Record 47 of 102	
Reference Number	24200453
Created Date	09/24/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0909241305117531
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	09/24/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/24/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIAMI
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer 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 48 of 102	
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 49 of 102	
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 50 of 102	
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 53 of 102	
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 54 of 102	
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. Crayeraft 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 55 of 102	
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 56 of 102	
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 57 of 102	
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/Mamey 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	docmarny@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 58 of 102	
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 59 of 102	
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)(or cell phone (b)(6) and he'll

	be happy to provide whatever additional details you would like.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 60 of 102	
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 61 of 102	
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	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer 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 62 of 102	
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 63 of 102	
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 64 of 102	
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	$10.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	this transaction was done online as a credit card. How did this guy make it a debit transaction? am i at risk of him knowing more? For the record the package i received was less than one pound. with it no real information of what it was supposed to contain. i told tom peters i was not interested in the work at home buissness, after i found out herbalife was the company. wiek they withhold that information until the package had arrived at my house. then the supposed bulkiness mentor calls to see if i have watched the dvd and to say that mi ready for the next step wick will cost me 149.00$. 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 65 of 102	
Reference Number	27262775
Created Date	07/21/2010
Complaint Source	BBB - Denver
Originator Reference Number	088500751199111
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 66 of 102	
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 67 of 102	
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 68 of 102	
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 69 of 102	
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 70 of 102	
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 (b)(6) 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 71 of 102	
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	

Record 72 of 102	
Reference Number	28195089
Created Date	10/07/2010
Complaint Source	BBB Midwestern and Central Ontario (Kitchener)
Originator Reference Number	01070001218013
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	10/07/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/07/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ETOBICOKE
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife Online Business Systems
Company Address, Line 1	205 Joseph St. Box 2325
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	WALKERTON
Company Address, State Code	ON
Company Address, State Name	Ontario, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	N0G 2V0
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	519
Company Phone, Number	8811300
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$39.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Billing or Collection Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 73 of 102	
Reference Number	28382703
Created Date	11/27/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/27/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/27/2010
Transaction Date	08/29/2010
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	Conway
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer 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	NV
Company Address, State Name	Nevada
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	MyHerbalife.com
Company Rep First Name	Maureen
Company Rep Middle Name	
Company Rep Last Name	Donough
Company Rep Salutation	
Company Rep Comments	Supervisor
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	08/29/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	08/29/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3350.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$4500.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	Responded to radio ad for Income at Home, charged $9.95 for company info. Contacted within 2 days by Maureen Donough. Asked to pay additional $39.95 for additional info, as well as $149.95 for personal diet products (1 month's worth.) Was not informed until that time that the company was Herbalife. Encouraged by Maureen as well as her supervisor Dick Tosh to enter the company as a Supervisor so that I would get 50% profit on sales. Maureen informed me that she had been with the company for 3 weeks and had made $12,000. Asked to pay $3,000 for company investment as a supervisor, and was sent 6 cases of products to sell. It was my intent to recruit rather that to sell retail, as I was told there was much more money to be made in recruiting. Underwent hundreds of hours in training--I was not informed until training almost completed that I would have to pay $130/each lead for recruiting. Retail sales leads much cheaper, but still had to pay. Informed Dick Tosh that I had spent my entire savings, was unable to pay for leads. He told me I would need to sell all of my product inventory to make enough money in profit to buy leads. Multiple monthly/recurrent company charges of $59, $19.95, $99, $9.95 for services I was told were not necessary to do business with them as a distributor; however, it would have

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

Record 74 of 102	
Reference Number	28456858
Created Date	12/03/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/03/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/03/2010
Transaction Date	10/19/2010
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	Grandview
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer 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	Torrence
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	24650
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	ds_cssuport@herbalife.com
Company Website	www.herbalife.com
Company Rep First Name	Tiffany armstrong,
Company Rep Middle Name	
Company Rep Last Name	cellia galicia
Company Rep Salutation	
Company Rep Comments	customer service
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/19/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	10/19/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$4237.00
Complaint Info Amount Paid Method	Visa Cash Advance
Complaint Info Amount Paid Value	$4237.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife advertised their product and I answered an ad. 10-19-10 I started taking the product and was stopped from taking it by my doctor. 11-8-10 (Per agreement- refund for return within 30 days) I returned the product under the company guidelines. Now the company is telling me there is a paperwork problem preventing them from returning my money as agreed.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 75 of 102	
Reference Number	29084484
Created Date	02/07/2011
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2011
Transaction Date	12/10/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Leawood
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	950 West 190th St.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	1001
Company Phone, Country Code	
Company Phone, Area Code	650
Company Phone, Number	4777217
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Danny
Company Rep Middle Name	
Company Rep Last Name	Singson
Company Rep Salutation	
Company Rep Comments	Sales
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/10/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	12/10/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$209.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	$209.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I was interested in earning income from home so I purchased for $9.95 a DVD from incomeathome.com website to find additional information. Then, Danny Singson contacted me and they have you listen to these phone tapes about how much money you can make from home and they give you all of these testimonials. They never tell you what the product is or what you would be doing from home. Prior to the first phonecall from your "sales mentor" they have you listen to the DVD and do workbook pages. Then, you have your phone call. They have you listen to some more testimonials about the product (you still don't know what it is you would be selling or doing from home). Then, they tell you that to move on they need to send you the "start up package" for $199.95. At the end of this call, they tell you it is Herbalife. Then, you still don't know what you would be doing for them. So, they set up an online "mentor" session to show you how to make money. There are 3 levels - you can be a senior consultant (for $275 more dollars) or you can be Success Builder (for $580 more) and last you can be a Supervisor (for $4000 more). They push the supervisor level because this is where you find other people to sell the product and you are paid a % of their sales. Then, each person you find can find three additional people and you get paid

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

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 76 of 102	
Reference Number	29419215
Created Date	12/16/2009
Complaint Source	Oregon Department of Justice
Originator Reference Number	FF12486-09
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	12/16/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/16/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TROUTDALE
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	3600
Complaint Info Product Service Description	Invest: Other (note in comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	DETAILS ---- THIS BUSINESS COMES UNDER THE DIGUISE OF INCOME AT HOME A WEBSITE I LEARNED ABOUT VIA DR. LAURAS RADIO PROGRAM FOR MOMS WHO DESIRE TO STAY AT HOME WITH THEIR KIDS. I SENT FOR THE INFORMATION AS IT IS BBB ACCREDITED. I HAD NO IDEA AND WAS UNABLE TO OBTAIN ANY INFORMATION UP FRONT AS TO WHAT THIS INCOME AT HOME WAS ALL ABOUT. A CONFERENCE CALL WAS SET UP FOR MY DAUGHTER (MOTHER OF 14 MONTH OLD TWINS WHO NEEDS A JOB) AND I. THE CALL HAD TO BE RE-SCHEDULED, FIRST FOR LACK OF A DIAL TONE ON MY END, 2ND NO CALL CAME IN & 3RD, KATHYE CAULWELL SUPPOSEDY MY 3RD PERSONAL MENTOR. HER CALL CAME IN, SHE ASKED ME QUESTIONS, BUT NOT MY DAUGHTER (APPARENTLY THERE IS NO COMMUNICATIONS BETWEEN THE MAIN GUY ANTHONY AND THE OTHERS WHO CALL). KATHYE HAD US LISTEN TO AN AUDIO RECORDING OVER THE PHONE THAT FINALLY REVEALED THE ACTUAL NAME OF THE COMPANY AND THE COSTS TO GET

Complaint Info Comments	STARTED. KATHYE WAS RUDE TO MY DAUGHTER WHEN SHE ASKED FOR A FEW MINUTES TO TALK TO HER HUSBAND ABOUT THE $149 START UP FEE. THEY ARE STRUGGLING WITH JUST HIS INCOME. THE INFORMATION REGARDING WHAT THIS INCOME AT HOME IS ACTUALY ALL ABOUT IS WITHHELD UNTIL THIS PHONE CALL. IT WOULD SEEM THAT THIS MIGHT BE THE ONLY WAY TO SUCK PEOPLE IN. THIS IS A BUSINESS OPPORTUNITY AND NOT A WORK FROM JOB AS IM GUESSING MANY FOLKS MIGHT THINK, AND THEREFORE, YOU HAVE TO HAVE FUNDS TO INVEST BEFORE YOU CAN MAKE ANY MONEY. WITH SO MANY OREGONIANS OUT OF WORK AND HOPING FOR SOMETHING TO BRING IN MONEY - THIS IS MISLEADING AND UNFORTUNATELY, WITH THE CARROT OF AT LEAST $1,500 PER MONTH, IS ALSO A DOWNER FOR THOSE TRYING TO HOLD ONTO HOPE. THIS, I FEEL, IS JUST ANOTHER OF THOSE IF IT LOOKS TO GOOD TO BE TRUE, IT PROBABLY IS. I FEEL THAT THIS BUSINESS NEEDS TO BE STRAIGHT UP FRONT THAT THIS IS SOEMTHING YOU HAVE TO INVEST IN AND NOT WITH HOLD THIS INFORMATION NOT ALLOWING AMPLE TIME TO RESEARCH BEFORE THE CALL TO SAY YES AND ALLOW THE COMPANY TO CHARGE MORE ON YOUR CARD. ALSO, YOU HAVE TO PAY $9.95 FOR THE SHIPMENT OF THE INFORMATION PACKET, IF YOUR DO NOT SEND BACK WITHIN 2 WEEKS, YOU ARE CHARGED AN ADDITIONAL $39.95 FOR THE PACKET. IT STATES THAT IF DIS-SATISFIED AFTER 90 DAYS YOU CAN GET THE $39.95 BACK. NOTHING IS EVER STATED ABOUT GETTING THE $149 GET STARTED FEE BACK IF NOT SATIFIED AFTER 90 DAYS. THIS ENDS UP COSTING ABOUT $200 JUST TO GET STARTED.

