NOT even come from 12Daily Pro? Did they steal the money of 12 Daily Pro and all the many other autosurfs they froze assets to? 12 Daily Pro was one of the largest, but there were MANY other autosurfs also affected by Stormpay freezing their assets. To take funds that didn't belong ot them was WRONG and they need to be held accountable... and made to release all funds immediately.

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

Record 97 of 133	
Reference Number	8375839
Created Date	02/19/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC022827
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	02/19/2006
Updated By	IC3-USER
Updated Date	01/08/2007
Agency Contact	External Agency
Complaint Date	Feb 19 2006 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	-
Consumer Last Name	b(6)
Consumer Salutation	-
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, Line 3	-
Consumer Address, City	SAN ANTONIO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Country Code	-
Consumer Home Phone, Area Code	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Stormpay
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/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	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 # I0602191138439212:I own a business with Melaleuca, and we used 12 Daily Pro and Alien Trust for advertising our website out to hundreds of thousands of people (we also viewed other members websites). I paid a membership fee for being part of 12 Daily Pro and Alien Trust and I also earned a % back for my membership / advertising daily and for viewing other advertisements. 12 Daily Pro and Alien Trust both used the payment processor "Stormpay". For two months that I had been a member of 12 Daily Pro and a month with Alien Trust everything was great and all payments were made on time. 12 Daily Pro and Alien Trust would transfer funding I had earned to Stormpay, and Stormpay would process it into my account there where I could then transfer it to my personal bank account. The end of January / First of February we left for a funeral out of state, and we learned via telephone calls that Stormpay / Net IBA (we were told Net IBA was a "third party verification" process... yet we later learned it's OWNED by Stormpay) froze ALL assets to where 12 Daily Pro and Alien Trust can't get in to pay the members the money we were due. Many of our friends had balances from many sources in their Stormpay account, which Stormpay TOOK as a "charge back" to give BACK to 12 Daily Pro. What did Stormpay do with the money

	they were supposed to pay the members? Did they steal the money of 12 Daily Pro, Alien Trust and all the many other autosurfs they froze assets to? 12 Daily Pro and ALien Trust were two of the largest, but there were MANY other smaller Autosurf Advertising Programs also affected by Stormpay freezing their assets. Stormpay and the law
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 98 of 133	
Reference Number	8379137
Created Date	02/24/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC026104
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	02/24/2006
Updated By	IC3-USER
Updated Date	01/08/2007
Agency Contact	External Agency
Complaint Date	Feb 24 2006 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	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	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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Stormpay
Company Address, Line 1	1690 Golf Club Lane
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	37043
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	931
Company Phone, Number	6478750
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	$280.80
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 # I0602240030385462:We have an online business with Melaleuca, and we used 12 Daily Pro for advertising our website out to hundreds of thousands of people and viewing others' websites. We paid a membership fee for being part of 12 Daily Pro and we also earned a percentage back for our membership/advertising. 12 Daily Pro used the payment processor "StormPay". For two months everything was great as 12 Daily Pro showed our website and paid us ON TIME EVERY TIME. Then StormPay/Net IBA (we were told Net IBA was a "third party verification" process now, however, we've learned that Net IBA is OWNED by StormPay) froze all assets so that 12 Daily Pro can't get in to pay the members. What did StormPay do with our money? Did they steal the money of 12 Daily Pro and all the many other autosurfs they froze assets on? 12 Daily Pro was one of the largest, but there are MANY other autosurfs also being affected by StormPay freezing assets. To take or hold funds that doesn't belong to them is WRONG and they need to be held accountable... and be made to release all funds immediately. The owners of StormPay should be held accountable and pay the monies being held to rectify the wrong that has been done. Additinal Info: I was involved in ecommerce on the internet, and there are several options for payment processors.

	Stormpay was selected because they were verified by NETIBA, thus making them appear to be safe. However, after Stormpay seized my funds, I found that the entire certification process was a scam. NetIBA, Inc. and StormPay are under the common ownership of John McConnell, and that fact was never revealed. Since NetIBA, Inc. sent me a US Postal Lette
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 99 of 133	
Reference Number	8569775
Created Date	07/07/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	MPHILLIPS
Entered Date	07/07/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Jul 6 2006 12:34PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Houston
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	205
Company Phone, Number	522-0700
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	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$50.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Melaleuca Products) Melaleuca Company, This is another Enron in the making. I cancelled my service by phone, email, U.S. Mail and by certified mail all for nothing because they continued to withdraw funds out of my account and send me products that they will not take back. When you call customer service (if you can understand them) they tell you "it's no problem just send them a letter by fax". You can tell that they are reading from a script.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 100 of 133	
Reference Number	9075353
Created Date	09/27/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LANDREWS
Entered Date	09/27/2006
Updated By	IREEVES
Updated Date	09/27/2006
Agency Contact	Phone
Complaint Date	Jan 1 1900 12:00AM
Transaction Date	Aug 1 2006 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Marysville
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	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Company|Websters Dictionary
Company Address, Line 1	|
Company Address, Line 2	|
Company Address, Line 3	|
Company Address, City	|
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	|888
Company Phone, Number	|5282090
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	08/01/2006

Complaint Info Initial Response Method	Mail
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	0302|2001
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships|Books
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 consumer bought a business guide from an individual seller on www.ebay.com. The business guide is published by a company named Melaleuca Company and the consumer feels like the guide has inadequate and incomplete info. The consumer tried to make a sale using the guide and he could not because of the incomplete and inadequate info. The consumer also has a complaint against Websters Dictionary because they use the word "thing" to define other words yet the dictionary itself does not define "thing" as an individual word. The consumer has no work ph# or email address. UPDATE: 09/27/06 - Consumer had to go to a meeting and terminated the call. lreeves
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

Provided by the Federal Trade Commission

CIS COMPLAINT

Record 101 of 133	
Reference Number	9146806
Created Date	10/10/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	MPHILLIPS
Entered Date	10/10/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Oct 6 2006 1:07PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Goleta
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	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MBNA
Company Address, Line 1	P O Box 17054
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Wilmington
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	19884
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Print
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3902
Complaint Info Product Service Description	Bank: National\Commercial
Complaint Info Law Violation Code	
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 Name: Credit card issued for Melaleuca) MBNA reported me delinquent on one of my cards when they had me new address on two other cards that I had with them.They told me I had to dispute against the company, Melaleuca, where I had found the information to apply for the card as it was issued under that company's name who I do business with. That company also had my new address. That is the ONLY delinquent item on my report and unfairly reporting as they say I did not notify them of my new address and said that I had to contact Melalueca to dispute. Melalueca did not issue the card, they did. Melalueca did not respond to my letter that I sent after MBNA contacted me. The delinquency caused my score to go down and Mid-State Bank & Trust charged my a higher interest rate on my loan with them for this reason.I think it should be removed as it was not my error
Complaint Info CRA Dispute Flag	Y
Complaint Info CRA Dispute 45 Days Flag - FOIA only	Y

Record 102 of 133	
Reference Number	9294336
Created Date	11/03/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JKIGHT
Entered Date	11/03/2006
Updated By	SSCHWARTZ
Updated Date	11/16/2006
Agency Contact	Internet
Complaint Date	Nov 1 2006 5:21PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Houston
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country 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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402-6003
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	522
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	charles
Company Rep Middle Name	
Company Rep Last Name	Daughterty
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$30.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$30.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
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: Sales practices) I signed up with the company as a preferred customer. If I did not order a certain dollar amount every month, I was automatically billed with for a "back-up" order. I returned that "bac-up order" and requested a credit via my director, Paula Lampley and in my return. I never received a check and actually forgot about the credit. About a month ago I received two letters from the company, sent about two weeks apart. The letter stated I had a credit and asked if I wanted to use the credit to become a preferred customer or to order more products. I called the company today for my credit. I was told I had a credit of $16. I asked about the rest. I was told that each time a notification letter was sent, my credit was charged $10 and that three letters had been sent out. No where in the notification letter does it state that you are charged $10. Further, I was never told anything about a $10 notification fee for a credit. This is fraud.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 103 of 133	
Reference Number	9504364
Created Date	12/07/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	12/07/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Dec 6 2006 12:31PM
Transaction Date	Dec 4 2006 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Porterville
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	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	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	unknown
Company Rep Middle Name	
Company Rep Last Name	unknown
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	12/04/2006
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$40.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$40.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
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: membership sign up) My wife went to a Melaleuca party and signed up for the program. The lady was showing bonus checks to her and other prospectives. My wife gave her our Wells Fargo Visa check card number and also her social security number. The lady there fraudulently represented the company and tricked her into signing up. This happened at (b)(6) (b)(6) Porterville, CA (b)(6)
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 104 of 133	
Reference Number	9706120
Created Date	01/05/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JKIGHT
Entered Date	01/05/2007
Updated By	JOB: Upd_internet_related
Updated Date	01/06/2007
Agency Contact	Internet
Complaint Date	Jan 4 2007 7:57PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Clinton
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	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
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 Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
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 Web Site
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$29.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: FTC ruling / Melaluca asking Marketing Executives for help) From: Frank VanderSloot [mailto:FVandersloot@Melaleuca.com] Sent: Thursday, January 04, 2007 2:49 PM To: Subject: A message from Melaleuca's Frank VanderSloot January 4, 2007 Dear , Sometime tomorrow, before 10:00 A.M., you will receive a Fed Ex package from me. It is a long letter that announces the results of 2006 and explains some concerning issues that confront us as we move into the future. There is also a letter from our Director of Government Relations, Damond Watkins, that explains Melaleuca¿s approach and success with our Government Relations initiatives. You will be receiving another email from me tomorrow morning that asks if you want to participate in an opportunity that lies before us. It is important to me that you do not feel any pressure to participate, but I will need a response from you tomorrow (Friday) night. If you do want to participate I will be calling you personally on Monday January 8 to discuss it further with

	you. It is important that after you have read tomorrow¿s email and have read the entire Fed Ex package that you respond to me, whether you want me to call on Monday or not. If we do not hear back from you by Friday night someone else will call you to make sure you have received the packet and my email. I look forward to visiting with you. In the meantime, please enjoy a great Launch! We have a lot of great things coming! Sincerely, Frank L. VanderSloot President/CEO
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 105 of 133	
Reference Number	9767987
Created Date	11/29/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC270255
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	11/29/2006
Updated By	IC3-USER
Updated Date	02/14/2007
Agency Contact	External Agency
Complaint Date	Nov 29 2006 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GLEN BURNIE
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Webring Prospects 4 You
Company Address, Line 1	P.O. Box 905
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PIGEON FORGE
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	37869
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	865
Company Phone, Number	7427534
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Louis
Company Rep Middle Name	
Company Rep Last Name	Martin
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	$30.00
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 # I0611291643186232:I have recently started a home business with Melaleuca and have been looking for ways to purchase leads. In the process, I received an email from what I thought was a legitimate company offering leads at a very reasonable rate. These leads were supposed to have filled out a work from home survey and then been given information about my home business, The leads actually emailed me personally requesting more information. I just received an email today from one of my "leads" telling me that the whole thing was a hoax and that she was told that she would be paid $2 for every ad she answered to "test" how well new business reps were doing. She also told me that she has never received any payment and advised me to discontinue using the service and to spread the word. I received many email leads and sent back responses via email that described the opportunity I was offering. I was also informed today that these leads were instructed to talk to home business owners for under five minutes and to never follow up on any request for information. Because of the leads I received, I thought it was legitimate. When I talked to the people requesting information, they gave every indication of interest. I didn't lose much money, but really want to shut these people down for their deception on both

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

IDT COMPLAINT

Record 106 of 133	
Reference Number	10528410
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Phone
Entered By	SFARLEY
Entered Date	04/30/2007
Updated By	
Updated Date	
Consumer First Name	b(6)
Consumer Middle name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	New York
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	
Consumer Date Of Birth	b(6)
Consumer Soldier Status	

Consumer Soldier Station	
Reported By Company Name	
Reported By First Name	
Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	04/30/2007
Theft Activity First Occurred Date	12/15/2006
Theft Activity Number of Misuses (# Accounts Affected)	1
Theft Activity Total Amount Obtained Value (by Subject)	$106.00
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	
Theft Activity NonMonetary Harm, Harm Description	
Theft Activity NonMonetary Harm, Comments	

Consumer reports incident(s) involving

Theft Activity Comments	EFT or ACH. Depository Institutions involved: Chase. Consumer states that there is a suspect and that the suspect relationship is unknown. The consumer has not contacted any of the Credit Reporting Agencies. Consumer has not contacted law enforcement. The consumer reports no non-monetary harm. The consumer reports that the method of obtainment is unknown. The consumer reports that the Internet was not used. The consumer did not provide an alternate phone number or email address.
Associated Institution Institution Type	Depository Institution
Associated Institution Institution Name	CHASE
Associated Institution Address, Line 1	
Associated Institution Address, Line 2	
Associated Institution Address, City	
Associated Institution Address, State Code	
Associated Institution Address, State Name	
Associated Institution Address, Country Code	
Associated Institution Address, Country Name	
Associated Institution Address, ZIP Code	
Associated Institution Address, ZIP Code Extension	
Associated Institution Phone, Area Code	
Associated Institution Phone, Number	
Associated Institution Phone, Extension	
Associated Institution Notified?	Y
Associated Institution Written Notified?	N
Associated Institution Have Dispute?	Y
Associated Institution Product Service Code	
Associated Institution Product Service Description	
Associated Institution Statute Code	
Associated Institution Statute Description	
Associated Institution Violation Code	
Associated Institution Violation	