	I WOULD SAY THIS IS A BUYER BEWARE ISSUE. THANKS, (b)(6) Oregon DOJ comments: Consumer Did Not Request Action --- Consumer description: False or misleading representations regarding future income --- Case closed --- Case closed date: 2009-12-16 00:00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 77 of 102	
Reference Number	29439142
Created Date	10/29/2010
Complaint Source	Oregon Department of Justice
Originator Reference Number	FF9631-10
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	10/29/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/29/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SPRINGFIELD
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	3600
Complaint Info Product Service Description	Invest: Other (note in comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	DETAILS ---- GOOD MORNING. MY WIFE AND I HAVE HEARD THE RADIO ADS FOR WORK FROM HOME.COM FOR THE PAST FEW MONTHS. WE DECIDED TO SEE WHAT IT WAS ALL ABOUT. WE WENT ON- LINE TO THEIR WEB PAGE AND WE PAID THE $9.95 FEE TO GET MORE INFO. (THEY WONT GIVE YOU ANY INFO UNLESS YOU PAY.) WE WERE CONTACTED BY A WOMAN IN KENNEWICK, WA WHO IDETIFIED HERSELF AS AN INTAKE HANDLER. WE WERE TOLD THAT A FEDEX PACKAGE WAS COMING AND WE HAD TO READ THE INFORMATION ETC. AND PARTICIPATE IN A TELEPJHONE INTERVIEW IN A FEW DAYS. I FOUND SOME INFO ON THE INTERNET THAT THIS IS A FRONT FOR HERBALIFE VITAMINS THIS COMPANY WILL TAKE THE INITIAL MONEY FROM YOU THEN COAX YOU INTO BUYING ANOTHER PACKET BEFORE TELLING YOU THAT YOU WILL BE SELLING VITAMINS. MY WIFE AND I FEEL THAT CONSUMERS ARE BEING DECIEVED BY THESE ADS AND THIS IS A SCAM. WE FEEL THAT OREGON CONSUMERS SHOULD BE WARNED

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

Record 78 of 102	
Reference Number	30238822
Created Date	04/28/2011
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/28/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/28/2011
Transaction Date	09/01/2010
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	Round Lake
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer 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	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	09/01/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	09/01/2010
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	CS1|CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored|SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have continued to receive emails from the domain i-office.com for a number of years (going on 3 now) and have requested on no less than 4 occassions to be removed from contact lists as I am no longer affiliated with Herbalife. The emails that I have received are obviously mass-generated, with no information as to how to opt-out, or who to contact to affect the subscriber status.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 79 of 102	
Reference Number	30361783
Created Date	03/29/2011
Complaint Source	US Postal Inspection Service
Originator Reference Number	1560711
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	03/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CONWAY
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International of America
Company Address, Line 1	PO BOX 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Tosh
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	Not Reported
Complaint Info Amount Requested Value	$3375.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$4500.00
Complaint Info Product Service Code	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	3/29/2011 AEasterling Responded to radio ad for Income at Home. Paid initial $9.95 for broad overview of the company. Paid $149 for required 1st months personal weight loss products. It was not until this time that Herbalife was the company I was dealing with. Paid $39.95 for more information about the company. Urged to act right away in decision to become a Supervisor distributor--"You don't want to leave any money on the table." Success was guaranteed if I would just follow their training methods and was willing to work hard. Paid $3,175 (includes tax/shipping) upfront for "supervisor" distributorship status. Was sent 6 cases of weight-loss product for resale/reshipping. Company business practices/continued financial investment revealed very methodically during training. Not informed until training almost completed that sales leads would cost me $130 each. Felt that I had to continue in the business due to the time/money invested. Discussed my concerns with Dick Tosh in October 2010. Notified by mentor Maureen Donough 11/22 that she could no longer handle Herbalife and was cancelling her account. that the only

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

Record 80 of 102	
Reference Number	30362705
Created Date	04/07/2011
Complaint Source	US Postal Inspection Service
Originator Reference Number	1561802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	04/07/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/07/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COSTA MESA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	2850 S ROOSEVELT STE 102
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TEMPE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85282
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	6726225
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Kelley
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	4/7/2011 AEasterling When I received the materials and products and told the merchant I did not want them and was invoking his return guarantee, the merchant refused to return my money and refuses to talk to me or return my calls and e-mails
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

DNC COMPLAINT

Record 81 of 102	
Reference Number	27533416
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Las Vegas
Consumer Address, State	NV
Consumer Address, State Name	Nevada
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	herbalife
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	786
Company Phone, Number	8379055
Other Information Created Date	09/02/2010
Other Information Complaint Date	09/02/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	09/01/2010
Other Information Transaction Time	09:00:00
Other Information Comments	It was about I won I $1000.00 prize but I have to paid $130.00 to claim my Prize, so I told the how I will cash my prize so they couldn't answer that, but now they are calling me stated that I have to pay them $600.00 becouse I did not pick up my "package" from the mail. It was a COD... How they got my number is a good question.. thnks for your help...
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No

Other Information Requested Entity to Stop Calling	Yes

Record 82 of 102	
Reference Number	8413232
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	LA
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	HERBALIFE
Company State	TX
Company Phone, Country Code	
Company Phone, Area Code	956
Company Phone, Number	8215222
Other Information Created Date	06/13/2006
Other Information Complaint Date	06/12/2006
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	06/12/2006
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 83 of 102	
Reference Number	9595087
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	WA
Consumer Address, State Name	Washington
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	MywayoutOnline.COM - HERBALIFE
Company State	MI
Company Phone, Country Code	
Company Phone, Area Code	586
Company Phone, Number	2187340
Other Information Created Date	12/21/2006
Other Information Complaint Date	12/20/2006
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	12/20/2006
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 84 of 102	
Reference Number	25143067
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Tucson
Consumer Address, State	AZ
Consumer Address, State Name	Arizona
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Patricia Molina Herbalife.
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	941
Company Phone, Number	7298135
Other Information Created Date	01/18/2010
Other Information Complaint Date	01/18/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/13/2010
Other Information Transaction Time	16:00:00
Other Information Comments	This is a business phone and fax machine. I work from home for an insurance company. One day they called every 3 minutes for hours. Until I took the phone off the hook. Now they are faxing me.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 85 of 102	
Reference Number	30121659
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	West Bend
Consumer Address, State	WI
Consumer Address, State Name	Wisconsin
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Some marketing company for some Herbalife
Company State	WI
Company Phone, Country Code	
Company Phone, Area Code	414
Company Phone, Number	4463791
Other Information Created Date	04/19/2011
Other Information Complaint Date	04/19/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	04/19/2011
Other Information Transaction Time	14:00:00
Other Information Comments	I've asked this company and it's parent company countless times to stop calling you. Now I wish to file a complaint.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 86 of 102	
Reference Number	10954774
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Temecula
Consumer Address, State	CA
Consumer Address, State Name	Califomia
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife Distr.
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	951
Company Phone, Number	4910145
Other Information Created Date	07/02/2007
Other Information Complaint Date	06/29/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	06/29/2007
Other Information Transaction Time	23:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 87 of 102	
Reference Number	11407317
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	napa
Consumer Address, State	CA
Consumer Address, State Name	Califomia
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	08/28/2007
Other Information Complaint Date	08/27/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	08/10/2007
Other Information Transaction Time	00:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 88 of 102	
Reference Number	13754244
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	norfolk
Consumer Address, State	NE
Consumer Address, State Name	Nebraska
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	herbalife ind d
Company State	NE
Company Phone, Country Code	
Company Phone, Area Code	402
Company Phone, Number	8418080
Other Information Created Date	05/07/2008
Other Information Complaint Date	05/06/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	05/06/2008
Other Information Transaction Time	12:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 89 of 102	
Reference Number	27562897
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Phoenix
Consumer Address, State	AZ
Consumer Address, State Name	Arizona
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	AZ
Company Phone, Country Code	
Company Phone, Area Code	520
Company Phone, Number	5826337
Other Information Created Date	09/03/2010
Other Information Complaint Date	09/03/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	09/03/2010
Other Information Transaction Time	14:00:00
Other Information Comments	This company always calls twice 1. First call hangs up on my voice mail message 2. Second call leaves a recorded message asking to call the number provided for information about their products.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	No

Record 90 of 102	
Reference Number	7426022
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	Grove
Consumer Address, State	OK
Consumer Address, State Name	Oklahoma
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	OR
Company Phone, Country Code	
Company Phone, Area Code	541
Company Phone, Number	7673753
Other Information Created Date	01/08/2006
Other Information Complaint Date	01/07/2006
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	01/07/2006
Other Information Transaction Time	11:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 91 of 102	
Reference Number	8306154
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	Stamford
Consumer Address, State	CT
Consumer Address, State Name	Connecticut
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	HI
Company Phone, Country Code	
Company Phone, Area Code	808
Company Phone, Number	2120041
Other Information Created Date	06/01/2006
Other Information Complaint Date	05/31/2006
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	05/31/2006
Other Information Transaction Time	11:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 92 of 102	
Reference Number	27283434
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Miami
Consumer Address, State	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Justin - Herbalife
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	305
Company Phone, Number	4329918
Other Information Created Date	08/09/2010
Other Information Complaint Date	08/09/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	08/09/2010
Other Information Transaction Time	09:00:00
Other Information Comments	When I told him I was on the Do Not Call Registry he wanted to argue and ask if I paid for the service, etc.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 93 of 102	
Reference Number	25138905
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	clearwater
Consumer Address, State	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife Ind. Dist/Patricia Molina
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	941
Company Phone, Number	7298135
Other Information Created Date	01/17/2010
Other Information Complaint Date	01/17/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/16/2010
Other Information Transaction Time	17:00:00
Other Information Comments	These are phone FAXES being sent. We've taken our Phone # off mailing list online like they suggested. The call before this one was at 3:30am about a week ago and woke us out of a deep sleep. We don't know how they got our number to begin with. Thanks for any help you can provide!
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 94 of 102	
Reference Number	25096312
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	MI
Consumer Address, State Name	Michigan
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Kelly Hefferman Herbalife
Company State	MI
Company Phone, Country Code	
Company Phone, Area Code	269
Company Phone, Number	7688623
Other Information Created Date	01/12/2010
Other Information Complaint Date	01/12/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/08/2010
Other Information Transaction Time	12:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 95 of 102	
Reference Number	24322798
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	Sunnyvale
Consumer Address, State	CA
Consumer Address, State Name	Califomia
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife in Mexico
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	916
Company Phone, Number	9338837
Other Information Created Date	10/15/2009
Other Information Complaint Date	10/15/2009
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	10/15/2009
Other Information Transaction Time	10:00:00
Other Information Comments	This is a recorded message in Spanish so I don't know for sure what is being said. I do not use Herbalife products. I get 1 - 7 call a week This is a company phone.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	No