Description	
Suspect Alias, First Name	John H
Suspect Alias, Middle Name	
Suspect Alias, Last Name	Fianerhio
Suspect Alias, Company Name	Melaleuca
Suspect Contact Address, Line 1	14124 Northern Bkldv Apt
Suspect Contact Address, Line 2	F3
Suspect Contact Address, City	Flushing
Suspect Contact Address, State Code	NY
Suspect Contact Address, State Name	New York
Suspect Contact Address, Country Code	USA
Suspect Contact Address, Country Name	UNITED STATES
Suspect Contact Address, ZIP Code	11354
Suspect Contact Address, ZIP Code Extension	
Suspect Contact Phone, Area Code	718
Suspect Contact Phone, Number	3510153
Suspect Contact Phone, Extension	
Suspect Contact, Email	
Suspect Victim Relationship	
Suspect Method of Obtainment Code	
Suspect Method of Obtainment Description	
Suspect Suspect Additional Information	
Law Enforcement Entities Department Name	
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	N
Law Enforcement Entities Report Taken?	N
Law Enforcement Entities Report Number	

Record 107 of 133	
Reference Number	10542821
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Phone
Entered By	SFARLEY
Entered Date	05/02/2007
Updated By	JXSMITH
Updated Date	02/26/2008
Consumer First Name	b(6)
Consumer Middle name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Saint Gabriel
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

Reported By First Name	
Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	05/02/2007
Theft Activity First Occurred Date	
Theft Activity Number of Misuses (# Accounts Affected)	2
Theft Activity Total Amount Obtained Value (by Subject)	$59.14
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	
Theft Activity NonMonetary Harm, Harm Description	
Theft Activity NonMonetary Harm, Comments	
	Consumer indicates that fraudulent tax

Theft Activity Comments	return(s) were filed. Medical services obtained. Service Providers involved: Melaleuca. Consumer states that there is no suspect. The consumer has not contacted any of the Credit Reporting Agencies. Consumer has not contacted law enforcement. The consumer reports no non-monetary harm. The consumer reports that the method of obtainment is unknown. The consumer reports that the Internet was not used. UPDATE 02/26/2008 mmcgovern consumer called to report that her SS# was used for return 2007 taxes
Associated Institution Institution Type	Service Provider
Associated Institution Institution Name	Melaleuca
Associated Institution Address, Line 1	
Associated Institution Address, Line 2	
Associated Institution Address, City	
Associated Institution Address, State Code	
Associated Institution Address, State Name	
Associated Institution Address, Country Code	
Associated Institution Address, Country Name	
Associated Institution Address, ZIP Code	
Associated Institution Address, ZIP Code Extension	
Associated Institution Phone, Area Code	
Associated Institution Phone, Number	
Associated Institution Phone, Extension	
Associated Institution Notified?	Y
Associated Institution Written Notified?	N
Associated Institution Have Dispute?	Y
Associated Institution Product Service Code	
Associated Institution Product Service Description	
Associated Institution Statute Code	
Associated Institution Statute Description	
Associated Institution Violation Code	

Associated Institution Violation Description	
Suspect Alias, First Name	
Suspect Alias, Middle Name	
Suspect Alias, Last Name	
Suspect Alias, Company Name	
Suspect Contact Address, Line 1	3700 E Brookstown Dr Apt 146
Suspect Contact Address, Line 2	
Suspect Contact Address, City	Baton Rouge
Suspect Contact Address, State Code	LA
Suspect Contact Address, State Name	Louisiana
Suspect Contact Address, Country Code	USA
Suspect Contact Address, Country Name	UNITED STATES
Suspect Contact Address, ZIP Code	
Suspect Contact Address, ZIP Code Extension	
Suspect Contact Phone, Area Code	
Suspect Contact Phone, Number	
Suspect Contact Phone, Extension	
Suspect Contact, Email	
Suspect Victim Relationship	
Suspect Method of Obtainment Code	
Suspect Method of Obtainment Description	
Suspect Suspect Additional Information	
Law Enforcement Entities Department Name	
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	N
Law Enforcement Entities Report Taken?	N
Law Enforcement Entities Report Number	

Record 108 of 133	
Reference Number	11009004
Originator Reference Number	
Language	English
Complaint Source	PUBLIC USERS - IDT
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Internet
Entered By	RLOPER
Entered Date	07/11/2007
Updated By	
Updated Date	
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	Flushing
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	
Reported By First Name	

Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	05/29/2007
Theft Activity First Occurred Date	05/27/2007
Theft Activity Number of Misuses (# Accounts Affected)	1
Theft Activity Total Amount Obtained Value (by Subject)	$3210.00
Theft Activity Total Amount Lost Value (by Victim)	$0.00
Theft Activity NonMonetary Harm, Harm Code	
Theft Activity NonMonetary Harm, Harm Description	
Theft Activity NonMonetary Harm, Comments	

I recieved a phone call at about 930pm at

Theft Activity Comments	my Job from Bank of America Asking me If I made Purchases for over Three thousand dollars. I said no. I had not used the credit card for over a year. They said the person/persons had tried to use the card in person, but were denied. Then they used the card over the internet. My Statements said they used the card in Short Hills NJ. They informed me that I would not be responsible for the charges. They instructed me to call them as soon as I got home. I did so. I have added to my Credit Report an Initial Fraud Alert for 90 days.I have also notified all my Credit Card Companies of what has happened. I have also filed a police report with the 107th Precinct here in NYC.
Associated Institution Institution Type	Credit Card Issuer
Associated Institution Institution Name	Bank of America, Melaleuca
Associated Institution Address, Line 1	
Associated Institution Address, Line 2	
Associated Institution Address, City	
Associated Institution Address, State Code	
Associated Institution Address, State Name	
Associated Institution Address, Country Code	
Associated Institution Address, Country Name	
Associated Institution Address, ZIP Code	
Associated Institution Address, ZIP Code Extension	
Associated Institution Phone, Area Code	
Associated Institution Phone, Number	
Associated Institution Phone, Extension	
Associated Institution Notified?	Y
Associated Institution Written Notified?	Y
Associated Institution Have Dispute?	Y
Associated Institution Product Service Code	3317
Associated Institution Product Service Description	IDT Other - Banks and Creditors

Associated Institution Statute Code	
Associated Institution Statute Description	
Associated Institution Violation Code	IDT27
Associated Institution Violation Description	ID Theft - Security Procedures Inadequate
Suspect Alias, First Name	
Suspect Alias, Middle Name	
Suspect Alias, Last Name	
Suspect Alias, Company Name	
Suspect Contact Address, Line 1	
Suspect Contact Address, Line 2	
Suspect Contact Address, City	
Suspect Contact Address, State Code	
Suspect Contact Address, State Name	
Suspect Contact Address, Country Code	
Suspect Contact Address, Country Name	
Suspect Contact Address, ZIP Code	
Suspect Contact Address, ZIP Code Extension	
Suspect Contact Phone, Area Code	
Suspect Contact Phone, Number	
Suspect Contact Phone, Extension	
Suspect Contact, Email	
Suspect Victim Relationship	
Suspect Method of Obtainment Code	
Suspect Method of Obtainment Description	
Suspect Suspect Additional Information	
Law Enforcement Entities Department Name	New York Police Department -NYPD 107th Precinct
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	New York
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	Y
Law Enforcement Entities Report Taken?	Y
Law Enforcement Entities Report Number	107-04433

Record 109 of 133	
Reference Number	13092070
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Phone
Entered By	PSNYDERII
Entered Date	02/29/2008
Updated By	HWILSON
Updated Date	02/29/2008
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	Los Banos
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

Reported By First Name	
Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	02/27/2008
Theft Activity First Occurred Date	
Theft Activity Number of Misuses (# Accounts Affected)	1
Theft Activity Total Amount Obtained Value (by Subject)	
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	50
Theft Activity NonMonetary Harm, Harm Description	Denied Employment or Loss of Job
Theft Activity NonMonetary Harm, Comments	

Consumer reports incident(s) involving

Theft Activity Comments	employment. Consumer states that there is a suspect and that the suspect relationship is Otherwise Known. The consumer has not contacted any of the Credit Reporting Agencies. Consumer has not contacted law enforcement. The consumer reports non-monetary harm. The consumer reports that the method of obtainment is unknown. The consumer does not know whether the Internet was used. The consumer did not provide an alternate phone number or email address.
Associated Institution Institution Type	
Associated Institution Institution Name	
Associated Institution Address, Line 1	
Associated Institution Address, Line 2	
Associated Institution Address, City	
Associated Institution Address, State Code	
Associated Institution Address, State Name	
Associated Institution Address, Country Code	
Associated Institution Address, Country Name	
Associated Institution Address, ZIP Code	
Associated Institution Address, ZIP Code Extension	
Associated Institution Phone, Area Code	
Associated Institution Phone, Number	
Associated Institution Phone, Extension	
Associated Institution Notified?	
Associated Institution Written Notified?	
Associated Institution Have Dispute?	
Associated Institution Product Service Code	
Associated Institution Product Service Description	
Associated Institution Statute Code	
Associated Institution Statute Description	
Associated Institution Violation Code	
Associated Institution Violation	

Description	
Suspect Alias, First Name	Maria~
Suspect Alias, Middle Name	~
Suspect Alias, Last Name	Rodriguez~
Suspect Alias, Company Name	Melaleuca Co.~
Suspect Contact Address, Line 1	~
Suspect Contact Address, Line 2	~
Suspect Contact Address, City	~
Suspect Contact Address, State Code	~
Suspect Contact Address, State Name	~
Suspect Contact Address, Country Code	~
Suspect Contact Address, Country Name	~
Suspect Contact Address, ZIP Code	~
Suspect Contact Address, ZIP Code Extension	~
Suspect Contact Phone, Area Code	~
Suspect Contact Phone, Number	~
Suspect Contact Phone, Extension	~
Suspect Contact, Email	~
Suspect Victim Relationship	Otherwise Known|
Suspect Method of Obtainment Code	102|34
Suspect Method of Obtainment Description	Had access through relationship with consumer|Wallet or purse containing ID lost or stolen
Suspect Suspect Additional Information	~
Law Enforcement Entities Department Name	
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	N
Law Enforcement Entities Report Taken?	N
Law Enforcement Entities Report Number	

Record 110 of 133	
Reference Number	19391284
Originator Reference Number	
Language	Spanish
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	
Agency Contact Method	Phone
Entered By	wcardenas
Entered Date	06/25/2008
Updated By	
Updated Date	
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	Chula Vista
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	b(6)
Consumer Cell Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

Reported By First Name	
Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	06/23/2008
Theft Activity First Occurred Date	
Theft Activity Number of Misuses (# Accounts Affected)	
Theft Activity Total Amount Obtained Value (by Subject)	
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	
Theft Activity NonMonetary Harm, Harm Description	
Theft Activity NonMonetary Harm, Comments	

Consumer reports incident(s) involving

Theft Activity Comments	employment at Melaleuca. Consumer states that there is a suspect and that the suspect relationship is unknown. The consumer has not contacted any of the Credit Reporting Agencies. Consumer has not contacted law enforcement.
Associated Institution Institution Type	Other
Associated Institution Institution Name	
Associated Institution Address, Line 1	
Associated Institution Address, Line 2	
Associated Institution Address, City	
Associated Institution Address, State Code	
Associated Institution Address, State Name	
Associated Institution Address, Country Code	
Associated Institution Address, Country Name	
Associated Institution Address, ZIP Code	
Associated Institution Address, ZIP Code Extension	
Associated Institution Phone, Area Code	
Associated Institution Phone, Number	
Associated Institution Phone, Extension	
Associated Institution Notified?	
Associated Institution Written Notified?	
Associated Institution Have Dispute?	
Associated Institution Product Service Code	
Associated Institution Product Service Description	
Associated Institution Statute Code	
Associated Institution Statute Description	
Associated Institution Violation Code	
Associated Institution Violation Description	
Suspect Alias, First Name	Maria
Suspect Alias, Middle Name	
Suspect Alias, Last Name	Anonymous
Suspect Alias, Company Name	

Suspect Contact Address, Line 1	
Suspect Contact Address, Line 2	
Suspect Contact Address, City	
Suspect Contact Address, State Code	
Suspect Contact Address, State Name	
Suspect Contact Address, Country Code	
Suspect Contact Address, Country Name	
Suspect Contact Address, ZIP Code	
Suspect Contact Address, ZIP Code Extension	
Suspect Contact Phone, Area Code	
Suspect Contact Phone, Number	
Suspect Contact Phone, Extension	
Suspect Contact, Email	
Suspect Victim Relationship	
Suspect Method of Obtainment Code	
Suspect Method of Obtainment Description	
Suspect Suspect Additional Information	
Law Enforcement Entities Department Name	
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	
Law Enforcement Entities Report Taken?	
Law Enforcement Entities Report Number	

Record 111 of 133	
Reference Number	21834493
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	
Agency Contact Method	Phone
Entered By	RSITES
Entered Date	02/25/2009
Updated By	
Updated Date	
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	Oakland
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

Reported By First Name	
Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	11/30/2008
Theft Activity First Occurred Date	
Theft Activity Number of Misuses (# Accounts Affected)	
Theft Activity Total Amount Obtained Value (by Subject)	
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	
Theft Activity NonMonetary Harm, Harm Description	
Theft Activity NonMonetary Harm, Comments	

Consumer reports incident(s) involving

Theft Activity Comments	existing credit card account(s). Credit Card Issuers involved: Chase. Other Institutions involved: Melaleuca. Consumer states that there is no suspect. The consumer has not contacted any of the Credit Reporting Agencies. Consumer has not contacted law enforcement.
Associated Institution Institution Type	Other|Credit Card Issuer
Associated Institution Institution Name	Melaleuca|Chase
Associated Institution Address, Line 1	|
Associated Institution Address, Line 2	|
Associated Institution Address, City	|
Associated Institution Address, State Code	|
Associated Institution Address, State Name	|
Associated Institution Address, Country Code	|
Associated Institution Address, Country Name	|
Associated Institution Address, ZIP Code	|
Associated Institution Address, ZIP Code Extension	|
Associated Institution Phone, Area Code	|
Associated Institution Phone, Number	|
Associated Institution Phone, Extension	|
Associated Institution Notified?	N|N
Associated Institution Written Notified?	N|N
Associated Institution Have Dispute?	N|N
Associated Institution Product Service Code	~
Associated Institution Product Service Description	~
Associated Institution Statute Code	~
Associated Institution Statute Description	~
Associated Institution Violation Code	~
Associated Institution Violation Description	~
Suspect Alias, First Name	
Suspect Alias, Middle Name	
Suspect Alias, Last Name	

Suspect Alias, Company Name	
Suspect Contact Address, Line 1	
Suspect Contact Address, Line 2	
Suspect Contact Address, City	
Suspect Contact Address, State Code	
Suspect Contact Address, State Name	
Suspect Contact Address, Country Code	
Suspect Contact Address, Country Name	
Suspect Contact Address, ZIP Code	
Suspect Contact Address, ZIP Code Extension	
Suspect Contact Phone, Area Code	
Suspect Contact Phone, Number	
Suspect Contact Phone, Extension	
Suspect Contact, Email	
Suspect Victim Relationship	
Suspect Method of Obtainment Code	
Suspect Method of Obtainment Description	
Suspect Suspect Additional Information	
Law Enforcement Entities Department Name	
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	
Law Enforcement Entities Report Taken?	
Law Enforcement Entities Report Number	

Record 112 of 133	
Reference Number	25512956
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	
Agency Contact Method	Phone
Entered By	KBOONE
Entered Date	02/22/2010
Updated By	
Updated Date	
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	Hialeh
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

Reported By First Name	
Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	02/19/2010
Theft Activity First Occurred Date	01/31/2010
Theft Activity Number of Misuses (# Accounts Affected)	1
Theft Activity Total Amount Obtained Value (by Subject)	
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	
Theft Activity NonMonetary Harm, Harm Description	
Theft Activity NonMonetary Harm, Comments	
Theft Activity Comments	Consumer reports that he received notice from Melaleuca stating he owes monies and learned that someone used his name & SSN.

Associated Institution Institution Type	Service Provider
Associated Institution Institution Name	Melaleuca
Associated Institution Address, Line 1	
Associated Institution Address, Line 2	
Associated Institution Address, City	
Associated Institution Address, State Code	
Associated Institution Address, State Name	
Associated Institution Address, Country Code	
Associated Institution Address, Country Name	
Associated Institution Address, ZIP Code	
Associated Institution Address, ZIP Code Extension	
Associated Institution Phone, Area Code	
Associated Institution Phone, Number	
Associated Institution Phone, Extension	
Associated Institution Notified?	N
Associated Institution Written Notified?	N
Associated Institution Have Dispute?	N
Associated Institution Product Service Code	3319
Associated Institution Product Service Description	IDT Other
Associated Institution Statute Code	
Associated Institution Statute Description	
Associated Institution Violation Code	IDT27
Associated Institution Violation Description	ID Theft - Security Procedures Inadequate
Suspect Alias, First Name	Ulieses
Suspect Alias, Middle Name	
Suspect Alias, Last Name	Robles
Suspect Alias, Company Name	
Suspect Contact Address, Line 1	420 NW 46th ST
Suspect Contact Address, Line 2	
Suspect Contact Address, City	Miami
Suspect Contact Address, State Code	FL
Suspect Contact Address, State Name	Florida
Suspect Contact Address, Country Code	USA

Suspect Contact Address, Country Name	UNITED STATES
Suspect Contact Address, ZIP Code	33127
Suspect Contact Address, ZIP Code Extension	
Suspect Contact Phone, Area Code	786
Suspect Contact Phone, Number	5177528
Suspect Contact Phone, Extension	
Suspect Contact, Email	
Suspect Victim Relationship	
Suspect Method of Obtainment Code	32
Suspect Method of Obtainment Description	Internet - Solicitation, Purchase or Hacking
Suspect Suspect Additional Information	unknown
Law Enforcement Entities Department Name	
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	
Law Enforcement Entities Report Taken?	
Law Enforcement Entities Report Number	

Record 113 of 133	
Reference Number	26259785
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	
Agency Contact Method	Phone
Entered By	ELOUDERMILK
Entered Date	04/27/2010
Updated By	ELOUDERMILK
Updated Date	04/27/2010
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	Hazelwood
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

Reported By First Name	
Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	04/26/2010
Theft Activity First Occurred Date	
Theft Activity Number of Misuses (# Accounts Affected)	
Theft Activity Total Amount Obtained Value (by Subject)	
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	47
Theft Activity NonMonetary Harm, Harm Description	Time Lost to Resolve Problems (specify amount in comment)
Theft Activity NonMonetary Harm, Comments	6 hours Consumer applied for employment with

Theft Activity Comments	Melaleuca Corportation, she was denied employment because another person has already used her info for employment in 2003, consumer was told the person defrauded them.
Associated Institution Institution Type	
Associated Institution Institution Name	
Associated Institution Address, Line 1	
Associated Institution Address, Line 2	
Associated Institution Address, City	
Associated Institution Address, State Code	
Associated Institution Address, State Name	
Associated Institution Address, Country Code	
Associated Institution Address, Country Name	
Associated Institution Address, ZIP Code	
Associated Institution Address, ZIP Code Extension	
Associated Institution Phone, Area Code	
Associated Institution Phone, Number	
Associated Institution Phone, Extension	
Associated Institution Notified?	
Associated Institution Written Notified?	
Associated Institution Have Dispute?	
Associated Institution Product Service Code	
Associated Institution Product Service Description	
Associated Institution Statute Code	
Associated Institution Statute Description	
Associated Institution Violation Code	
Associated Institution Violation Description	
Suspect Alias, First Name	Sarah A
Suspect Alias, Middle Name	
Suspect Alias, Last Name	Mientke
Suspect Alias, Company Name	

Suspect Contact Address, Line 1	3249 Gunter Rd
Suspect Contact Address, Line 2	
Suspect Contact Address, City	Mosinee
Suspect Contact Address, State Code	WI
Suspect Contact Address, State Name	Wisconsin
Suspect Contact Address, Country Code	USA
Suspect Contact Address, Country Name	UNITED STATES
Suspect Contact Address, ZIP Code	54455
Suspect Contact Address, ZIP Code Extension	
Suspect Contact Phone, Area Code	715
Suspect Contact Phone, Number	6933333
Suspect Contact Phone, Extension	
Suspect Contact, Email	
Suspect Victim Relationship	
Suspect Method of Obtainment Code	
Suspect Method of Obtainment Description	
Suspect Suspect Additional Information	
Law Enforcement Entities Department Name	
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	
Law Enforcement Entities Report Taken?	
Law Enforcement Entities Report Number	

Record 114 of 133	
Reference Number	28605031
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	
Agency Contact Method	Phone
Entered By	PVERNON
Entered Date	12/17/2010
Updated By	
Updated Date	
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	Evansville
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

Reported By First Name	
Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	12/16/2010
Theft Activity First Occurred Date	01/01/2010
Theft Activity Number of Misuses (# Accounts Affected)	1
Theft Activity Total Amount Obtained Value (by Subject)	
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	
Theft Activity NonMonetary Harm, Harm Description	
Theft Activity NonMonetary Harm, Comments	
	Consumer call to report id theft involving

Theft Activity Comments	someone opening an account with her SS#.Consumer was trying to opening an account with Melaleuca and a home Prouduct company.Consumer was told she already had an account under her SS#.
Associated Institution Institution Type	
Associated Institution Institution Name	
Associated Institution Address, Line 1	
Associated Institution Address, Line 2	
Associated Institution Address, City	
Associated Institution Address, State Code	
Associated Institution Address, State Name	
Associated Institution Address, Country Code	
Associated Institution Address, Country Name	
Associated Institution Address, ZIP Code	
Associated Institution Address, ZIP Code Extension	
Associated Institution Phone, Area Code	
Associated Institution Phone, Number	
Associated Institution Phone, Extension	
Associated Institution Notified?	
Associated Institution Written Notified?	
Associated Institution Have Dispute?	
Associated Institution Product Service Code	
Associated Institution Product Service Description	
Associated Institution Statute Code	
Associated Institution Statute Description	
Associated Institution Violation Code	
Associated Institution Violation Description	
Suspect Alias, First Name	
Suspect Alias, Middle Name	
Suspect Alias, Last Name	
Suspect Alias, Company Name	

Suspect Contact Address, Line 1	
Suspect Contact Address, Line 2	
Suspect Contact Address, City	
Suspect Contact Address, State Code	
Suspect Contact Address, State Name	
Suspect Contact Address, Country Code	
Suspect Contact Address, Country Name	
Suspect Contact Address, ZIP Code	
Suspect Contact Address, ZIP Code Extension	
Suspect Contact Phone, Area Code	
Suspect Contact Phone, Number	
Suspect Contact Phone, Extension	
Suspect Contact, Email	
Suspect Victim Relationship	
Suspect Method of Obtainment Code	
Suspect Method of Obtainment Description	
Suspect Suspect Additional Information	
Law Enforcement Entities Department Name	
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	
Law Enforcement Entities Report Taken?	
Law Enforcement Entities Report Number	

Record 115 of 133	
Reference Number	5616505
Originator Reference Number	
Language	English
Complaint Source	PUBLIC USERS - IDT
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Internet
Entered By	DBRAHLEK
Entered Date	02/09/2005
Updated By	
Updated Date	
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	American Fork
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	
Reported By First Name	

Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	02/05/2005
Theft Activity First Occurred Date	02/04/2005
Theft Activity Number of Misuses (# Accounts Affected)	1
Theft Activity Total Amount Obtained Value (by Subject)	$771.53
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	
Theft Activity NonMonetary Harm, Harm Description	
Theft Activity NonMonetary Harm, Comments	

Brandi (469-335-1777) from Hotel.com's

Theft Activity Comments	fraud department phoned me about 11:00 a.m. mountain standard time on 2/5/05 to notify me that my visa was being used fraudulently. Charges had been made on my account on 2/4 and 2/5/05 in the amount of $490.50 by Melissa Godoy and Miguel Pena in the Anaheim, CA area. I phoned US Bank of my card being used by unothorized persons and my card was canceled. Two additional charges were made not by myself. 1) AOL.com $87.04 was charged twice. 2) $59.95 was charged on US Search.com. I have filed a report with the American Fork City police on 2/5/05 case number 05-00426 with Sgt. Corbin Bateman (801-763-3020). I have made two online purchases in the past month. One to Melaleuca.com and one at Arbonne.com. We recently refinanced our home in November 2004.
Associated Institution Institution Type	
Associated Institution Institution Name	
Associated Institution Address, Line 1	
Associated Institution Address, Line 2	
Associated Institution Address, City	
Associated Institution Address, State Code	
Associated Institution Address, State Name	
Associated Institution Address, Country Code	
Associated Institution Address, Country Name	
Associated Institution Address, ZIP Code	
Associated Institution Address, ZIP Code Extension	
Associated Institution Phone, Area Code	
Associated Institution Phone, Number	
Associated Institution Phone, Extension	
Associated Institution Notified?	
Associated Institution Written Notified?	
Associated Institution Have Dispute?	
Associated Institution Product Service Code	
Associated Institution Product Service	

Description	
Associated Institution Statute Code	
Associated Institution Statute Description	
Associated Institution Violation Code	
Associated Institution Violation Description	
Suspect Alias, First Name	Miguel
Suspect Alias, Middle Name	
Suspect Alias, Last Name	Pena
Suspect Alias, Company Name	
Suspect Contact Address, Line 1	
Suspect Contact Address, Line 2	
Suspect Contact Address, City	Anaheim
Suspect Contact Address, State Code	CA
Suspect Contact Address, State Name	California
Suspect Contact Address, Country Code	USA
Suspect Contact Address, Country Name	UNITED STATES
Suspect Contact Address, ZIP Code	
Suspect Contact Address, ZIP Code Extension	
Suspect Contact Phone, Area Code	714
Suspect Contact Phone, Number	
Suspect Contact Phone, Extension	
Suspect Contact, Email	
Suspect Victim Relationship	
Suspect Method of Obtainment Code	
Suspect Method of Obtainment Description	
Suspect Suspect Additional Information	
Law Enforcement Entities Department Name	American Fork City
Law Enforcement Entities Contact Person	
Law Enforcement Entities Address, State Name	Utah
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	Y

Law Enforcement Entities Report Taken?	Y
Law Enforcement Entities Report Number	

Record 116 of 133	
Reference Number	7034331
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Phone
Entered By	KSTUCK
Entered Date	11/09/2005
Updated By	JFLACK
Updated Date	09/24/2007
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	Orange
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, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	