Record 96 of 102	
Reference Number	30121650
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	West Bend
Consumer Address, State	WI
Consumer Address, State Name	Wisconsin
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Some herbalife marketing company
Company State	WI
Company Phone, Country Code	
Company Phone, Area Code	414
Company Phone, Number	4463791
Other Information Created Date	04/19/2011
Other Information Complaint Date	04/19/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	04/19/2011
Other Information Transaction Time	14:00:00
Other Information Comments	I've asked this company and it's parent company countless times to stop calling you. Now I wish to file a complaint.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 97 of 102	
Reference Number	29147115
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Augusta
Consumer Address, State	KS
Consumer Address, State Name	Kansas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Income at home herbalife
Company State	AZ
Company Phone, Country Code	
Company Phone, Area Code	520
Company Phone, Number	3031340
Other Information Created Date	02/09/2011
Other Information Complaint Date	02/09/2011
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	02/09/2011
Other Information Transaction Time	18:00:00
Other Information Comments	I originally contacted the company about earning money from home but once I found out that it was selling Herbalife I requested that they remove my information and not call me. I have received several calls from them and have requested each time that they not call. The caller this evening made some rude noises and hung up when I told him that I had requested his company not to call several times and that my number was on the do not call list. I believe that the company may have sold my information to others.

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

Record 98 of 102	
Reference Number	19344056
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	hallandale
Consumer Address, State	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	herbalife
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	6983261
Other Information Created Date	06/19/2008
Other Information Complaint Date	06/19/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	06/19/2008
Other Information Transaction Time	12:00:00
Other Information Comments	SPEAK SPANISH
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

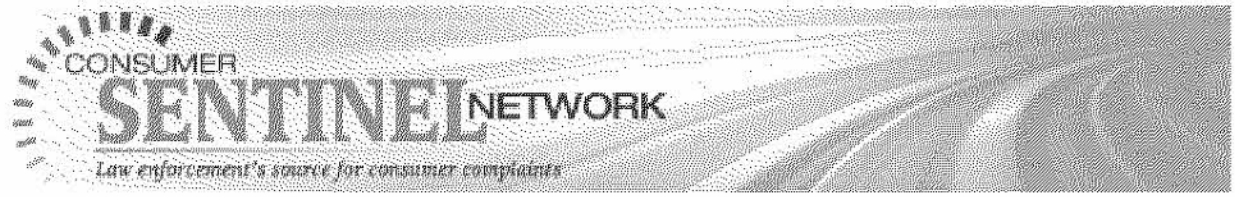
Record 99 of 102	
Reference Number	21146668
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Berkeley
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Lissa Munson - Home-Based Business (Herbalife?)
Company State	MT
Company Phone, Country Code	
Company Phone, Area Code	406
Company Phone, Number	5492509
Other Information Created Date	12/13/2008
Other Information Complaint Date	12/13/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	12/13/2008
Other Information Transaction Time	10:00:00
Other Information Comments	This person said I requested information from a web-site. I never did. She refused to give me the e-mail address on her "list." A company named Quinstreet, Inc. appears to be selling "fake" e-mail addresses attached to real phone numbers and addresses to allow businesses to call and do solicitation. This happened in Nov. with a number of window replacement companies, all said they got an e-mail request from me. One finally told me the e-mail it was NOT even close to my e-mail. He named the firm that he

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

Record 100 of 102	
Reference Number	8567779
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	Daly City
Consumer Address, State	CA
Consumer Address, State Name	Califomia
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife Distr
Company State	WA
Company Phone, Country Code	
Company Phone, Area Code	360
Company Phone, Number	7153250
Other Information Created Date	07/07/2006
Other Information Complaint Date	07/06/2006
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	07/06/2006
Other Information Transaction Time	02:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

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



DNC COMPLAINT

Record 101 of 102	
Reference Number	27026298
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Highlands Ranch
Consumer Address, State	CO
Consumer Address, State Name	Colorado
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Tony from Herbalife
Company State	CO
Company Phone, Country Code	
Company Phone, Area Code	303
Company Phone, Number	5008785
Other Information Created Date	07/15/2010
Other Information Complaint Date	07/15/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	07/15/2010
Other Information Transaction Time	21:00:00
	The person that called was completely

Other Information Comments	arrogant and told me the the do not call registry is a pay service, constantly interrupted me telling me about male enhancement products and then hung up on me when I told him I would be filing a complaint against him and the company. If there is any way to pursue further action against this company I would like to do so.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 102 of 102	
Reference Number	25421967
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	clearwater
Consumer Address, State	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife Ind. Dist/Patricia Molina
Company State	FL
Company Phone, Country Code	
Company Phone, Area Code	941
Company Phone, Number	7298135
Other Information Created Date	02/12/2010
Other Information Complaint Date	02/12/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	02/11/2010
Other Information Transaction Time	17:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

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

Chender, Julian M.

FOIA-2012-00806

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Wednesday, April 18, 2012 10:49 AM

FEDERAL TRADE COMMISSION
RECEIVED

APR 18 2012

FOIA BRANCH
GENERAL COUNSEL

name = Karina Frayter
staddr = 900 Sylvan Avenue
city = Englewood Cliffs
state = NJ
zipcode = 07632
telno = 201-735-3117
faxno =
email = karina.frayter@nbcuni.com
coinfo = Dear Sir/Madam:This is a request under the Freedom of Information Act. I request information on the number of complaints filed with the FTC against Herbalife, located at 950 West 190th Street, Torrance, CA 90502, in the years 2000-2012 (pls breakdown numbers for each year). I request a waiver of all fees for this request. Disclosure of the requested information to me is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the government and is not in my commercial interest.If you need to discuss this request, I can be reached at 201-735-3117. Thank you for your consideration of my request.This is a time sensitive inquiry and if you expedite the request, I would greatly appreciate it.Sincerely,Karina Frayter CNBC| Markets Producer Office: (201)735-3117 Email: Karina.Frayter@nbcuni.com
EdSciName =
privatelawname =
describe = News Media
medianame = CNBC
money = None
B13 = Submit

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

Karina Frayter
CNBC
900 Sylvan Avenue
Englewood Cliffs, NJ 07632

MAY 0 1

Re: FOIA-2012-00806
Herbalife

Dear Ms. Frayter:

This is in response to your request dated April 18, 2012 under the Freedom of Information Act seeking access to the number of complaints filed against Herbalife by year for the time period 2000-2012. In this request you asked for expedited treatment and a fee waiver.

We are denying your request for expedited treatment because you have not shown that you meet the standard for such treatment. In order to receive expedited processing, the FOIA requires the requestor to show "compelling need" for the records. The requester can demonstrate this in two ways: by establishing that his or her failure to obtain the records quickly "could reasonably be expected to pose an imminent threat to the life or physical safety of an individual," or, by showing that he or she is a "person primarily engaged in disseminating information", and that an "urgency to inform the public concerning actual or alleged Federal Government activity" exists. *See* 5 U.S.C. § 552 (a)(6)(E)(v). You have not made the required showing.

In accordance with the FOIA and agency policy, we have searched our records, as of April 18, 2012, the date we received your request in our FOIA office. We have located one responsive record (enclosed), to which we grant you full access.

Your request for a fee waiver is moot because we did not incur any fees in processing your FOIA request.

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580 or by facsimile at (202) 326-2477, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Julian Chender at (202) 326-2631.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed: Number of complaints

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

FOIA-2012-00806

Database: Consumer Sentinel Network

Search Term: Herbalife

Search as of: April 18, 2012

Number of Complaints:

2012: 18

2011: 37

2010: 36

2009: 12

2008: 15

2007: 19

2006: 1

Note: Due to the Consumer Sentinel Network data retention policy, most complaints older than five years are purged from the system at six month intervals.

Chender, Julian M.

FOIA-2012-01131

From: KEVIN LOW (b)(6)
Sent: Sunday, July 15, 2012 4:27 PM
To: FOIA
Subject: Information Request - Herbalife Consumer Complaints

FEDERAL TRADE COMMISSION
RECEIVED

JUL 16 2012

FOIA BRANCH
GENERAL COUNSEL

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

Dear Sir/Madam:

This is a request under the Freedom of Information Act. I request that a copy of the following document(s) be provided to me: any Complaint Detail Reports, or similar reports if the name has changed, regarding Herbalife International Inc. for the years 2011-2012 as of July 15, 2012. This request is similar to request "FOIA Request No. 2002-324" but covers a different time period.

In order to help determine fees, you should know that I am a an individual. I have removed the optional fee section in the hope this request would avoid any fees, but please let me know if fees are required.

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

If you need to discuss this request, I can be reached at (b)(6) Thank you for your consideration of my request.

Sincerely,

Kevin Low

(b)(6)

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

AUG 06 2012

Kevin Low
(b)(6)

Re: FOIA-2012-01131
Herbalife International, Inc.

Dear Mr. Low:

This is in response to your request dated July 15, 2012, under the Freedom of Information Act seeking access to consumer complaints filed against Herbalife International, from January 1, 2011 to July 15, 2012. In accordance with the FOIA and agency policy, we have searched our records, as of July 16, 2012, the date we received your request in our FOIA office.

We have located 314 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Seven pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

I am withholding 7 responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C.§ 57b-2(f), *see Kathleen McDermott v. FTC, 1981-1 Trade Cas.* (CCH) ¶ 63964 (D.D.C. April 13, 1981).