Reported By Company Name	
Reported By First Name	
Reported By Middle Name	
Reported By Last Name	
Reported By Address, Line 1	
Reported By Address, Line 2	
Reported By Address, City	
Reported By Address, State Code	
Reported By Address, State Name	
Reported By Address, Country Code	
Reported By Address, Country Name	
Reported By Address, ZIP Code	
Reported By Address, ZIP Code Extension	
Reported By Home Phone, Area Code	
Reported By Home Phone, Number	
Reported By Work Phone, Area Code	
Reported By Work Phone, Number	
Reported By Work Phone, Extension	
Reported By Cell Phone, Area Code	
Reported By Cell Phone, Number	
Reported By Fax, Area Code	
Reported By Fax, Number	
Reported By Email	
Theft Activity First Noticed Date	11/08/2005
Theft Activity First Occurred Date	
Theft Activity Number of Misuses (# Accounts Affected)	3
Theft Activity Total Amount Obtained Value (by Subject)	
Theft Activity Total Amount Lost Value (by Victim)	
Theft Activity NonMonetary Harm, Harm Code	
Theft Activity NonMonetary Harm, Harm Description	
Theft Activity NonMonetary Harm, Comments	
	The consumer states that on 11/08/05 she

Theft Activity Comments	received a phone call from Melaleuca, stating that an unknown account is oeverdue. The consumer states that she never had an account with the company. The consumer states that the purchases with their company was made with one of her existing credit card account with Sovereigna Bank. The consumer has the name of the suspect but doesn't know the method of obtainment. The consumer reports no non-monetary harm. The consumer has not filed a police report. The consumer has not contacted the credit bureaus. It is unknown if the internet was used. The consumer has no alt ph#. UPDATE: 09/24/07. Consumer rcv'd creditor collection letters from Masseys and from K Jordan, both clothing and shoe companies. No suspect info. Consumer will contact 3 CRAs, and make a PD report. Also, consmer reports a fraudulent gas account in 1996 or 1997. Suspect is a family member. Consumer made a PD report but no number is available. JFlack.
Associated Institution Institution Type	Credit Card Issuer|Lender|Lender
Associated Institution Institution Name	Sovereigna Bank|K Jordan|Masseys
Associated Institution Address, Line 1 ||	
Associated Institution Address, Line 2 ||	
Associated Institution Address, City ||	
Associated Institution Address, State Code ||	
Associated Institution Address, State Name ||	
Associated Institution Address, Country Code ||	
Associated Institution Address, Country Name ||	
Associated Institution Address, ZIP Code ||	
Associated Institution Address, ZIP Code Extension ||	
Associated Institution Phone, Area Code ||	
Associated Institution Phone, Number ||	
Associated Institution Phone, Extension ||	
Associated Institution Notified?	Y|Y|Y

Associated Institution Written Notified?	N|N|N
Associated Institution Have Dispute?	N|N|N
Associated Institution Product Service Code	~~
Associated Institution Product Service Description	~~
Associated Institution Statute Code	~~
Associated Institution Statute Description	~~
Associated Institution Violation Code	~~
Associated Institution Violation Description	~~
Suspect Alias, First Name	Ruby~Michael~Shirley
Suspect Alias, Middle Name	~~
Suspect Alias, Last Name	Gadsen~Katz~Simmons
Suspect Alias, Company Name	~~
Suspect Contact Address, Line 1	~~
Suspect Contact Address, Line 2	~~
Suspect Contact Address, City	Elizabethtwon~~
Suspect Contact Address, State Code	NJ~~
Suspect Contact Address, State Name	New Jersey~~
Suspect Contact Address, Country Code	USA~~
Suspect Contact Address, Country Name	UNITED STATES~~
Suspect Contact Address, ZIP Code	~~
Suspect Contact Address, ZIP Code Extension	~~
Suspect Contact Phone, Area Code	~~
Suspect Contact Phone, Number	~~
Suspect Contact Phone, Extension	~~
Suspect Contact, Email	~~
Suspect Victim Relationship	Family Member||
Suspect Method of Obtainment Code	||
Suspect Method of Obtainment Description	||
Suspect Suspect Additional Information	~~
Law Enforcement Entities Department Name	Elizabethtown PD
Law Enforcement Entities Contact Person	

Law Enforcement Entities Address, State Name	New Jersey
Law Enforcement Entities Phone, Number	
Law Enforcement Entities Notified Local Law Enforcement?	Y
Law Enforcement Entities Report Taken?	Y
Law Enforcement Entities Report Number	

DNC COMPLAINT

Record 117 of 133	
Reference Number	9678783
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	Mexico
Consumer Address, State	ME
Consumer Address, State Name	Maine
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca Wellness Company
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	12/31/2006
Other Information Complaint Date	12/30/2006
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	12/30/2006
Other Information Transaction Time	16:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 118 of 133	
Reference Number	10095213
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	Metuchen
Consumer Address, State	NJ
Consumer Address, State Name	New Jersey
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	melaleuca
Company State	ZZ
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	1668868920
Other Information Created Date	02/25/2007
Other Information Complaint Date	02/24/2007
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	02/24/2007
Other Information Transaction Time	09:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 119 of 133	
Reference Number	10573136
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	
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	MELALEUCA THE WELLNES COMPANY
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7423653
Other Information Created Date	05/06/2007
Other Information Complaint Date	05/03/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	IVR
Other Information Transaction Date	05/03/2007
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 120 of 133	
Reference Number	13372643
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	Olathe
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	Melaleuca - Representative Gloria Bonde
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	03/26/2008
Other Information Complaint Date	03/25/2008
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	03/16/2008
Other Information Transaction Time	16:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 121 of 133	
Reference Number	13819787
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	Pflugerville
Consumer Address, State	TX
Consumer Address, State Name	Texas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Beth Scomp - Melaleuca Independent Consultant
Company State	VA
Company Phone, Country Code	
Company Phone, Area Code	703
Company Phone, Number	6802194
Other Information Created Date	05/15/2008
Other Information Complaint Date	05/14/2008
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	05/14/2008
Other Information Transaction Time	16:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 122 of 133	
Reference Number	19356156
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	Glenview
Consumer Address, State	IL
Consumer Address, State Name	Illinois
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	melaleuca.com
Company State	IA
Company Phone, Country Code	
Company Phone, Area Code	641
Company Phone, Number	7153864
Other Information Created Date	06/21/2008
Other Information Complaint Date	06/21/2008
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	06/21/2008
Other Information Transaction Time	12:00:00
Other Information Comments	I tried calling them, but all you get is a recording of a sales pitch. Very annoying!! I have certainly never done business with them & want the annoying recorded messages to stop asap.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	

Record 123 of 133	
Reference Number	19440003
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	Edgewater
Consumer Address, State	MD
Consumer Address, State Name	Maryland
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca
Company State	ID
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Other Information Created Date	07/02/2008
Other Information Complaint Date	07/02/2008
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	07/01/2008
Other Information Transaction Time	12:00:00
Other Information Comments	This company has been calling me every couple of days for over 6 months and leaves messages on my answering service. The messages are intentionally misleading with outright false statements to try and get me to call them back. I have never done business with this company and they continue to harass me. Please help.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to	

Stop Calling	Yes

Record 124 of 133	
Reference Number	19470573
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	Rocklin
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	Shannon Page - Distributor with Melaleuca
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	707
Company Phone, Number	4257335
Other Information Created Date	07/07/2008
Other Information Complaint Date	07/07/2008
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	07/07/2008
Other Information Transaction Time	12:00:00
Other Information Comments	This person is an independent rep with Melaleuca and is taught to harvest peoples phone numbers that are with other direct sales companies to see if they would be "open" to another business. This has got to stop. I have been contacted about 10 times in the past month from reps from this company.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to	

Stop Calling	

Record 125 of 133	
Reference Number	20131486
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	Edgewater
Consumer Address, State	MD
Consumer Address, State Name	Maryland
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca Inc.
Company State	ID
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Other Information Created Date	09/01/2008
Other Information Complaint Date	09/01/2008
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	08/29/2008
Other Information Transaction Time	15:00:00
Other Information Comments	I get repeated messages left regarding an account. I believe this to be fraudulent and intentionally misleading business practices especially since I have never done business with this company and have tried to get them to stop calling me.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	Yes

Record 126 of 133	
Reference Number	20366909
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	
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	Melaleuca
Company State	AZ
Company Phone, Country Code	
Company Phone, Area Code	928
Company Phone, Number	2395217
Other Information Created Date	08/08/2008
Other Information Complaint Date	08/08/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	IVR
Other Information Transaction Date	08/08/2008
Other Information Transaction Time	00:00:00
Other Information Comments	Hi. Uh.. This company keeps calling me. And it's an automated company, telling me I can make tons of money in just a couple of hours. So, um.. One lady actually called me, and I talked to her. And she just talked to me about it, and I said I'm not interested. And, now I'm getting their automated services. So, if you could make them stop, that would be awesome. Thank you.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	

Other Information Requested Entity to Stop Calling	

Record 127 of 133	
Reference Number	20935619
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	Norristown
Consumer Address, State	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca
Company State	MA
Company Phone, Country Code	
Company Phone, Area Code	978
Company Phone, Number	5702296
Other Information Created Date	11/18/2008
Other Information Complaint Date	11/18/2008
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	11/18/2008
Other Information Transaction Time	19:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

Record 128 of 133	
Reference Number	21507167
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	
Consumer Address, State	AK
Consumer Address, State Name	Alaska
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca
Company State	TF
Company Phone, Country Code	1
Company Phone, Area Code	800
Company Phone, Number	7422444
Other Information Created Date	01/28/2009
Other Information Complaint Date	01/28/2009
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	01/28/2009
Other Information Transaction Time	12:00:00
Other Information Comments	I made complaint but after the complaint I did find through google search that I have done business with this company.The do not call site has no contact info that I can find. PLEASE DISREGUARD MY RECENT COMPLAINT-ThankYou
Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	No

Record 129 of 133	
Reference Number	22614829
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	MA
Consumer Address, State Name	Massachusetts
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca, Inc - Alan Pariser
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	818
Company Phone, Number	9924749
Other Information Created Date	05/05/2009
Other Information Complaint Date	05/05/2009
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	05/03/2009
Other Information Transaction Time	14:00:00
Other Information Comments	I have asked this company - in writing - to stop all solicitations and marketing calls. They continue to call.
Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

Record 130 of 133	
Reference Number	24110969
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	Concord
Consumer Address, State	NC
Consumer Address, State Name	North Carolina
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	PROVO UT
Company State	UT
Company Phone, Country Code	
Company Phone, Area Code	801
Company Phone, Number	3700000
Other Information Created Date	09/23/2009
Other Information Complaint Date	09/23/2009
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	09/23/2009
Other Information Transaction Time	18:00:00
Other Information Comments	I received this calls after I sent a fax canceling my account with the company called Melaleuca. I call the company but they don't know this company. Also I tried to call back the number but it only goes to a fax line and I can't get a hold of no one. I already received 7 fax calls from them in the intervals of 10 minutes.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 131 of 133	
Reference Number	25067893
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	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca Wellness Co
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	01/07/2010
Other Information Complaint Date	01/07/2010
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	01/07/2010
Other Information Transaction Time	15:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 132 of 133	
Reference Number	26519718
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	Westminster
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	Melaleuca
Company State	WA
Company Phone, Country Code	
Company Phone, Area Code	425
Company Phone, Number	6432265
Other Information Created Date	05/21/2010
Other Information Complaint Date	05/21/2010
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	05/21/2010
Other Information Transaction Time	20:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 133 of 133	
Reference Number	26730922
Complaint Source	National Do Not Call Registry
Phone In Registry?	N
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	WA
Consumer Address, State Name	Washington
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Someone with Melaleuca---First Call
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	06/14/2010
Other Information Complaint Date	06/14/2010
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	06/14/2010
Other Information Transaction Time	19:00:00
Other Information Comments	This was a recording of someone who identified themselves as being with Melaleuca or something like that. Since it was a recording, I hung up.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	No

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

Provided by the Federal Trade Commission

CIS COMPLAINT

Record 1 of 291	
Reference Number	31443000
Created Date	07/08/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/08/2011
Updated By	CRSS\bsturm
Updated Date	07/11/2011
Agency Contact	Internet
Complaint Date	07/08/2011
Transaction Date	07/07/2011
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	b(6)
Consumer Address, City	Anaheim Hills
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	

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	Melaleuca Inc.
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	2200700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Holly
Company Rep Middle Name	
Company Rep Last Name	Tsihlis
Company Rep Salutation	
Company Rep Comments	Dream Team Coach
Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	07/07/2011
Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	07/07/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$63.00

Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	IHB
Complaint Info Law Violation Description	Received Unordered Merchandise
Complaint Info Statute Code	AE
Complaint Info Statute Description	Unordered Merchandise
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I at no time communicated by phone, email, text, fax or mail to The Melaleuca Inc. The Wellness Company for them to send me ANY products. To the contrary, on the week of June 1-10, 2011, when I was on the phone with Holly Tsihlis and a Melaleuca rep at the Corporate office, who stated that they were recording the call for Quality Assurance, I was asked by the Rep when I would be able to submit my First Payment for the monthly product program. I clearly stated I would need to contact the Melaleuca rep that I received an invite from, within the week once I received my income check. At no time did I state for Melaleuca to Send Me Products, without my payment for products and certainly not implying that they had my authorization, under any means.. PS9000: Vitamins, Supplements, Household cleaning and Skincare Products Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 291	
Reference Number	32024562
Created Date	08/06/2011
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1108060348095892
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	08/06/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/06/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
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	Melaleuca
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
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	
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	$12.00
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 "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I was recruited via craigslist.com "help wanted" ad seeking work from home customer service help. I was initially assured that my function would be to advertise the Melaleuca products through craigslist.com and similar free advertising resources. After going through a few days of training and web-conferencing with Melaleuca's people, I learned that my function would simply be to place ads for non-existent jobs to recruit more people such as myself who are required to pay fees and order products to no end. I believe this to be wire fraud and a possible Ponzi scheme and strongly feel that this company should be investigated.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 291	
Reference Number	32064161
Created Date	08/19/2011
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	08/19/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/19/2011
Transaction Date	08/18/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	Louisville
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	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
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	Melaleuca Wellness Company
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	904
Company Phone, Number	3026084
Company	