Enclosed are 307 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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

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

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

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Andrea Kelly at (202) 326-2836.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed: 307 pages

CONSUMER

NETWORK

Law enforcement's source for consumer complaints

CIS COMPLAINT

Record 1 of 77	
Reference Number	29084484
Created Date	02/07/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2011
Transaction Date	12/10/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Leawood
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	950 West 190th St.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	1001
Company Phone, Country Code	
Company Phone, Area Code	650
Company Phone, Number	4777217
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Danny
Company Rep Middle Name	

Company Rep Last Name	Singson
Company Rep Salutation	
Company Rep Comments	Sales
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/10/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	12/10/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$209.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	$209.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I was interested in earning income from home so I purchased for $9.95 a DVD from incomeathome.com website to find additional information. Then, Danny Singson contacted me and they have you listen to these phone tapes about how much money you can make from home and they give you all of these testimonials. They never tell you what the product is or what you would be doing from home. Prior to the first phonecall from your "sales mentor" they have you listen to the DVD and do workbook pages. Then, you have your phone call. They have you listen to some more testimonials about the product (you still don't know what it is you would be selling or doing from home). Then, they tell you that to move on they need to send you the "start up package" for $199.95. At the end of this call, they tell you it is Herbalife. Then, you still don't know what you would be doing for them. So, they set up an online

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

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

Record 2 of 77	
Reference Number	30238822
Created Date	04/28/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/28/2011
Updated By	CRSS\bsturm
Updated Date	05/18/2011
Agency Contact	Internet
Complaint Date	04/28/2011
Transaction Date	09/01/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Round Lake
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	09/01/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	09/01/2010
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1|CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored|SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have continued to receive emails from the domain i-office.com for a number of years (going on 3 now) and have requested on no less than 4 occassions to be removed from contact lists as I am no longer affiliated with Herbalife. The emails that I have received are obviously mass-generated, with no information as to how to opt-out, or who to contact to affect the subscriber status. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 77	
Reference Number	30361783
Created Date	03/29/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1560711
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	03/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CONWAY
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America
Company Address, Line 1	PO BOX 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Tosh
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	Not Reported
Complaint Info Amount Requested Value	$3375.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$4500.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	3/29/2011 (b)(6) Responded to radio ad for Income at Home. Paid initial $9.95 for broad overview of the company. Paid $149 for required 1st months personal weight loss products. It was not until this time that Herbalife was the company I was dealing with. Paid $39.95 for more information about the company. Urged to act right away in decision to become a Supervisor distributor--"You don't want to leave any money on the table." Success was guaranteed if I would just follow their training methods and was willing to work hard. Paid $3,175 (includes tax/shipping) upfront for "supervisor" distributorship status. Was sent 6 cases of weight-loss product for resale/reshipping. Company business practices/continued financial investment revealed very methodically during training. Not informed until training almost completed that sales leads would cost me $130 each. Felt that I had to continue in the business due to the time/money invested. Discussed my concerns with Dick Tosh in October 2010. Notified by mentor Maureen Donough 11/22 that she could no longer handle Herbalife and was cancelling her account. that the only ones making any

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

Record 4 of 77	
Reference Number	30362705
Created Date	04/07/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1561802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	04/07/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COSTA MESA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	2850 S ROOSEVELT STE 102
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TEMPE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85282
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	6726225
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Kelley
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	4/7/2011 (b)(6) When I received the materials and products and told the merchant I did not want them and was invoking his return guarantee, the merchant refused to return my money and refuses to talk to me or return my calls and e-mails
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 77	
Reference Number	30508092
Created Date	05/05/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001238968
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	05/05/2011
Updated By	BBBVABC-USER
Updated Date	11/03/2011
Agency Contact	External Agency
Complaint Date	05/05/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ONEIDA
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	210 9250 120 St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SURREY
Company Address, State Code	BC
Company Address, State Name	British Columbia, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Tejinder Singh
Company Rep Middle Name	
Company Rep Last Name	Matharu
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Cythia Robinson uses high pressure imature selling-business practices. I never seen in business this kind of nonsence. Going on about giveing her money. Forcing me to take a loan. Very imature child like. She is a thief and she is stealing from people left and right. These Herbalife Distributors should be watched. --- Additional Comments: Refunding people's money.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 77	
Reference Number	30525117
Created Date	02/22/2011
Complaint Source	BBB IN Fort Wayne
Originator Reference Number	03520026035116
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBFTWN-USER
Entered Date	02/22/2011
Updated By	BBBFTWN-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/22/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	9805 Secluded Lane
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	FORT WAYNE
Company Address, State Code	IN
Company Address, State Name	Indiana
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	46835
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$334.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was under the impression that they would supply a list of customers. I wrote to Mr. Locker that I did not want to sell Herbalife and returned the $299.00 plus I paid with my debit card. It cost an additional $35.00 to return his products. I asked him to credit my account and to advise me that he received the products and how long would it take to process the credit. I wrote him several times without a word from him. --- Additional Comments: I want my money credited back to my debit card for the products I returned. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 77	
Reference Number	30711362
Created Date	04/04/2011
Complaint Source	BBB DE Wilmington
Originator Reference Number	02510008552942
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEL-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	NEWARK
Consumer Address, State Code	DE
Consumer Address, State Name	Delaware
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	MainStream Nutrition Club - Herbalife
Company Address, Line 1	163 E. Main Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEWARK
Company Address, State Code	DE
Company Address, State Name	Delaware
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	19711
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	302444
Company Phone, Extension	
Company Email	
Company Website	http://www.mainstreamnutrition.com/
Company Rep First Name	Stephen
Company Rep Middle Name	
Company Rep Last Name	Fangman
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I went into this business just assuming they provided nutritional shakes/supplements to the general public. Once inside, they tried to sell me on their line of products and nutritional counseling. The problem is that none of the employees are formally trained in nutrition, or are Registered Dietitians or Nutritionists. None of the employees actually had a background in nutrition, all they learned was from the literature from the company that provided their products. In an establishment such as this, I feel that it it unfair to the public to have uneducated people advising others on nutritional counseling, with no factual knowledge of actual nutrition. As an individual who holds a bachelors degree in Nutrition, this was vary disturbing and felt unethical to me because the information that the individuals were giving me was inaccurate and misleading. --- Additional Comments: I would implore the business to acquire knowledgable staff with nutritional

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

Record 8 of 77	
Reference Number	30777181
Created Date	04/04/2011
Complaint Source	Washington, Attorney General
Originator Reference Number	384949
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PASCO
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$450.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I am a 64 year old woman, who is disabled with many diseases, including Type-1 Diabetes for which I am currently taking insulin up to four times a day depending on my sugar levels. Yesterday, Saturday, April 2, 2011 two neighbors who are private distributors for Herbalife came to my home after my son (b)(6) (b)(6) noticed the logo of Herbalife (which neither I nor Jaime were familiar with,) on the back of their van and asked one of the distributors if they sold anything that was good for the pancreas. The guy's name, who my son spoke to is Jesus, and they currently have a business that sells Herbalife Products located at 1320 N. 4th Ave., Suite A-1, Pasco, WA 99301. Their phone numbers are (509) 987-0178 & (509) 987-8082. Both Jesus and Rosalinda spent about an hour in my home located at 1222 W. Ainsworth St., Pasco, WA 99301. Eventhough my son only asked for a product which could help my diabetes, and all

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

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

Record 9 of 77	
Reference Number	30985052
Created Date	04/26/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001426289
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/26/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILWAUKEE
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On April 20, 2011 an agent for this company (_____)made an unauthorized charge to my checking account Via Debit transaction. On or about Febuary 21, 2011 _____ a representative of Online Business Systems Herbalife International; made an approved by me debit charge to my checking account in the amount of $39.95 usd. This transaction was supposed to be a one time charge for an information package about the online business system and how it works. Shorty after receiving the packet I was contacted by _____. During a phone interview he proceeded to try to recruit me to join the Herbalife International business family. I refused at the time due to the lack of information given at the time of our phone conversation. He continued to try to get me to join by using the company's BBB accreditation to among other things to influence me to proceed with a start up deal that required me to send him $399.00 usd to begin a business. I refused. I continued to receive emails from him up until on or about March 5, 2011 in an attempt to get me to buy into the business. I never replied to his emails. On 4/20/2011 _____ completed another debit charge to my checking account

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

Record 10 of 77	
Reference Number	31000951
Created Date	05/23/2011
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057202040
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSPMN-USER
Entered Date	05/23/2011
Updated By	BBBSPMN-USER
Updated Date	04/21/2012
Agency Contact	External Agency
Complaint Date	05/23/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN ANTONIO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 W 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Sal
Company Rep Middle Name	
Company Rep Last Name	Cordova
Company Rep Salutation	
Company Rep Comments	Administrator
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	will not give my refundall I was trying to do was to find home bass job,because I can not work, I'm handy cap, and wheele chair bound,and I am on SSI so I call them to get started I had to pay start up for the book and c d, and I give them my card no. to get started. but when I told by a mentor welcome to the team.they would send me some stuff to get going, they would back with me and hung up. then I had bad filing about it, so I went on line yo check my checking acc. and they out $295905. so I called back, I was told thatI knew what I was getting to. I try to stop the shipment, but was all ready ship and not stop it, but when I got the load I refused it and sent it back. as of fedex tracking they got the load back on the 23rd of april. now they say it has to go through a bunch of dept. before they could it back in my bank acc. all they are doing is draging there feet. the fedex tracking is 997378250117470 and there case no is USRF 026446 all I have right now 11.00 in the bank,and my power is over due,and I can not pay it,until I get money back in the bank, and they are going cut off unless I can something on it --- Additional Comments: I just my money back in my bank acc., and they go there way and I go mine'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 77	
Reference Number	31016827
Created Date	06/01/2011
Complaint Source	BBB AB Calgary
Originator Reference Number	00170001163772
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCAAB-USER
Entered Date	06/01/2011
Updated By	BBBCAAB-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	06/01/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SARNIA
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife of Canada Ltd.
Company Address, Line 1	120, 4550 - 25 Street SE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CALGARY
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	dominiques@herbalife.com
Company Website	http://www.herbalifeww.com/ca/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact

Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I joined Herbalife around apr 3/11. I joined as a distributor to get 50% off the products when I sell to a customer. They want you to buy leads with out explaining that these are unrefundable and the company is in Barbados, so no chance of getting your money back. First I ordered a canadian lead which my coach did not tell me to not to order so I lost $500.00 when I quit but he told me oh do not worry just order 2 more leads from the states.So there went another $1000.00 so now I am out 1500.00 dollars. Then they make you order all these starter packs around 2000.00 and 1400 dollars of stock. At this time they never issue proper receipts the order is all done with your coach on the phone. Of course by this time they have your credit card #. It was constantly having to pay for this or that and leads never amounting to anything. As far as I am concerned this is a pyramid scheme. So around 3 weeks I just felt I was getting scammed and left to flounder in this business. The coaching I was promised was never really there cause the coach is to busy

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

Record 12 of 77	
Reference Number	31339975
Created Date	07/01/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/01/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/01/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lawrence
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	PO BOX
Company Address, Line 2	90080
Company Address, Line 3	
Company Address, City	Los Angelos
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Annie
Company Rep Middle Name	
Company Rep Last Name	Hsu
Company Rep Salutation	
Company Rep Comments	customer service
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Phone: international call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$14477.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$14477.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife charged my debit card for a standing order that I did not place. It took me hours on the phone, long distance, to straighten this out. I cancelled the order, but they took the money from my account, then sat on it. I had to contact them, repeatedly, three times total, they kept telling me they refunded it, and the bank had it, and on and on and on in an effort to force me to give up and let them keep the money, and the money is still not in my account. I kept checking with the bank, of course, they had everything in order, and are just as upset about this as I am. I canceled my distributorship, the card, everything I could to to prevent them from taking the money, but it failed. I got more song and and dance about how they refunded it, but they didnt!!! I kept printed records of their activity, and I have to proof that this happened to me. Only after I repeatedly threatened them that I intended to contact you and the KS attorney general, did they finally send the money. They sent it back to the card I TOLD THEM I had invalidated, again, in an effort to prevent me from getting my money back!!! I called my bank and they will manually transfer it sometime today. I

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

Record 13 of 77	
Reference Number	31809946
Created Date	07/30/2011
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094355692
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCHIC-USER
Entered Date	07/30/2011
Updated By	BBBCHIC-USER
Updated Date	02/22/2012
Agency Contact	External Agency
Complaint Date	07/30/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	RENO
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	3836 S Hermitage Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CHICAGO
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	When I first started with this company I asked several questions I ask if this is a pyramid and did I have to stock merchandise in my house and both questions were no. Then I was asked witch plan I wanted and there were two different plans and I went to the larges plan witch was $399.00 and so after that we had our first call back and It started out like this you can order $3000.00 worth of products and you can be a supervisor and stock you house with products but with the Health board you can not stock any products for sale in nevada. One of the distributers was name Teresa Dietz and the other was Irena. I am not working at this time and could not afford it. It was a pyramid and they wanted me to stock merchandise witch that was one of the first question, we gave them $400.00 and only received $125.00 with charges of restocking fees, and other charges. We think we got two not good distributers because we were lied to alot. The pryamid the stocking in our house also having someone cut you down and the other one not saying anything and telling you should grow up in so many words. --- Additional Comments: Look into Irena (world Team Member) and people that are working fraudulent with Herbalife mainly look into people that treat others with no respect '

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

Record 14 of 77	
Reference Number	32121321
Created Date	08/22/2011
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001236387
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	08/22/2011
Updated By	BBBMWON-USER
Updated Date	04/19/2012
Agency Contact	External Agency
Complaint Date	08/22/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WEST MEMPHIS
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://ozzygirl.theonlinebusiness.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I responded to an email for online work from home today 8/20/11. The website link took me to a page that listed a woman's (Kelly Richards) success story of online work at home, it also stated that this online business opportunity was advertised on MSNBC,CNN,ABC,USA Today and BBC. It also showed the BBB symbol and stated that it was a BBB approved business. The article instructed the viewer to fill out a short form which I did. The information given in the article stated that the form was to receive a starter kit that cost $3.00 (actually $2.97) and that was the entire cost; it also stated that this work at home opportunity was performed online only and that there was nothing to buy and nothing to sell. If it had not made that statement, I would not have gone any further, as I have checked into these offers before soon to find they were just scams. When I filled out the form to order the work at home kitthe cost for the kit was suddenly offered for freebut

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

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

Record 15 of 77	
Reference Number	32595938
Created Date	09/02/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098635468
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/02/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/02/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JACKSONVILLE
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They began taking money out of my bank account after I was no longer a subscriber to Herbalife with no warning. Just went in account and took it. --- Additional Comments: Give me my money back and take my name, phone number, address, and bank account off of their records. Within 30 days this company has taken 15.95 on 3 separate intervals right out of my account without even letting me know.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 16 of 77	
Reference Number	32800408
Created Date	09/26/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098640191
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/26/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JAMAICA
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Fake cnbc site used in deceptive advertising to promote distributorship of their products and other services --- Additional Comments: Destroy my credit card information and do not use it for the $39.00 within the two week period like the distributor Victoria Zalesky, recruitingvzonlinebiz.Com and her mentor threatened me with, based on deceptive advertising, and to take down the fake news site at cnbc-news.Co/news/home-bizopp-0357.Html?Qhcq and to refund my $9.95 after the return of the so called starter package.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 77	
Reference Number	32963622
Created Date	08/31/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001434709
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	08/31/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	08/31/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BOOTHBAY
Consumer Address, State Code	ME
Consumer Address, State Name	Maine
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	4628 Meramec Blvd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EUREKA
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	314
Company Phone, Number	7325776
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$455.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On or around 8-5-11 I contacted an online business which seemed right for me. It advertised taking orders over the internet for a business. I contacted the company. It had no information as to who the business was. I received a call from _____ stating she would be sending me out a package in the mail with all the details. I received the package on or around the 7th of August. In that information package their again was no information to the business. It wasn't until August 10th when _____ called that I found out the business was Herbalife. I still was under the impression that I would be taking orders over the internet from this company and getting paid for it. When she called on the 10 she ask me for a credit card number so that she could send me out more products so I could try them out. Her words were if you are going to sell the products you need to know how they work. Which is very true. But I still felt a little hesitatant. The stupidity on my part was 399.00. She then set me up to look at other information and training on the computer. And at that point I realized that I would have to advertise and sell these products. I expressed my concern with ____ because I felt I was being pressured into going to the supervisor level immediately which would involve me spending more money. I have no idea how much because I put a stop to

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

Record 18 of 77	
Reference Number	33034540
Created Date	10/03/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098641809
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/03/2011
Updated By	Kishor Gangavarapu
Updated Date	10/20/2011
Agency Contact	External Agency
Complaint Date	10/03/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ESCONDIDO
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They wonapost give me my money back!!! --- Additional Comments: I would like my money back minus the product of course.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 20 of 77	
Reference Number	33320418
Created Date	10/12/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001245057
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	10/12/2011
Updated By	BBBVABC-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/12/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	210 9250 120 St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SURREY
Company Address, State Code	BC
Company Address, State Name	British Columbia, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	604
Company Phone, Number	5802111
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Tejinder Singh
Company Rep Middle Name	
Company Rep Last Name	Matharu
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

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

Record 21 of 77	
Reference Number	33320840
Created Date	10/04/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022120561
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	10/04/2011
Updated By	BBBSAUT-USER
Updated Date	03/03/2012
Agency Contact	External Agency
Complaint Date	10/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)||
Consumer Middle Name	||
Consumer Last Name	b(6)|b(6)|b(6)
Consumer Salutation	||
Consumer Address, Line 1	b(6)||
Consumer Address, Line 2	||
Consumer Address, Line 3	||
Consumer Address, City	WEST JORDAN||
Consumer Address, State Code	UT||
Consumer Address, State Name	Utah||
Consumer Address, Country Code	USA||
Consumer Address, Country Name	UNITED STATES||
Consumer Address, ZIP Code	b(6)||
Consumer Address, ZIP Code Extension	||
Consumer Home Phone, Country Code	||
Consumer Home Phone, Area Code	||
Consumer Home Phone, Number	||
Consumer Work Phone, Country Code	||
Consumer Work Phone, Area Code	||
Consumer Work Phone, Number	||
Consumer Work Phone, Extension	||
Consumer Fax, Country Code	||

Consumer Fax, Area Code	‖
Consumer Fax, Number	‖
Consumer Cell Phone, Country Code	‖
Consumer Cell Phone, Area Code	‖
Consumer Cell Phone, Number	‖
Consumer Email	b(6)‖
Consumer Age range	‖
Consumer Military Status	‖
Consumer Military Station	‖
Consumer Complaining Company/Org	‖
Consumer Military Service Branch	‖
Company Name	Herbalife
Company Address, Line 1	105 S State St PMB 304
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	OREM
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Jaime
Company Rep Middle Name	
Company Rep Last Name	Winn
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

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

Responded	
Complaint Info CRA Dispute Resolved	

Record 22 of 77	
Reference Number	33325391
Created Date	10/14/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098644421
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/14/2011
Updated By	Kishor Gangavarapu
Updated Date	11/20/2011
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HASTINGS
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I pulled out of Herbalife, they have a 30 day money back guarantee to try their services. I want my $200 dollars back. --- Additional Comments: I want my $200 dollars back like what it said on their site.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 23 of 77	
Reference Number	33526084
Created Date	10/11/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001437571
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	10/11/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/11/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PITTSBURGH
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I was interested in working for home, I purchased a packet that was refundable for $9.95. I was not interested returned packet and didnt get a refundI was listening to a radio show and heard about the company. I then looked it up on my computer, and paid a refundable $9.95 to get the starter packet. This purchase was made 8/16/11. I do have my bank statements to show that this amount was taken out of my account. I used my debit card to make this purchase. About few days later my coach I was assigned to ____(i'm not sure if that is spelled right)called to the discuss starting the business, but I hadn't received my packet yet so it set up a time to call me again the following week, which I can show on my phone bill call log. He then told how much it was going to cost to start the business, and I then lost interest which I voiced to him. He then told me that that was find and just to send the packet back and I would receive my money back. I never opened the packet so I took it back to the post office and they marked the packet refused and returned it to the sender. I went to the post office on 9/3/11. On 9/23/11 I submitted a complaint via their website about not receiving my