Phone, Extension	
Company Email	darin67@nefcom.net
Company Website	http://gotoproducts.info/
Company Rep First Name	Darin K.
Company Rep Middle Name	
Company Rep Last Name	Gulley
Company Rep Salutation	
Company Rep Comments	EMC Regional Manager
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	08/18/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	08/18/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint	

Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This company preys on the disabled like myself who are looking for legitimate work from home opportunities. It is just another affiliate scam. A recorded "888" number and website of testimonials (http:familyone.tellmethestory.compresentation_choose_language.html) regarding the success of previous affiliates... "own your own business".... make lots of money... etc.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 291	
Reference Number	32801167
Created Date	08/30/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008722107
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/30/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	08/30/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CHASKA
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I cancelled my account in July 2011 when a customer service agent walked me through online how to find the form to submit by fax. I faxed it. I was still charged in July for product and am gonig to be charged again in August. I DO NOT WANT TO BE PART OF THIS COMPANY OR HAVE FUNDS TAKEN OUT OF MY ACCOUNT! There is no place on the website to delete a credit card on file. I feel this is stealing from me when I have called and talked to 3 people to take my card off file and they refuse. They said they did not get the fax, however - I have confirmation of fax being delivered! I do not want this product or to be part of this company and I want my July money back and I do not want them to charge for August!! Their cancellation process is wrong and your screwing people out of their money when they call you and try to cancel. (b)(6) -- Additional Comments: 61.76 for July 2011 and if they take payment out in August after I've requested numerous times to cancel my account and they don't - I want that full refund as well. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 291	
Reference Number	32801171
Created Date	08/30/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008722092
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/30/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	08/30/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	VILLA HILLS
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	Last night, the 29th of the month, I called Melaleuca to cancel my membership. I do not wish to receive any products this month. I was told that I have to cancel before the 25th in order to cancel my obligation. I explained that I do not have money in my account to cover an order this month and I do not want to be billed. I was told that I needed to go to www.melaleuca.com/request change in order to get the form to cancel my membership. I asked to speak to a manager and the representative told me they will not help me because the contract that I signed says that I have to cancel with a signature before the 25th of the month. They have to have my signature to cancel. It can not be faxed to them, even though to sign up my order was faxed. I have spent over an hour searching the web site and can not find a form to print. I am extremely frustrated in the fact that it is so difficult to cancel your membership. Not to mention, that in making it difficult they send you 35 points worth of products and charge your account. It ends up being approximately $60. I would like to find a way to cancel my account and not get charged for an order of 35 points. The fact that they require a mailed signature to cancel your membership proves that they are just trying to make it difficult so that your order still goes through before you can cancel. This has absolutely nothing to do with products, but the fact that they make it difficult to cancel so that they can keep taking your money. It is bad business practice! How can I protect myself when I can not cancel in an easy, timely manner? --- Additional Comments: I want my membership canceled, I do not want any products shipped to me for the month of September, and I do not want to be charged for any new products.'

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

Record 6 of 291	
Reference Number	32875219
Created Date	08/31/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008723378
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/31/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	08/31/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	GARLAND
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I notified this company 3 times to let them know I cannot afford to order from them this month and to please place a hold on my account so I will not be charged for this month. First let me back up a little to give you a little background in case you are not aware. To become a 'member' you fill out a form ONLINE where you TYPE in your name to 'save' money. You do not save a dime by doing this as they would and do lead people to believe. No sir/mam. They charge you every month wetether you want their stuff or not. Like I said I cannot afford their stuff this month, so I have contacted them IN WRITING 3 times now. They have informed me that they cannot/ will not place a hold on my account unless I Mail or faxthem something with my signature on it. I do not have a fax, I am legally blind and do not drive either so I can not go somewhere to fax them what they want. By the time I mail them my signature they will have already charged my account money that I do not have. I will NEVER buy a thing from this company again. If they over draft my account I hgope they will pay me back as well as all fees applied by my bank for over drafting my account. Please please do not let this company continue to operate and rip innocent people off like they do! Thank you kindly, (b)(6)

	--- Additional Comments: I want my account canceled and any charges they charge my checking account to be refunded! As well as any and all fees applied to me by my bank for over drawing my account by melaleuca attempting to take money that #1 I told them not to and to cancel my account #2 I told them I do not have the money to order from them #3 I told them verbally and via email With my signature to cancel my account well BEFORE their cut off date of the 25th of the month! '
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 7 of 291	
Reference Number	32960845
Created Date	09/07/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008730054
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/07/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	09/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	BELLOWS FALLS
Consumer Address, State Code	VT
Consumer Address, State Name	Vermont
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I wished to cancel my service with the company and stop my credit card being billed. It could not be done for some reason over the phone. Hence, i blocked my card from being charged. The still sent the product with out payment after they had on their files that i wished to cancel. Please help me. --- Additional Comments: To not receive their products, be billed for them or go to collections for items that i do not want. This seems to me to not be alot to ask. This company needs to be stopped from awful practices that are harmful to people. I have lost my job and cannot afford this. I do not wish to have my credit ruined because of household cleaning products. This is insane to me. Please help!'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 291	
Reference Number	32960856
Created Date	09/06/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008728521
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/06/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	09/06/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	TULSA
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I emailed the company July 26, 2011 at 8:30 am to cancel my membership. On July 26, 2011 at 4:51 pm I received an email from the company from Jordan Beckham with instructions that were further required to cancel my membership. I completed the online form and submitted it. Thought it was all taken care of. On August 3rd I noticed a charge of $62.09 for a backup order. I emailed the company numerous times requesting my money returned as this money was taken from my account AFTER I cancelled membership. I received calls from the company and was told that since I did not cancel before the 25th of the month and complete all their requirements, the order was sent out and my account charged for that order. I then emailed them letting them know that the order would be returned at their expense as soon as it was received which I did. They called to say that I had to pay to return the order that I did not place or they would take that money from the amount of the total order. After more emails requesting my money, they finally returned $47.49 of the money they took from my account. I do not consider this company very reputable! I have NEVER had any trouble cancelling membership in any other company. Or getting all money returned for a shipment that I did not order. The month of July had 31 days in it-how can a company require that cancellations and all hoops are jumped through before the 25th of the month to be effective for that same month? Is that even legal? So by not returning all the money they took from me, they are charging me to send an order that I did not order and they want me to also pay for the same order to return to them? That is paying shipping twice for an order that I did not place. what kind of business practice is this? --- Additional Comments: Send me the

	rest of the money they took from me-$14.60. Require the company to inform people when they become members and have it on the website of all the requirements to cancel membership.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 9 of 291	
Reference Number	32960864
Created Date	09/06/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008728942
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/06/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	09/06/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LATROBE
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	My husband and I signed up for melaleuca products. We spent a ridiculous amount of money on products that do not perform as well as the products we currently use. We have been trying, unsuccessfully to cancel the monthly shipments. I called on 8/9/11 to request they cancel the pending shipment of mouthwash and lotion they charge $60 for and they told me that the shipment has already left, even though the transaction was pending on my account. I told the woman that it would bounce my account and that I was completely unsatisfied with the quality of their products and that what they charge for soap and shampoo is highway robbery. She went over my last order and I found out that I have not been receiving the products that they're charging my account for. She didn't seem concerned and said it was too late to do anything about their mistake and that if I wanted to stop receiving their products that I would have to log in online to do it. I tried to explain to her that I didn't have the log in information because my husband signed us up for it and that he now works all the time and would not have time to take care of it. She said that he would have to call back. My husband tried to call back on the 28th of august, but apparently they were closed in observation of labor day (september 5th!) and would reopen after the holiday. Well they charged our account another $61 on 9/4/11, and are not available to speak with. I'm also wondering how they continue to have access to my account since the debit card they have on file expired in July 2011. --- Additional Comments: At this point I would like the company to stop further shipments, stop using my expired debit card information, and credit my account for the last transaction ($61.26) since they refused me access to cancel the shipments, and were not available to gain

	access to the information to do so.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 291	
Reference Number	32960965
Created Date	09/07/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008729979
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/07/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	09/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	GLENWOOD
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	Melaleuca wouldnt cancel my service with them when asked. 2 months in a row i asked them to cancel it. 2 months in a row they charged my bank account and made my bank account over draft. they will not refund the money and are making me sign a paper saying i dont want the service any more and mail it back --- Additional Comments: i would like to be refunded the money taken out of my account on the 9/6/11. and i would also like for the company to change the way they charge their other customers and stop their 'Back up' orders'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 291	
Reference Number	32960966
Created Date	08/29/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008720090
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	08/29/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	08/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	This company will not let me cancel... suspend membership by phone or email. They keep calling me to ask me to reconsider. I just want to cancel. Must download, sign and send in form. They keep sending products even though I have spoken to supervisors and emailed. I have suspended payment... they continue to send products and bill me though I have requested repeatedly to be let go. It is impossible to get rid of this company! --- Additional Comments: If products are sent in August despite repeated requests to cancel... I do not want to be charged. I want to unsubscribe effective immediately.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 291	
Reference Number	33064001
Created Date	09/13/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008737030
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/13/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	09/13/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PAYETTE
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	This company does not clearly state their objective,they do not clearly state that if you do not order a required amount of products they will take it upon themselves to order for you. They claim that you have chosen a back-up order to meet your ordering goals for each month, when you have not. When they send your backup order they debit your account with out your knowledge and then do not want to pay for their error, because in their estimation it is not an error. I signed up in July 2011 and was expected to totally get how they worked so I was not clear on how to order the second time around. I thought that I could order what I wanted, when I wanted it, however, they work in a manner that steals your money each month at a set rate. I wanted to return products I had never requested and was told sure, but when we receive the package we will take out monies for the return. How desperate is this business? Their objective is clearly to make money by setting financial goals for you and in these hard times they may as well put on a mask and get out a weapon and say stick-em up this is a robbery. --- Additional Comments: Total refund, not to be charged for the return of their items sent to me without my request, and to foot the bill for the UPS return service. If they do this then I personally will be happy, but before you sign up for their products make sure you know that your freedom to purchase is not available with this company.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 291	
Reference Number	33064030
Created Date	09/15/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008739990
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/15/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	09/15/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	TOMS RIVER
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up for their products wasn't satisfied iv'e been trying to cancel their services for almost a year now 10 months to be exact.they explained to me that in order for me to cancel i would have to fax over a cancelation form which i faxed numerous times from my job and staples. i've sent a products back to them by refusing shipments from ups. Still no cancelation and no refunds and my credit card was still being charged $50.49 a month i had to go as far as reporting my card lost the end of this past month 8/11 so i wouldn't get charged 9/11. i they would please refund me 10 months worth of their horrible products and practices which equal out to $504.90. they operate like a legit pyramid scheme. And when i called them they say that they haven't received the packages or faxes. These people are really crooked and they do not need to be in business. thank you --- Additional Comments: i they would please refund me 10 months worth of their horrible products and practices which equal out to $504.90. they operate like a legit pyramid scheme. And when i called them they say that they haven't received the packages or faxes. These people are really crooked and they do not need to be in business. thank you'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 14 of 291	
Reference Number	33166044
Created Date	09/20/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008744881
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/20/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	09/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LOUISVILLE
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I received 2 or 3 orders from melaleuca and paid for them by credit card. I placed another order and the next day (before the order had shipped), I found out from my police officer son-in-law in Frankfort, Ky. that the Melaleuca representative in Frankfort that had enrolled us had alienated the affection of our daughter against my wife and me. The Melaleuca representative told my daughter that we drove down to Frankfort to attend a Melaleuca meeting and then didn't show love to our daughter by going over to her house to see her while she was suffering with colon cancer and chemotherapy. She had no business messing with our family affairs. Therefore I telephoned and E-Mailed Melaleuca and told them to cancel my order and that I did not want to ever do business with them again. Their customer service told me the order had not shipped but that it could not be cancelled. I told them if they shipped it, I would refuse it. They have shipped it twice by UPS and I have refused it twice. I have never accepted delivery of it. I stopped payment on the debit card and they are E-Mailing and harrasing me for $61.00. I want it stopped! Leave me alone! --- Additional Comments: See the last 2 sentences above. Stop E-Mailing me for $61.00 for products that were refused twice by me and sent back to them twice by me. Leave me alone! They have severely damaged the relationship between my daughter and my grandchildren---and my wife and me, as they no longer talk to us because of their representative meddling in our family affairs. I want Melaleuca tp reply and acknowledge that thet will never contact us again. We do not owe them anything. '
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 15 of 291	
Reference Number	33320122
Created Date	09/28/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008752322
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	09/28/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	09/28/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NASHVILLE
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	'
Complaint Info Law Violation Description	'
Complaint Info Statute Code	'
Complaint Info Statute Description	'
Complaint Info Topic Code	'
Complaint Info Topic Description	'
Complaint Info Comments	I was told that i would get a refund of my money when i first started this company then i tried to cancel and knw there telling me i have to send back everything and pay for it on my own i was not told that at first.They are also sending me a order that i told them i didnt wont nor could pay for but she said they r nstill sending it anyway i was told to give it to family and let then pay for it i told her many times on the phone that i could not pay for this but all i was told again was give it away and let others pay for it..I was not told any of this at my singing up or was i gave a date to which i had to cancel. --- Additional Comments: i just want my money back .....'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 16 of 291	
Reference Number	33325504
Created Date	10/03/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008759509
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/03/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/03/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HURST
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	A mid-level marketing scam. Predatory sales tactics, automated orders and account debiting. Number one complaint, they would not cancel our account, we faxed in the cancellation order before the deadline and after not hearing back called and were told that the fax wasn't received although a confirmed fax receipt was given by the fax machine. We were told to once again fax the cancellation request but since it was after the 25th of the month we would be charged for the order. If we wanted we could send the order back for a refund minus the shipping charges and a restocking fee of some sort. A company that must resort to such shady and unethical practices to swindle money from its customers can't be that good, it is sad to see that it is more important for them to 'nickle and dime' unsuspecting consumers instead of relying on quality product and good customer service. --- Additional Comments: I would like the account closed and a full refund of our money'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 291	
Reference Number	33325505
Created Date	10/03/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008758224
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/03/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/03/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	CHICAGO
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	Melaleuca has proven themselves to be an company that steals your money!! I signed up with this 'company' and shortly after, I changed my mind. My decision to no longer deal with this company has nothing to do with them, I just decided not to do this business. The problem came when I called to tell them (which was less than 20 days of being with this company) that the issue and their true colors came out. THEY told me that they couldn't do ANYTHING for me and that I was going to get a 'backup' order because I waited to long to tell them I didn't want to do the business. Of course, no one told me about a time frame... I called the company and did as they instructed me to do in-order to return the UNOPENED box sent to my house. Little did I know that they would still be keeping my 53.77 (plus tax) . Soon after this, I left my home for a while to tend to a sick parent. During this time Melaleuca claims they sent correspondence to me and CHARGED me $10 for EVERY LETTER they sent!!!! WHAT!!!!!!! Since when does a letter cost $10? The united states postal service doesn't charge you $10 for a business letter, but apparently Melaleuca does AND can get away with it! Upon my return home and catching up on my mail, I called the company which 'politely' told me that they only have $13 left to give me... I asked ., Where is the rest of my money and WHO did you give it to? They kindly told me that it cost $10 to send me a letter and that I had to pay them for their paper!!!!!! This is CRAZY!!!!!! I'm taking my $13, writing a letter to Mr Frank Vandersloot, who the women said will