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

Record 24 of 77	
Reference Number	33638808
Created Date	11/23/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	ELOUDERMILK
Entered Date	11/23/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	11/23/2011
Transaction Date	10/15/2011
Member of armed forces or dependant?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Whitehouse
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	Military Retiree/Veteran
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Army
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	8680891
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Jason
Company Rep Middle Name	
Company Rep Last Name	Montier
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/15/2011
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$5.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$45.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer responded to an ad on "Craigs List" for a diet suppliment advertised for $4.95 by Herbalife . Consumer decided not to go thru with this order because it also stated that $39.95 would be also be debited to their account. Consumer was contacted by phone by the distributor who promised if she tries this product, her account would not be charged any more than $4.95. Today she says the $39.95 is on her debit account and she has been unable to contact the distributor. Says she did get the sample but does not know what the $39.95 charge is for.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 25 of 77	
Reference Number	33657198
Created Date	11/25/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/25/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/25/2011
Transaction Date	11/07/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Winston Salem
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife distributor dba Amy Montgomery
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	801
Company Phone, Number	9389212
Company Phone, Extension	
Company Email	amy.montgomery@comcast.com
Company Website	
Company Rep First Name	Amy
Company Rep Middle Name	
Company Rep Last Name	Montgomery
Company Rep Salutation	
Company Rep Comments	home business

Complaint Info Initial Contact

Method	Phone
Complaint Info Initial Contact Date	11/07/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	11/07/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$10.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$50.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I initially responed to a pop up internet advertisement on a home business opportunity and agreed to purchase a "Start up home business package" for $9.95 and also gave my mailing address, debit card information. I was unaware of this only being a "trial" for some 10 days according to the response I got from miss Amy Montgomery when I asked for my money back after being charge an additional $39.95 for this so called start up package I received in the mail.She called me after I received the "package" and asked me to review the cd/and read the booklet and write down the answers to the questions on 1 particular page in the booklet and then return her emails. The booklet which is mostly vague advertisement(the dvd was the same thing vague advertisement), I was instructed to call my "mentor" who would "hold my hand" in starting my own business provided the company felt I could follow simple instructions and "would fit " into their "team". When I played the dvd that was in a booklet sent to me in the mail(this was the

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

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

Record 26 of 77	
Reference Number	33741796
Created Date	11/18/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098651597
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/18/2011
Updated By	Kishor Gangavarapu
Updated Date	01/05/2012
Agency Contact	External Agency
Complaint Date	11/18/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SIOUX FALLS
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Tried to be part of their business and did not like it and wanted to cancel my membership but they continue to charge me for the last four months --- Additional Comments: Refund the money charged to me and cancel my membership.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 27 of 77	
Reference Number	33765469
Created Date	12/02/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	LSHROPSHIRE
Entered Date	12/02/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/02/2011
Transaction Date	10/28/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Anchor Point
Consumer Address, State Code	AK
Consumer Address, State Name	Alaska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	403
Company Phone, Number	2550822
Company Phone, Extension	
Company Email	awalchuk@theonlinebusiness.com
Company Website	
Company Rep First Name	Arthur
Company Rep Middle Name	
Company Rep Last Name	Kowalchuk
Company Rep Salutation	
Company Rep Comments	Coach

Complaint Info Initial Contact

Method	Internet Web Site
Complaint Info Initial Contact Date	10/28/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$399.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer responded to a work at home plan with Herbalife. Consumer used her cc to pay for work plan. Consumer thinks that this may be a scam. Consumer was referred to website for further info.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 28 of 77	
Reference Number	33803581
Created Date	12/06/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	EQUINONEZ
Entered Date	12/06/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/06/2011
Transaction Date	12/05/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Laredo
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	754
Company Phone, Number	3001591
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Eduardo|Jose
Company Rep Middle Name	|
Company Rep Last Name	Reyes|Lopez
Company Rep Salutation	
Company Rep Comments	|
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	12/05/2011
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

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

Record 29 of 77	
Reference Number	33907917
Created Date	11/29/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098653039
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/29/2011
Updated By	Kiran Singireddy
Updated Date	01/11/2012
Agency Contact	External Agency
Complaint Date	11/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PORT TOWNSEND
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was duped by herbalife, lost $10 once I realized it was a scam have to send materials at my own expense, threatened with $40 for materials. HELP. --- Additional Comments: I want my money back.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 30 of 77	
Reference Number	34237431
Created Date	12/20/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098657663
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/20/2011
Updated By	Adam D asmitley
Updated Date	03/13/2012
Agency Contact	External Agency
Complaint Date	12/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)‖
Consumer Middle Name	‖
Consumer Last Name	b(6)‖b(6)‖b(6)
Consumer Salutation	‖
Consumer Address, Line 1	b(6)‖
Consumer Address, Line 2	‖
Consumer Address, Line 3	‖
Consumer Address, City	FORT WORTH‖
Consumer	

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

Phone, Country Code	‖
Consumer Cell Phone, Area Code	‖
Consumer Cell Phone, Number	‖
Consumer Email	b(6)‖
Consumer Age range	‖
Consumer Military Status	‖
Consumer Military Station	‖
Consumer Complaining Company/Org	‖
Consumer Military Service Branch	‖
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	One of their representatives, Carl, took money out of my checking account without authorization or notification that he was doing so. --- Additional Comments: To refund my $39.95 via company check mailed to me immediately.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 31 of 77	
Reference Number	34882849
Created Date	01/26/2012
Complaint Source	BBB TX Houston
Originator Reference Number	09150008894920
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBHOTX-USER
Entered Date	01/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SOUTH HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc (HQ)
Company Address, Line 1	950 West 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	'
Complaint Info Amount Requested Method	'
Complaint Info Amount Requested Value	'
Complaint Info Amount Paid Method	'
Complaint Info Amount Paid Value	'
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	'
Complaint Info Law Violation Description	'
Complaint Info Statute Code	'
Complaint Info Statute Description	'
Complaint Info Topic Code	'
Complaint Info Topic Description	'
Complaint Info Comments	Additional Comments: '
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 32 of 77	
Reference Number	35014841
Created Date	02/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/13/2012
Updated By	CRSS\rmiller
Updated Date	02/15/2012
Agency Contact	Internet
Complaint Date	02/13/2012
Transaction Date	03/02/2010
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Little Rock
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc.
Company Address, Line 1	950 W. 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	1001
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	
Company Website	
Company Rep First Name	Monica
Company Rep Middle Name	
Company Rep Last Name	Munoz
Company Rep Salutation	
Company Rep Comments	Sr. Refund Representative

Complaint Info Initial Contact

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

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

Record 33 of 77	
Reference Number	35216661
Created Date	01/31/2012
Complaint Source	BBB MO Kansas City
Originator Reference Number	06740008897708
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBKCKS-USER
Entered Date	01/31/2012
Updated By	BBBKCKS-USER
Updated Date	05/22/2012
Agency Contact	External Agency
Complaint Date	01/31/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	10030 N Ambassador Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	KANSAS CITY
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	64153
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	816
Company Phone, Number	5841327
Company Phone, Extension	
Company Email	bharris@kc.rr.com
Company Website	http://www.kcnutrition.com
Company Rep First Name	Brad
Company Rep Middle Name	
Company Rep Last Name	Harris
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I worked at KC Nutrition as an assistant for Alexis Pelfrey for a short time last October 2011. Unfortunately, I had to quickly resign my position due to new family obligations while simultaneoulsy attending school full time at KUMed. It was awful resigning my job after recently being hired; I had only worked a couple of weeks at that point. Alexis Pelfrey stated she would mail me my paycheck, and she was sympathetic to my situation.I am still waiting for my paycheck from October of last year. I have contacted Alexis Pelfrey via telephone, e-mail, and text message multiple times. Alexis Pelfrey responded via text a couple of times stating she will send my check in the mail. Alexis Pelfrey never called me back after my phone call attempts. Earlier this month I spoke with Pam Harris, one of the owners of KC Nutrition, and asked her to inform Alexis that I was trying to reach her. Again, I received a text from Alexis stating she would mail my paycheck. After ten days, I do not have my paycheck. The reason why I am reporting this issue to the Better Business Bureau is to make other potential customers and prospective employees aware of the lack of communication and execution

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

Record 34 of 77	
Reference Number	35225554
Created Date	01/20/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665103
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/20/2012
Updated By	Rushen, Mary
Updated Date	05/09/2012
Agency Contact	External Agency
Complaint Date	01/20/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DENTON
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I thought I was being recruited as a wellness coach. Turned into sales pitch and pressure to buy product. Hard time shutting down account. --- Additional Comments: I would like for Herbalife to refund the $107.43 I put on my credit card to open up a business kit. I would also like them to promptly shut down my online distributor account so that no future billing and transactions can be made without my permission.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 36 of 77	
Reference Number	35709984
Created Date	03/14/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/14/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/14/2012
Transaction Date	03/12/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

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

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	18 - 19
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International, Inc. |Wellness Depot
Company Address, Line 1	800 West Olympic Blvd|1611-B Douglas Blvd
Company Address, Line 2	Suite 406|
Company Address, Line 3	|
Company Address, City	Los Angeles|Roseville
Company	

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

Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	03/12/2012
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	03/12/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$67.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$60.00
Complaint Info Product Service Code	4007
Complaint Info Product Service Description	Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint	

Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was told this was a job interview to be an nutrition coach. When I got there I did not get an interview, I was given a pitch on the Herbalife products. I talked to a representative and was pressured to sign up. I was not told I would have to pay. There was a long line of people behind me to register so I felt pressured to enter my information as quickly as possible. After giving my credit card information for the 59.99 payment and my social security number I decided to cancel. I was told I could not get a refund. I was tricked into thinking I was going to be a nutrition coach, when it was really a distributor position for Herbalife products that costs 59.99 to be a part of.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 37 of 77	
Reference Number	35717267
Created Date	10/31/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098647985
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/31/2011
Updated By	Adam D asmitley
Updated Date	03/13/2012
Agency Contact	External Agency
Complaint Date	10/31/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)‖
Consumer Middle Name	‖
Consumer Last Name	b(6)‖b(6)‖b(6)
Consumer Salutation	‖
Consumer Address, Line 1	b(6)‖
Consumer Address, Line 2	‖
Consumer Address, Line 3	‖
Consumer Address, City	PALM COAST‖
Consumer	

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

Phone, Country Code	‖
Consumer Cell Phone, Area Code	‖
Consumer Cell Phone, Number	‖
Consumer Email	b(6)‖
Consumer Age range	‖
Consumer Military Status	‖
Consumer Military Station	‖
Consumer Complaining Company/Org	‖
Consumer Military Service Branch	‖
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Company used bait and switch tactics and is refusing to issue a refund. --- Additional Comments: I would like a full refund of all monies spent to any indivdual who lost and reported money to you that was lost to them in above stated fashion. Also any and all local, state, and federal prosecution to all parties involved in said complaintltbr/gtltbgt Desired Settlement: Other (requires explanation)lt/bgt'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 38 of 77	
Reference Number	35719450
Created Date	01/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665246
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/23/2012
Updated By	Adam D asmitley
Updated Date	06/11/2012
Agency Contact	External Agency
Complaint Date	01/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WEST JORDAN
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I had a sales rep scam me...didnapost know there was a return policy...got PROMISED a refund for my product amp only got refunded MY shipping money! --- Additional Comments: I want my money back for the product amp NOT just the money that I put into providing proof for them to get a refund! The $38.45 that was refunded to me did NOT cover the product I bought and disliked...it ONLY refunded the money I forked out for my shipping!! I would also like their sales rep fired from selling product anymore! She is not a good sales rep.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 39 of 77	
Reference Number	35722998
Created Date	02/03/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098668354
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/03/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FAIR OAKS
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was charged $39.95 for materials that I did not want or knowingly agree to pay $39.95 for. --- Additional Comments: Credit back the $39.95 they charged my credit card on 1/26/2012.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 40 of 77	
Reference Number	35792875
Created Date	02/13/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098670677
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/13/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WATERLOO
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife has resorted to deceptive marketing practices. --- Additional Comments: Identify in the business starter pack and first part of the DVD presentation that Herbalife is the company sponsor.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 41 of 77	
Reference Number	36614293
Created Date	02/16/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098671734
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/16/2012
Updated By	Adam D asmitley
Updated Date	06/11/2012
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SORRENTO
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I feel I was mislead by the sponsor Kairrie McClain and the advertisement on the website. www.incomeathome.com and Herbalife. --- Additional Comments: I want my full refund for the products purchased and the Ehome Business Network training I paid for. I feel I was mislead by Kairrie McClain when I spoke to her. I was talked into purchasing product and starting training before I received a distributors kit which provided all the information I need to start this business. I received my distributors kit 3 weeks after I received my products. I filled out the application mailed it then watched the DVD in the kit to find out I was mislead.'
Complaint Info	

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

Record 42 of 77	
Reference Number	36617184
Created Date	02/16/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098671612
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/16/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CANDLER
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Not fully representing all costs involved in becoming a distributor --- Additional Comments: All money refunded'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 43 of 77	
Reference Number	36617566
Created Date	02/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098673005
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/23/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DECATUR
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	sent back merchandie, yet no refund issued. --- Additional Comments: I just want my refund credited back to my debit card for $400.56 and close out the agreement.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 44 of 77	
Reference Number	36618174
Created Date	03/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098676328
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/08/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	03/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DUBLIN
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	REsponded to a quotLegitimate At Home Businessquot ad online. They sent packet to me. They were to refund my money if I sent packet back. no refund so far --- Additional Comments: I would like Herbalife to refund $49.90 to me.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 45 of 77	
Reference Number	36618260
Created Date	03/14/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098677683
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/14/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	03/14/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GROVETOWN
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife charged my credit card 199.99 without my knowledge and never got any start up in the company. I donâÂ?Â?t wish to work for this company at all. --- Additional Comments: I would like for my 199.99 to be refunded to me being as I donâÂ?Â?t wish to take part in this. 199.99 should have covered a start up package to get me started instead all it got me was a 2nd DVD training and another call from a mentor asking me for more money. if iaposm trying to make money its obvious I donâÂ?Â?t have money to spend. not 4000.00 anyway. or 1450.00 '
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 46 of 77	
Reference Number	36693365
Created Date	02/13/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001444519
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	02/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)

Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	

Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$12.92
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	Details not fully disclosed and the details that are

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

Record 47 of 77	
Reference Number	36707422
Created Date	06/02/2011
Complaint Source	BBB MI Detroit
Originator Reference Number	03320008602237
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEMI-USER
Entered Date	06/02/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/02/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STONEVILLE
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Independent Distributors of Herbalife
Company Address, Line 1	934 Hilldale
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	ROYAL OAK
Company Address, State Code	MI
Company Address, State Name	Michigan
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	48067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	248
Company Phone, Number	5475524
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Becky
Company Rep Middle Name	
Company Rep Last Name	Beegen
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	'
Complaint Info Amount Requested Value	'
Complaint Info Amount Paid Method	'
Complaint Info Amount Paid Value	'
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	'
Complaint Info Law Violation Description	'
Complaint Info Statute Code	'
Complaint Info Statute Description	'
Complaint Info Topic Code	'
Complaint Info Topic Description	'
Complaint Info Comments	ordered info regarding work from home program. Told complete program was 39.95, once received they want mor3e and more money for program. Also told would not be selling directly. This program is also boarder line pyramid scheme. Would like to get my money back due to false advertisement and misleading information given on radio regarding program. --- Additional Comments: would like a total refund.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 48 of 77	
Reference Number	36838345
Created Date	04/02/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098681907
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/02/2012
Updated By	Adam D asmitley
Updated Date	06/07/2012
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JACKSONVILLE
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They sent a so-called training package, but it was just a info commercial. --- Additional Comments: Refund of shipping charges'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 49 of 77	
Reference Number	36843111
Created Date	01/06/2012
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001245117
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	01/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BOLTON
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://ozzygirl.theonlinebusiness.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$540.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I originally sign up to become a member of BOL distributor team with the stipulation of having my money back if I would cancel my membership within 90 days. I talk to my instructor Lucy Keogh around Chistmas, and notify her of my change of mind and cancellation of my membership.I have been calling her a dozen times to have her credit my account of the money she charged before. Lucy is not returning my calls.I left a message to the office of BOL of Colorado and I am still waiting for a response. I also notify the office in California, they told me that they will stop charging me any further fees, but for the refunds I have to deal with Lucy Keogh.I e-mailed a note to her and still no response.I think the company or Lucy Keogh need to refund a charge of $39.95 + $100 + $401 a total of $540.95 --- Additional Comments: a refund of $540.95'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 50 of 77	
Reference Number	36923326
Created Date	04/18/2012
Complaint Source	BBB NJ Trenton
Originator Reference Number	02210080235602
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBTRNJ-USER
Entered Date	04/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WANAQUE
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	24 Birch Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PORT READING
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	07064
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$436.72
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After making 1 purchase with Herbalife, months later they charged me over $400.00 for products that I did not authorize to be purchased. I tried to contact Herbalife but none of my emails where returned and when I called I could not get a customer rep to speak to.Product_Or_Service: Herbalife ProductsOrder_Number: Order # : Y110983538 --- Additional Comments: DesiredSettlementID: RefundContacted the bank where the card is with and filed a fraud report.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 51 of 77	
Reference Number	37018571
Created Date	03/08/2012
Complaint Source	BBB AB Calgary
Originator Reference Number	00170001167115
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCAAB-USER
Entered Date	03/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LANGLEY
Consumer Address, State Code	BC
Consumer Address, State Name	British Columbia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife of Canada Ltd.
Company Address, Line 1	120, 4550 - 25 Street SE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CALGARY
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	dominiques@herbalife.com
Company Website	http://www.herbalifeww.com/ca/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact

Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was dealing with Herbalife USA, wanting to be a distributor. Ordered the $216 cdn start up package which was to arrive in a week. 3 weeks later, I received package which I immediately sent back.Left an e-mail for the two sponsors I had, saying wanted refund, they both ignored me. E-mailed again and still no response. Contacted US head office and was told they would look into matter.A month went by, e-mailed US office again and they replied that the matter had been turned over to the Canadian office in Calgary.I received a call from Calgary to call them back which I did the following day. Left my number etc to call me back, they never did. Called again 5 days later, left the same message adding that if no response I was going to file a complaint the next day if I do not hear anything. So, here it is the next day and still nothing. --- Additional Comments: $216 cdn refund to my visa card'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 52 of 77	
Reference Number	37022044
Created Date	04/02/2012
Complaint Source	BBB MB Winnipeg
Originator Reference Number	00570000055960
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIMB-USER
Entered Date	04/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ATLANTA
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	Box 92, Grp 20, RR2
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	STE ANNE
Company Address, State Code	MB
Company Address, State Name	Manitoba, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	See attached complaint. --- Additional Comments: '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 53 of 77	
Reference Number	37077234
Created Date	04/28/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	04/28/2012
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	04/28/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	
Consumer Address, Country Name	
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	EMAIL:deaar (b)(6) everyone knows that Monavie and herbalife like products and way of business are a pyramid ilegal scheme, why dont you end it?thousands of people are being scammed and losing lots of money under the permise and lure of making millions and riding Mercedes S class and cruises over Hawaii.Herbalife in Belgium was considered an ilegal pyramid by court.when will we learn from history that scammers need a lesson? They destroy peoples lifes and with peoples ignorance they are driving bentleys and have more than one in the garage.I had to say and ask this because I have friends who were misleaded by cheaters and they are losing big their hard earned cash, because they have to buy loads of bottles of juices every month.do something, pleasethank youbest regards (b) Sent from my iPad
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 54 of 77	
Reference Number	37092259
Created Date	04/11/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098683831
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/11/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	04/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FORT WORTH
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have asked for a refund and am getting the run around. --- Additional Comments: Refund my money'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 55 of 77	
Reference Number	37092322
Created Date	04/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098683706
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/10/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	04/10/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HAMMONTON
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was told that I would have coaches that would help me succeed. Mervin my coach missed several calls. Scott Hyatt was not there for any. Multiple iss --- Additional Comments: I want someone to take responsibility for their lack of responsibility and false advertising. Robin shultz one of the upper line coaches said to me quotthat should not have happened.quot but it did. I want to ship my products back and not pay any fees to ship back or to restock. Also I want them to give me back $1000. in advertising money. I have bought a new computer for this job but I will eat the cost on that because I still use it. I also have spent a few hundred on web sites and a merchant acct.'
Complaint Info	