	NOT read ANY complaints (like Im surprised) and warning EVERYONE I know about this less than moral company! --- Additional Comments: I wish to be reimbursed for the money spent, time spent and waste of breath I have used, including the time taken away from my son while on hold for FOREVER. Total cost of aggravation: $250. I know nothing will come of this, and I am probably just wasting my time even further by writing this review, but they are scoundrels, this is 2011, people should be able to discontinue their service OVER THE PHONE WITHOUT HASSLE. I can disconnect my cable, GAS, ELECTRIC over the phone, but not Melaleuca.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 18 of 291	
Reference Number	33326910
Created Date	10/03/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008759273
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/03/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/03/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	OKLAHOMA CITY
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I tried cancelling my membership with these people for a month. I faxed the cancellation form on 3 separate occasions (the exact same form every time WITH the confirmation sent page attached). The first time they said they did not recieve it (even though my fax confirmed delivery). The second time I received a confirmation fax directly from Melaleuca that they received the fax and would be processed. Five days later I received a call that said the form wasn't signed (which it was). When I called back, another lady said they received 6 pages instead of the confirmed 4 and that only the top of the page with my name came in. So which story is correct?? The part that came through on their confirmation seemed clear and legible to me, and their fax confirmation states that if the copy is legible DO NOT (in caps) refax. So I didn't. But after I got the call I faxed THE SAME FORM yet again; however now we're past the cut-off date so that they can charge me for another order. Miraculously they suddenly receive it with no signature or page issues and process the cancellation effective a week later. In the meantime, I had returned the previous package I received and requested a refund. A refund was not issued but rather a product credit (their catalog states you can receive a 100% refund if not satisfied). I had to pay shipping on that package TWICE, so I'm already out $30 for that PLUS the money I paid for the product I returned. Now they want me to buy MORE product on an account that I'm trying to cancel and pay shipping on that too?? They also charged my account for the late cancellation and shipped me another forced order that I will have to pay to return. I had to cancel my bank account so that I would no longer receive charges that I do not authorize from this company. I had to

	reorder more checks and another debit card. I am completely inconvenienced by this while they just take my money and run. They say there is nothing they can do about it. I feel completely scammed!! --- Additional Comments: The company needs to process the cancellation effective the date it was confirmed received(9/23/11 I have documentation). They need to send me a check refund for the products that were returned and cancel the charge made for October. Nowhere in their cancellation form does it state that it would take over a week to process. All I was told is that it needs to be received before the 25th of the month to avoid being charged, which it was! I did my part, now it's time for them to uphold their end.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 291	
Reference Number	33362465
Created Date	10/04/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008760902
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/04/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PHILADELPHIA
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have joined with the company and am completely unsatisfied with the company itself and wanted to call the company for a refund. I had to go through three representatives in order to get my story across, seemed like no one wanted to help me. Then I had spoken to a supervisor and had told him that I want to cancel my account, which I can not do over the phone and had to go online for, which again seemed a little inconvenient. Then they had told me I had to return the product that they sent me, which I had not chosen. This was fine and I had told them that once I receive the product I will send it back and I had wanted a full refund for the product and the original membership charge that was charged. It was stated that I still had to pay for shipping for the two products, which is not right at all. It states that their is a 100% money back guaranteed if I believe the products are no good or you are not satisfied with the service. I believe that I should be entitled to receive full money back and not be charged for shipping at all. The supervisor by the name of Justin, # 2622 had been very rude and would not offer to help me in any type of way. Justin had not even tried to ask me why I was not satisfied with the company, just told me point blank what I had to do in order to suspend my services, which is not a good attitude for a title relating to customer service. --- Additional Comments: I would want a full refund for the shipping and product cost, also would like to terminate my membership with Melaleuca company.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 20 of 291	
Reference Number	33362470
Created Date	10/24/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008782556
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/24/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/24/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LAKEWOOD
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	This company failed to cancel subscription services when requested. They continued charging $65 USD per month even though several cancellation forms where filled and submitted to them.Their cancellation process is not clearly advertised on their website. Billing information cannot be changed or altered. Electing to subscribe to orders is not a function that you can opt out of. In other words, once you select to be on the auto-ship you cannot get out of it using their website. This is the same website that they provide you to enroll on the service.Calling their customer service is a joke, they are disrespectful and also do not fulfill requests to cancel membership via the phone. They direct you to a private URL. In this URL Melaleuca makes it so hard to cancel their services that they even have a chain of webpages that they show you as you are simply trying to cancel the services. You go from prompt to prompt as if you were on a bad webpage popup nightmare. When you get to the last page you download a form (you cannot even fill it out and submit it). After downloading the form you must then print it (in this day and age where most transactions can be completed online fully), fill it out, then either fax it or mail it.I faxed the request twice and hope that this is the last time I ever see the fraudulent, malevolent charges from Melaleuca on my billing statement. I even went as far as to close the card that they were charging to, but the charges still somehow came through. I called my creditor, and they are investigating, meanwhile charges are still on my card. Products were not always delivered and sometimes the product selection was different from what was requested. I don't even know how they are even listed on the BBB as a trusted provider when they are this horrendous to deal with and harder to

	get rid of than a disease. I have even considered cancelling my credit card account with my provider altogether.BBB, go and audit them as an anonymous party to see the truth. --- Additional Comments: They should refund all moneys unlawfully charged post the first cancellation request. They should pay additional compensation for the damage and lost time at 100% of the money refunded beyond the pure charges. They should no longer be listed as a BBB member until they change their practices and perform the following:1. Make the cancellation link visible on the same page where you enroll customers and automate the process, i.e. no printing required.2. Train your customer service reps better.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 21 of 291	
Reference Number	33408286
Created Date	10/14/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008772300
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/14/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	TAMPA
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was presented by a Melaleuca representive on becoming a member and later decline offer. Then I stared getting phone calls saying I have a back order for $61.84 that they have been trying to take from my account. It was explainedto me that my information would NOT be used until I went online an or called to submit order, I never did still recieving calls for a product I didn't order or recieved. Today 10/14/11 I checked my account and monies were taking away, I then called them back asking why when I decline offer plus submitted fax copy three times as directed by a supervisor suspending account which I never created. I aalso spoke with another supervisor who said there records show UPS tried to deliver several times with failed attempts, I asked why would you still charge my account after the fact and now I have to wait 10 business days to have my funds returned. --- Additional Comments: all funds of $61.84 ASAP before 10 days. To better training or explian their process, STOP MIS_REPRESENTING'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 22 of 291	
Reference Number	33408287
Created Date	10/10/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008766948
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/10/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/10/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CASTLE ROCK
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	see Attached document --- Additional Comments: see Attached document'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 23 of 291	
Reference Number	33408290
Created Date	10/07/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008765099
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/07/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DERRY
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was charged on my credit card backup order charge of $57.76. Two days ago the company never called letting me know they were going to charged my credit card. I called the company to find out about the charge and they told me since I didn't place and order in September, they charge my credit for not placing an order. Not once did anyone tell me(from the company) that if I don't place order then they were going to charge my credit. I also tried to cancel with them and they told me that I had to fill out a form(I don't have) and send it in so they could cancel. But I couldn't do it over the phone. So now I wait for the form, come to find out if I do place an order in by the 25th and I haven't send in the cancellation form, I could be charged again. I will never recommend this company to anyone. --- Additional Comments: I want to the charge of $57.76 taking off my credit card. The company is to cancel my account and not to charge my account ever!'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 24 of 291	
Reference Number	33408295
Created Date	10/06/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008763308
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/06/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/06/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	RICHMOND
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	In June we signed up for a Melaleuca membership. The customer service rep imputed the address incorrectly in their system. Because of this the company charged our account but we were never able to receive product. We called several times to fix this problem but each month they kept charging the account and would resend the product (still to the wrong address). After three months we called to cancel our account only to be told that we needed to fax in a cancellation form by the 25th of the month. We had already missed that deadline for that month so sent it for the following month. On October 3 we were again charged for an order. Upon calling again, we were told that they never received the cancellation form (there own records do show that they received a fax on from our telephone number). Customer 'no' service stated that in order to get a refund they would re-ship the product and then we had to re-ship it back to them and they would refund the purchase (for that shipment only). We also needed to re-send the cancellation form to them and to call them to make sure they received it which had to be done by the 25th of this month to cancel our account for this month. --- Additional Comments: I would like a refund of the product shipped (but not received) including the shipping charge (they stated they will refund the product once they re-ship it to the correct address and we return it to them minus shipping costs). I want my account cancelled. I would like Melaleuca to change their cancellation process to make it easier to cancel an account. BTW - you can sign up on line or over the phone but Melaleuca won't let you cancel online or over the phone.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 25 of 291	
Reference Number	33408331
Created Date	10/11/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008767575
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/11/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/11/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	PALM HARBOR
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was signed up with the Meleleuca co. by a woman named Lauren. After 6 weeks I decided it wasn't for me. I called the company and cancelled my account In July. They did not 'process' this until August. I was never told that I had to pay for a 'back-up' order I NEVER RECEIVED, but am still getting phone and e-mail calls saying I OWE money for something I NEVER RECEIVED and the terms of cancellation have been changed 3 times!!! The woman Lauren who signed me up told me today she has no knowledge of the company's practices and can't help me-that's not what I was told when we spoke. I want them to stop trying to charge me and report negative credit for items I don't have. There should be no reason I have to pay for items I don't have and was not told the terms of the agreement, as the person who signed me up stated today she doesn't even know. --- Additional Comments: Stop requesting payment for items I never received-stop the e-mails and phone calls. I cancelled my account-they didn't process it promptly-also the sign-up and practices are VERY MISLEADING AND NOT TRUE BY THE SIGN-UP PEOPLE.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 26 of 291	
Reference Number	33408338
Created Date	10/04/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008760900
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/04/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	For this company all that I can say is the following. Last month there was and issue with an order that was not place by me in any for or way. It took hours to resolve resulting on the fact that I had to wait for a delivery return and today I still have not received the refund that I had been promise. Now a new month has begun I did not order anything I change user name password and all info that no new order could be place but o surprise, once more a charge to may card and when trying to cancel impossible their system will not let you. I had spoken with several agents and supervisors to have this fix, that is to prevent any further shipments an orders not place by me but it has happen now this company has over drawn my bank account and not only they cost me the total for a new order I never place I have to pay my bank an additional 40 dlls for something i did not do. simply I will say they rob me of my money after I had ask to stop this and they can only be qualify as THIEF'S While you may ask why did I not cancel my member ship when accessing their site I was ask to place an order first before been available to do anything on their site is that fair business? NO I don't want another order I want them to stop taking my money for what I did not order! What a horrible way to do business, 100% satisfactions (in your dreams) the only thing that can be expected is to be rip off your hard earn money. (b)(6) -- Additional Comments: I would very much like for an instant refund to my bank account and the cancelation of my membership for ever. I want then to pay for the over drawn fee but I know I be dreaming I mean they rob me and I am still

	waiting on a pass refund so I don not believe they are even willing to make it right.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 27 of 291	
Reference Number	33446328
Created Date	11/09/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008802934
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/09/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/09/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CALDWELL
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	After canceling my membership and letting a supervisor know that I did NOT want the back-up order the following month before it was ever shipped to me, Melaleuca still shipped the order AND charged my credit card. I have called them repeatedly and after insisting on speaking to a supervisor, finally got them to send me a shipping label to send back the unopened package. This took almost a month! You would think that would be the end of it, but of course not! They received the package back, but still didn't credit the refund on my credit card. So I called and supposedly they will credit my account (although it may take a 2 business days), but they can't refund the shipping for the package that was sent in error. If I have any more problems, my credit card company said that they would handle it. Please BEWARE of this company. Their products are no better than the ones from the grocery store where you don't pay for shipping and you can buy what you need, instead of being obligated to spend money on products you don't need in order to get to the 35 points. I'm sure that people at the top of this pyramid scheme are making great money, since they get commissions off of all of the people ordering under them. But when you cancel your membership, that should be 'The End'. I've read other complaints about Melaleuca still shipping products to them because they didn't get their cancellation form in time....Believe it...The customer service is great UNLESS you want out! --- Additional Comments: Please post so that unsuspecting consumers can be aware of Melaleuca's customer cancellation problems.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 28 of 291	
Reference Number	33504360
Created Date	10/14/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008772034
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/14/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DELRAY BEACH
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I told Melaleuca that I was allergic too Iodine and they sold me some vitamins that had Iodine --- Additional Comments: I want too register a complaint and sue Melaleuca'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 29 of 291	
Reference Number	33504461
Created Date	10/12/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008768682
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/12/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/12/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	KANEOHE
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was pressured into ordering a 'value pack' and multi vitamins from this company at a stupid 'wellness seminar'. I fell for the hype, and then was pressured into ordering more than I wanted. I used only a few of the items in the value pack, but thought I need a good set of multi vitamins just for health reasons. After using their products for a few months, I started having health issues. I went to my Dr, he asked me what I do/drink/eat/take on a daily basis, I told him about the Melaleauca products and he told me to stop immediately. I didn't believe that the 'healthy' products they sell were at fault for what was happening to me. 3 months after i stopped taking the products, I am almost back to the way I was before. The majority of my health issues have are almost back to normal. I hope that my health problems will go away completely soon. after the 3 months, I went online to find a way to cancel my membership, and of course after hours of searching the website I could find nothing. I wrote several emails to the main email address, explaining what was happening to me. I asked for my membership to be canceled. I explained i was having health issues, that they were extremely personal and private and I did not want to discuss them with a customer service rep. i was hounded with phone calls for 1 week, and my membership was still not canceled. They countinue to deduct money from my account, and send me these pills I do not want and can not take. 2 weeks later they sent me a link to download a form to cancel my membership, and a fax number to send it to, I completed what they wanted and faxed it in, and i'm still being charged for these pills, and now i'm not even getting them in the mail. I will definetly tell everyone I can not to use this product.I wasted a lot of money, time, and now have

	health issues that have not gone away completely because of this company. --- Additional Comments: Saying that most of the products I used caused me to have problems and created a very uncomfortable state for me I would like a full complete refund and my membership canceled. '
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 30 of 291	
Reference Number	33555653
Created Date	10/14/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008772312
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/14/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	VINTON
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	see Attached document --- Additional Comments: see Attached document'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 31 of 291	
Reference Number	33591737
Created Date	10/19/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008776598
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/19/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/19/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	GRANADA HILLS
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	This company offer 100% costumer satisfaction on their products that they offer and when I was asking to refund of the money,on multivitamins now they asking to have some product left on the bottle or completed 90 days challenger because this product have this restriction to refund any money but how can they want me to spend more money and something that I don't like? I have to pay for shipping and later I will have to pay again to shipping back to them unless if they pay for shipping back its not fair to keep using their products for the lapse of time that they want it if they are sure that the product will not return to them it could be a good option so they will not have this kind of complains and not making false promises --- Additional Comments: I want mine money refund and not heard from them on the future'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 32 of 291	
Reference Number	33591748
Created Date	10/17/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008772833
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/17/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/17/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	PATASKALA
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have been trying to cancel my membership with them for several months now due to the lack of funds to keep up with my monthly commitment, the paperwork states that you must mail or fax written cancellation to them by the 25th of the month in order to cancel your account. I have sent several forms in to cancel/suspend benefits and have seen no change in my account. They 'have no received' any of the correspondence and refuse to cancel my membership or let me speak to someone of higher authority. The customer service is awful and its a shame because I like the products, but I can not afford the almost $70 a month the products are costing me due to the monthly commitment of '35 pts'. --- Additional Comments: I would like my account CANCELLED and to have no more products sent to me or charged to my credit card.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 33 of 291	
Reference Number	33591749
Created Date	11/18/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008813628
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/18/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/18/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LINCOLN CITY
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I cancelled this subscription according to their instructions. I just received a charge on my account that is nothing more than hidden renewal fees that they tell you nothing about when you cancel. To me this is a very poor business practice. (b)(6) --- Additional Comments: I just want my complaint filed so that other people won't fall into the same trap.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 34 of 291	
Reference Number	33629791
Created Date	10/26/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008785136
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/26/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	YORK
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	This complaint started with a friend calling to say she was representing this company. The Nightmare begins. For $1 dollar you join. I said okay. Gave them credit card info(I know now how folish that was)The next day I reliezed they would send me products every month whether I ordered them or not and that their products were too expensive for me. So I called my friend the rep to say, I wanted to withdraw membership. I than forgot about it until I got a package in the mail.The cost was $61. I did not open this package and I had to spend hours on the phone with them.and go out to a fax machine. to get them to withdraw my membership and take the package back But I did put a dispute into the credit card company and they gave me a temporary credit.Later the company decided to give me a 53.00 credit(I had to pay for shipping for something I did not order) The credit card company ruled in their favor because they gave me back 53.00.Okay , so we are done right. Oh no! they now say I still owe them the 61.00 even though they got a credit from my credit card company. So I have just spent a half hour on the phone with them. And they still say I owe them the money. I will not send them my credit card statements, because I don't trust them! How could this company have such a high rating with the BBB. In all fairness I can not speak to the quality of their product just that they are very expensive. --- Additional Comments: I really don't want this to happen to other people! I also have no intention of paying them and I don't want it to affect my credit, or have them turn it over to a collection agency.I wouldn't mind my $8.00 back. But I'm not holing my breath.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute	

Responded	
Complaint Info CRA Dispute Resolved	

Record 35 of 291	
Reference Number	33659976
Created Date	10/24/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008781160
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/24/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/24/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LEADVILLE
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I really enjoyed being a preffered customer until I didn't have the money to place a $70 order each month for the required 35 point system. The company sent the back-up order and since I was a member until August i accepted that for the two shipments made even though it put my credit card over limit. I thought, well my membership is over in August so they will stop sending me back-up orders. They DID NOT!!! They continued to send back-up orders for the month of September. And to make matters worse, they are requiring that I pay shipping and handling to ship the last order back that I DID NOT ORDER AND I WAS NOT A MEMBER!!!! I would recommend paying a higher price for the product and NOT JOINING!! --- Additional Comments: I want the company to pay the shipment costs for a shipment I didn't order and was not even a member!'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 36 of 291	
Reference Number	33702413
Created Date	10/26/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008785357
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/26/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NAMPA
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	see Attached document --- Additional Comments: see Attached document'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 37 of 291	
Reference Number	33702419
Created Date	10/24/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008782094
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/24/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/24/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NEW CASTLE
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	see Attached document --- Additional Comments: see Attached document'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 38 of 291	
Reference Number	33721890
Created Date	11/29/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008823836
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/29/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LOGAN
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	This complaint is in regards to applying to become an 'employee' of Melaleuca. I was invited to take part in a web cam seminar to explain how their system works. This system is the very definition of a pyramid scheme. The way i make money is to first pay a membership fee and then i get referral commissions. You have to get 8 people you know to join the site and buy the products. And then each one of those 8 people have to get 8 that they know to join the site and then boom! you make 5 grand a month. This is a pyramid scheme and is preying on the unemployed and debt ridden good people out there who want to believe that this is the answer they were searching for. --- Additional Comments: This corporation parades under many different names. Melaleuca also boasts claims pertaining to the BBB and their falsely miraculous record. Their website should be reported and recorded as a pyramid scam.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 39 of 291	
Reference Number	33743970
Created Date	10/31/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008791306
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/31/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/31/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CANTON
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	Melaleuca company appears to be scam artist, They had their sales agent, sell me one thing and then they continued to bill my card for other stuff i never requested. Resulting in me having to discontinue my credit card. My bank even found the fraud claim i filed against them, in my favor. After that, they tried to bill me again for something i didn't order for 50.89. Now that my card has been discontinued, Melaleuca customer service sales people are calling and harassing me, also sending emailS for something i didn't order or receive. Buyer beware, these guys are the worst. Their sales people will do anything to boost their sales and once they get your credit card info, your done. when you complain they continue to harass you and blame you. MELAULEUCA IS CLEARLY A SCAM, --- Additional Comments: DISMISS FRAUDLENT CLAIM, ACKNOWLEDGE THEIR AGENT MARC STALLWORTH WAS AT FAULT FOR SIGNING ME UP FOR SOMETHING I NEVER ORDERED. LEAVE ME ALONE STOP HARRASING ME '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 40 of 291	
Reference Number	33854529
Created Date	11/07/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008800125
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/07/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/07/2011
Transaction Date	-
Member of armed forces or dependant?	-
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	TORONTO
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	Melaleuca has a no risk trial of their products, but loop you into a monthly required buying schedule and make the costumer jump through several hoops in order to get out of buying. I am still trying to resolve. --- Additional Comments: I just want my membership cancelled without hassle.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 41 of 291	
Reference Number	33854929
Created Date	11/02/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008795351
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/02/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/02/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CINCINNATI
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was coerced into joining this group, was told it would not cost me anything, only taking my banking information 'just in case'. As a result they are sending me products and charging my credit card. I have told them I do not want to participate numerous times, sent back the products they have sent me, have contacted the company to cancel and they have placed me on hold for an extraordinary amount of time, avoiding me. --- Additional Comments: I would like for my account to be cancelled, I would like a refund for everything that my credit card has been charged. I have not kept any products yet I still pay for them and they do not stop.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 42 of 291	
Reference Number	33854949
Created Date	11/01/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008793584
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/01/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/01/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CHESTERFIELD
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	see Attached document --- Additional Comments: see Attached document'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 43 of 291	
Reference Number	33854953
Created Date	11/07/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008798842
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/07/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SUFFOLK
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	We had an account with this company for over 11 years but decided because of the economy and being recently retired that we would closed this account in an effort to save. We earned points at the beginning which was our understanding that we would be allowed to used those points to purchase products. We received a letter (11/5/11)stating that we could re-enroll and use the points or used the points for products without enrolling.The letter stated that each time they reminded us to used the points they would deduct $10.00. This was ba concern for us.I called and they quoted that we only had a little over $40.00.That is not the case. We had over $110.00. It is amazing that we are treated this way after doing business with this company over 11 years. --- Additional Comments: We would like a refund of $110.00 or be able to oredr products of that value without penalty.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 44 of 291	
Reference Number	33854957
Created Date	11/04/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008797682
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/04/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	HAZEL CREST
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	we have attempted to stop auto back up orders and melaleuca keeps giving us the run around. we are now waiting for paperwork to come through the mail to close our account. melaleuca has our account information and will not stop automatic orders. --- Additional Comments: close our account.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 45 of 291	
Reference Number	33854961
Created Date	11/04/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008796682
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/04/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MINOOKA
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	Melaleuca gives representations by having pyramid parties that have you under the impression that thier products are organic. When I read the label on the toothpaste it had many non-organic ingredents. The cleaner smells of fumes which tells me its not organic either. They ask for your social security number on the order form. They have you sign not mentioning that by signing you are agreeing to them sending you over $60 dollars in unrequested merchandise if you fail to place order that month. When I returned the order unopened, they charged me shipping. When I mentioned to the representative on the phone that the ingredents were not all organic she stated that they also use top scientific ingredents not mentioned at the party. Also that her gums improved with the toothpaste which my dentist disagreed that the only menthod of gum improvement is flossing. --- Additional Comments: I want my shipping charge refunded to my credit card and all my personal infomation deleted from their records.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 46 of 291	
Reference Number	33997590
Created Date	11/16/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008810351
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/16/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/16/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SILVER SPRING
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up for Melaleuca but i never bought anything and i have outstanding charges. I was explaining that I never bought anything after the day that i signed up. I'm cancelling my serivice but they won't cancel the service directing me to go web and and nothing. Melaleuca is a big scam lot of people having issue with this company. --- Additional Comments: void the outstanding balance and close the account'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 47 of 291	
Reference Number	33997988
Created Date	11/15/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008809113
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/15/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/15/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CALDWELL
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I joined melaleuca to help my son with his eczema and to help a friend out. I received my first shipment and tried out the Renew body lotion on my son for his eczema and the next morning he broke out in a blistery rash. I contacted the company and they apologized for the rash and i askedfor a refund/cancellation. In order to cancel you have to have your request sent in my the 25th of the month and my request was sent in on October 25th 2011. I deleted my online account and my credit card was still charged even though i sent in my request as wished. I am very frustrated with melaleuca, I don't think it should be such a hassle to cancel. The product line is poison to my son. --- Additional Comments: I want a refund and for my account to be cancelled once and for all.They send me a shipment and i want to return it and they pay for the return. I don't think i should have to pay the shipping cost to return the posion'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 48 of 291	
Reference Number	34031769
Created Date	12/11/2011
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1112111313228261
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	12/11/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/11/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	REDONDO BEACH
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
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	Melaleuca
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	GRANADA HILLS
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	8183609469
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Noel
Company Rep Middle Name	
Company Rep Last Name	Decker
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Bank Account Debit
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	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: I applied for a job at a company called Melaleuca through a representative, Noel or Robert Decker. When I filled out paperwork, I gave my social security number & date of birth. This happened just yesterday, 12/10/11 around 3pm. So far I don't believe my personal information has been used, but I was advised by a friend of mine to file complaints with the FTC, credit bureaus, etc, in case the company is a scam & my personal information is used in the near future.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 49 of 291	
Reference Number	34055240
Created Date	11/21/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008814389
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/21/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/21/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SICKLERVILLE
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	They charged my credit card on 6-30-2011 for $61.84 worth of products that I had not ordered. I called customer service on 7-3-2011 and they intercepted what they had shipped and charged me. So I never received the product they had charged me for without my permission in the first place. Customer service insured me that I would get a full refund back to my credit card of $61.84 that they had wrongfully charged me within 4 weeks. I have since called multiple times and cancelled my membership. I have not been able to get anyone from the company to resolve this issue. Every time I get someone on the phone I explain the situation and they disconnect me then I can't seem to get through at all when I call back. When I cancelled my membership with a complete explanation of, no one contacted me. I would not suggest anyone to get involved with Meleleuca and I make it a point whenever possible to share my story and my great disappointment with this company. Obviously customer service is not a priority for this company! --- Additional Comments: I want the $61.84 refunded that I have been waiting for since July 3,2011. This refund is the only thing that will resolve this matter.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 50 of 291	
Reference Number	34055773
Created Date	11/18/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008812240
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/18/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/18/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	SNOHOMISH
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	Over 2 months ago, I faxed the required 'Suspend Preferred Customer Benefits Form' to cancel our account. A few weeks later, we received a package that I did not order. My wife (b)(6) called Melaleuca to tell them we faxed the form and did not order this package. She was told they never received the fax and we would still have to pay for the package AND we would have to wait for a 'fax back' confirmation for our account to be closed. I (b)(6) then called them to see what we could do about sending the package back and getting a refund. The 1st person I talked to said that is impossible and that we had to RE-fax the cancellation form and we would still need to pay for the package. I asked to and spoke with a manager. The manager said he would cancel our account AND send me a shipping label to send the package back. We NEVER received the label and was still charged for the package. Yesterday (11/16), we received ANOTHER package and was charged AGAIN for a package we DID NOT ORDER. --- Additional Comments: I want my wife's account (b)(6) CANCELED.I want a shipping label to send back this new package.I want a full refund for the past 2 orders that I did not order.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 51 of 291	
Reference Number	34058249
Created Date	10/03/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008756866
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	10/03/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	10/03/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	melaleuca have a poliza about 60 days money back products but it is not true because we order a products over $270 with membership and some products i want to return within the 60 days they refused to honor somebody saying your 60 days start counting fron the beginning this mean the day you placed the order and i was argiung my order come to my home 8days after they take the order thats why we are very upset and i will not recommend to my friends and family..i wish they honor what is fair 60 days is when you have the products in your hands. not waiting for delivery --- Additional Comments: i wish they honor what is fair 60 days is w'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 52 of 291	
Reference Number	34096767
Created Date	12/21/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008853980
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/21/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/21/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ENID
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	'
Complaint Info Law Violation Description	'
Complaint Info Statute Code	'
Complaint Info Statute Description	'
Complaint Info Topic Code	'
Complaint Info Topic Description	'
Complaint Info Comments	I called to cancel the account over the phone and they informed me that you can not do this over the phone. They said you have to go online and print off a form and then fax it to them. I explained to them them that I do not have a way to do this. They said that they could mail it to me but I would still get billed for this month because it would not get done in time. They said that there is nothing that they can do. I then asked for them to remove my credit card information from their system and that I no longer want them to have it and they said that they can not remove the only way that they have to charge me. --- Additional Comments: I would like for them to inform you of the only way to cancel the account when they are taking your credit card information. I never would have agreed to this if I had known this up front. I would have never given them my credit card information.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 53 of 291	
Reference Number	34205584
Created Date	12/08/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008840247
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/08/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/08/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	MOSCOW
Consumer Address, State Code	ME
Consumer Address, State Name	Maine
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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 November 17, 2011, I joined the company EveVenture, not realizing that in signing up to 'make money at home' I was also signing up to sell the Melaleuca products. This is something I did not want to do. I then learned that I was required to purchase a certian amount of the Melaleuca products to be able to work and make money with EveVenture. Again that is something that I did not want to do. I immediatly called to cancelled my Melaleuca membership (I learned I could not just cancel my EveVenture membership, that it had to be done with Melaleuca). I was told that becuase it was the 28th and past the 25th deadline that I would be required to purchase the 50$ worth of products for November. I was very upset, but was told they could and would be charging my card. I called my bank and cancelled my card, I can not afford nor do I want their products. I recieved a call today December 8th and was told that they did not actually ship me any products that I was given 35 product points to meet my obligation, and that I am required and liable for the charges from this. I do not want their products, I can not afford their products. I find their advertising and business practices very deceptive. I was told they would continue to contact me regarding this until I paid for the product points. Something I will not benefit from as I don't want their product and am no longer a member so can not order from them. --- Additional Comments: I just want to be left alone, I don't feel I am required to pay for the product points, I don't want their products. I will NOT be paying for the products points, and no longer want to be bothered by this company. This has been a very stressful situation for me and not at all what I thought I was 'getting into' when I signed up for EveVenture.'

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

Record 54 of 291	
Reference Number	34205961
Created Date	11/28/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008822857
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/28/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/28/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NORTH SMITHFIELD
Consumer Address, State Code	RI
Consumer Address, State Name	Rhode Island
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	When I signed up with this company I didn't realize that it would be difficult to get out of their monthly fees. I had to search their website all over just to find a suspension of member services then when I filled out the form and sent it, I didn't realize that I had to send an email and a fax the form to fill out is not specific that you have to do both. I thought I did what I needed to do by the date they said the 25th of the month. Now when I called 2 days later to verify that they received my suspension notice they can't find it and since it's past the 25th they are not going to suspend my account and they are still going to charge my credit card on the 30th. Even with a faxed form asking to suspend me and not to charge my credit card prior to them charging it they can't do anything about it. I am pretty sure this is illegal and also not ethical, I know company has polices but, as well as their our policys, if I am putting in writing not to charge my credit card it is stealing when you do charge it after the fact. If anyone wants to be apart of this comapny please know it will be difficult to get out of it. --- Additional Comments: I would like the company to do what the consumer has asked and to suspend my account and not charge my credit card after I have asked not to charge my credit card. I don't want their product anymore I just want to get out of this company and move on.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 55 of 291	
Reference Number	34277161
Created Date	12/01/2011
Complaint Source	Ohio, Attorney General
Originator Reference Number	739291
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	12/01/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/01/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	CANAL WINCHESTER
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
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	Melaleuca
Company Address, Line 1	3910 S YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	4342
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	INFO@MELALEUCA.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	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	$0.00
Complaint Info Amount Paid Method	
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	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- She wants a hold on her account immediately---as she was told they would as she does not want any money taken out of her account.. --- Topic Description: She signed up on 11/17/11 because it was to help her friend and they called her today and told her she had until 2pm to order something. When she signed up she knew she had to order things but she was also told if money was tight for her they would put a hold on her account until she could.But they are telling her she cannot do that.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 56 of 291	
Reference Number	34302444
Created Date	12/08/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008839691
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/08/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/08/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	NEW YORK
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 Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have tried to cancel my account several times. every month they continue to call because payment did not go through, I explain to them that I already canceled the account and will return the package. I am having to go through this every month. --- Additional Comments: I would like them to cease all communications and cancel my account immediately.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 57 of 291	
Reference Number	34333242
Created Date	11/30/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008826385
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	11/30/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	11/30/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	COLUMBUS
Consumer Address, State Code	MS
Consumer Address, State Name	Mississippi
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint 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	Nov 15,2011 Melaleuca charged my card without my permission for merchandise I did not order and after 45 minutes on the phone and lots of arguing and speaking to 3 supervisors they finally agreed and refunded my card and I explained to them that I wanted to cancel my membership if they were going to do business like that, and on 11-28-2011 when I realize they did not cancel my membership I called them and told them to cancel it along with submitting it on the internet and through a printed out fax cancelling membership form and faxed to them with a confirmation sheet. I spoke with 4 people 3 of them supervisors and noone would cancel for me over the phone although they take your membership over the phone. The last supervisor, Shey even argued with me and told me noone was higher than him but the president of the company who noone was allowed to speak to nor email. Wow what a way to run a company. So they would not cancel my membership and are going to charge my card once again for around $80.00 without my permission because they have my credit card number. --- Additional Comments: I would like for them to cancel my membership immediately and for this negative comment about there company to be distributed to anyone who has questions about how they operate.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 58 of 291	
Reference Number	34407666
Created Date	12/06/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008836485
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/06/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/06/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	ADVANCE
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I began trying Melaleuca in July-August. I felt as though comparable products were available elsewhere (grocery store) for the prices, so I called Melaleuca and canceled any future orders. I was told that would be taken care of asap. In the meantime, I received more product and my checking account was debited two-fold because I had not used my 'minimum' order. Fooled once. Asked for Melaleuca to delete my account from their system. That meant paperwork had to be transferred. More product. More debit. Melaleuca had not received the written cancellation form back from me. A verbal 'send no more product! was ignored and my checking account continued to be debited even though my records show that fax transmissions were sent back on the day received. Ultimately, Melaleuca stopped auto debit but would not return money taken from my account 4 days after receiving my last fax. (systems were in place that could not be stopped) Melaleuca offered 'coupons' to replace the last debit of $53.39. --- Additional Comments: 53.39 refund; no 'coupons' which could, on redemption, restart an auto debit of my checking account.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 59 of 291	
Reference Number	34427701
Created Date	12/07/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008838212
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/07/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	DUARTE
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans

Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have been a member since November 2010 & I e-mailed them that I want to cancel my membership & stop my orders after November 2011,but they still send me things that I didn't order & withdraw the payment from my checking account without my permission.They normally withdraw payment from my credit card but I told my credit card to stop paying them that's when they start withdrawing from my checking a!ccount without notifying me!I have e-mailed them again from their contact us website & they have charge me again for this month!If they have not received my e-mail why did they not contact me when I stop my credit card from paying their delivered goods?I am so upset with how they deal with this matter! --- Additional Comments: I just want melaleuca to stop charging me, stop sending me items and cancel my membership,I am very unhappy & upset with the way they do business with me!Please help me solve this matter!I will be very grateful.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 60 of 291	
Reference Number	34428202
Created Date	12/07/2011
Complaint Source	BBB ID Boise
Originator Reference Number	10560008839298
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBBOID-USER
Entered Date	12/07/2011
Updated By	BBBBOID-USER
Updated Date	05/30/2012
Agency Contact	External Agency
Complaint Date	12/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
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 Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell 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	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone,	

Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Frank
Company Rep Middle Name	
Company Rep Last Name	VanderSloot
Company Rep Salutation	
Company Rep Comments	President/CEO
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	

Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I agreed to purchase products at a reduced rate by paying $29(Preferred Customer fee & was informed of the purchasing commitment to recieve discounts & of my right to cancel at anytime & my satisfaction guarantee. The 1st $75 charge to my credit card the order never arrived, being my 1st order, I didn't have an idea of shipping time & wasn't concerned until I was charged an $75 AGAIN & had still not received my 1st order. I immediately called & was told that my order had been returned to them treated rudely. I DID NOT return the order-IT NEVER CAME. I asked to speak to a supervisor & insisted they resolve their mistake immediately & then was told my order had actually been returned to them damaged in shipment & never made it to me at all. I questioned why the order was not resent or credited back then & was told it was my responsibility to contact them. At this point I questioned their integrity & ethics, experiencing their unwillingness to admit fault & correct their mistake & continuing to charge me for orders never received. I told them I was unhappy & asked to cancel my account now, cease any further billing & refund my credit card for all charges immediately & that they were unauthorized to bill anything to my credit card or I would initiate a chargeback & block further charges thru my bank. I was told that I needed to go online & cancel at https://www.melaleuca.com/MyAccount/YourOptions.aspx which I did while on the phone with them. I asked to be contacted by a manager but was not. I called again when I began to receive texts to place my order & found they had not cancelled my prefered customer status & charged my card twice even though I have never recieved ANY PRODUCT. I have been PARTIALLY credited for the first 2 orders after calling & expressly forbidding them to bill my card or place any further orders. A 3rd charge was made to my card & I was told that they will continue to do so until I FAX a cancellation form but their fax NEVER answers-never. I have all proof of FAX transmissions --- Additional Comments: (b)(6) I have continued to call to seek releif to no avail & Chase tells me they have repeated problems of this nature with Melealeuca & have found them unresponsive-online search confirms. Please refund MY $78.48 billed for products not recieved & if possible my $29 signup fee. I INSIST they refund ALL CHARGES to my credit card, to be removed from Melaleuca customer status & immediately STOP ALL FUTURE ORDERS/BILLING TO MY CREDIT CARD. I ask BBB to consider their rating'

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

Record 61 of 291	
Reference Number	34477941
Created Date	01/16/2012
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	01/16/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/16/2012
Transaction Date	10/24/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Independence
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
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	Melaleuca, Inc
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	37014
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	3
Company Email	
Company Website	www.melaleuca.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	10/24/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	10/24/2011
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	GLB2
Complaint Info Law Violation	Company fails to honor request to