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

Record 56 of 77	
Reference Number	37268331
Created Date	03/05/2012
Complaint Source	Washington, Attorney General
Originator Reference Number	404215
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	03/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MALAGA
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Resolution: Resolution-CLOSED INQUIRY/INFORMATION --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 0.00 --- WAG Resolution Date: 3/6/2012 2:21:40 PM
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 57 of 77	
Reference Number	37306910
Created Date	04/03/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001447579
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CENTENNIAL
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$179.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was charged a set-up fee and a monthly fee after I decided not to proceed with the company and cancelled my membership with in the alloted time.On January 02, 2012 (NAME) paid his $399 and joined OBS> On January 13 2012 he changed his mind, and was refunded $379 > After he had left OBS he was charged $100 in January $79.95 in February. And almost $79.95 in March. Since you give 15 days free trial, and he was only in OBS for 11 days he should not have been charged.> Please refund OBS charges made for January and February.They said I was not getting any refund --- Additional Comments: I want a refund of $179.95'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 58 of 77	
Reference Number	37504491
Created Date	04/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098686128
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/23/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NORWALK
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Nutritional Center
Company Address, Line 1	14435 Pioneer Blvd.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NORWALK
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90650
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	'
Complaint Info Amount Requested Value	'
Complaint Info Amount Paid Method	'
Complaint Info Amount Paid Value	'
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	'
Complaint Info Law Violation Description	'
Complaint Info Statute Code	'
Complaint Info Statute Description	'
Complaint Info Topic Code	'
Complaint Info Topic Description	'
Complaint Info Comments	Company failed to honor agreement. --- Additional Comments: Consumer is seeking a refund of the $20.00 for the lose weight contest as well as a refund of the remainder balance for this month. '
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 59 of 77	
Reference Number	37602376
Created Date	05/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098688947
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/04/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	05/04/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FLEMING ISLAND
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Product was returned but Herbalife refuse to issue a credit --- Additional Comments: Credit issued.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 60 of 77	
Reference Number	38114438
Created Date	06/15/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/15/2012
Updated By	CRSS\tiacobucci
Updated Date	06/15/2012
Agency Contact	Internet
Complaint Date	06/15/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Grass Valley
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Helen Garland - Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	hgarland2007@yahoo.com
Company Website	
Company Rep First Name	Helen
Company Rep Middle Name	
Company Rep Last Name	Garland
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1|CS4|CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored|SPAM: Subject or From line is false or misleading|SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have repeatedly requested to be removed from her e-mail list and that only increased the traffic. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 61 of 77	
Reference Number	38425391
Created Date	05/04/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001449331
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	05/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/04/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EASTMAN
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	573
Company Phone, Number	2253137
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have call my coach with this online business systems/Herbalife... to get my money back from them and haven't herd anything out of anybody about itI paid $400.00 to get into this Online business systems/Herbalife and I haven't sold anything so all I want is my money back is all I want but every time I call my coach all I get is she waiting 2 here from her coachs(yeah right) I have no money to promote this and they want me 2 pay another $100 to have a so call back office I spent my last $400.00 just to get into this and now I got 2 seend more(don't think so) I cancalled my back office and now I want my hard earn money I payed these people is all I want --- Additional Comments: i just want my $400.00 back is all I want nothing more.... I have call my coach with Online business systems/Herbalife and ask her several times about getting my money back and yet I haven't herd a word out of these people, I just want my money back'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	

Record 62 of 77	
Reference Number	38598078
Created Date	06/29/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	EQUINONEZ
Entered Date	06/29/2012
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	06/29/2012
Transaction Date	06/28/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Los Angeles
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	13900 Marina Pointe
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Marina Del Rey
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Karen
Company Rep Middle Name	
Company Rep Last Name	Feiger Kolehmainen
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	06/28/2012
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer says that she signed up with Herbalife and says that they hacked into her computer. Consumer says they are trying to use and might be using her pictures. Consumer called them and asked them not to use her pictures and they threatened her to call the police. Consumer says they haven't used her information.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 63 of 77	
Reference Number	38800297
Created Date	06/18/2012
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF6035-12
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	06/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MEDFORD
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	--- Oregon DOJ comments: Consumer Pursuing Own Resolution --- Consumer description: False or misleading representations regarding future income --- Case closed --- Case closed date: 2012-06-18 00:00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 64 of 77	
Reference Number	38864345
Created Date	06/19/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098698333
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/19/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BRISTOL
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	There was so much deceit especially since after I invested the $3,626.11 she didn?t tell me that I would have to buy my leads $60 to $500 for leads! --- Additional Comments: Give me my money back and I will return the products to the nearest Herbalife Office, which is Boston, MA. I want the buy back offer. I will write ltr. amp have it notarized then you can return my money to me. $399 for products, $19.95 for packet, $39.95 after 15 days, $3,307.16 to be a quotSupervisorquot. $3,666.06 total should be returned to me as I made zero dollars as a quotSupervisorquot I made no money with Herbalife.Mycontract was signed by me 5/11/12 amp today is 6/14/12.I told my coach last week no'
Complaint Info	

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

Record 65 of 77	
Reference Number	39032941
Created Date	06/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098695187
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/04/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	RED LION
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I got for 39.95 plus 25.00 s/h a booklet that was sent back, after paying 25.00 to FedEx to return, I was told by Heidi Craig to kiss off. --- Additional Comments: I would like my 39.95 back plus the 25.00 for ship/hand to send back. I would also wish for the company to dismiss this person as they were fraudulent in all correspondence.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 66 of 77	
Reference Number	39033363
Created Date	06/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098696432
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EAGLE POINT
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Received an email about an on line business. The email claimed I would be working with quotGooglequot NOT Herbal Life. False Advertising! --- Additional Comments: Stop their false advertising! '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

DNC COMPLAINT

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

Message	Yes
Other Information Requested Entity to Stop Calling	Yes

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

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

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

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

Other Information Requested Entity to Stop Calling	Yes

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

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

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

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

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

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

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

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

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

Provided by the Federal Trade Commission

FOIA 2012-01252

Gray, Nathaniel

From: Dong Han <Dong.Han@qvt.com>
Sent: Friday, August 17, 2012 2:10 PM
To: FOIA
Subject: information request - Herbalife

I would like to request all the investigatory records for the company Herbalife.

Name: Dong Han
My phone number is 212 705 6281
Address is:
1177 6th Avenue New York, NY 10036

Thank you

FEDERAL TRADE COMMISSION
RECEIVED

AUG 17 2012

FOIA BRANCH
GENERAL COUNSEL

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

Dong Han
1177 Avenue of the Americas
New York, NY 10036

Re: FOIA-2012-01252
Herbalife

Dear Mr. Han:

This is in response to your request dated August 17, 2012, under the Freedom of Information Act seeking access to Investigatory Records pertaining to Herbalife, Inc. On August 20, 2012, you amended your request during a telephone conversation with Beverly Davis of this office to; investigatory records within the last10 years pertaining to Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of August 17, 2012, the date we received your request in our FOIA office. Our search of the FTC's records did not identify any record that would respond to your request.

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR 4.8 et seq., as amended, there were no charges incurred as a result of responding to this request..

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, or by facsimile at (202) 326-2477 within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response.

If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Beverly Davis at (202) 326-3311.

Sincerely,

Dione J. Stearns

Dione J. Stearns
Assistant General Counsel

FOIA-2013-00280

Bajorek, Rosemary

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Wednesday, December 26, 2012 11:40 AM

FEDERAL TRADE COMMISSION
RECEIVED
DEC 26
FOIA BRANCH
GENERAL COUNSEL

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917 971 0279
faxno =
email = mcelarier@nypost.com
coinfo = I am looking for any data on consumer complaints about Herbalife, including the number of consumer complaints against the company.
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Up to $100
B13 = Submit

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

Michelle Celarier
New York Post
1 Nordica Drive
Croton on Hudson, NY 10520

JAN 08 2013

Re: FOIA-2013-00280
Herbalife

Dear Ms. Celarier:

This is in response to your request dated December 26, 2012, under the Freedom of Information Act seeking access to consumer complaints relating to Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of December 26, 2012, the date we received your request in our FOIA office.

We have located 717 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Fifteen pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

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

Enclosed are 188 responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. See The Lakin Law Firm v. FTC, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Andrea Kelly at (202) 326-2836.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed: consumer complaints

CONSUMER

NETWORK

Law enforcement's source for consumer complaints

CIS COMPLAINT

Record 101 of 192	
Reference Number	35216661
Created Date	01/31/2012
Complaint Source	BBB MO Kansas City
Originator Reference Number	06740008897708
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBKCKS-USER
Entered Date	01/31/2012
Updated By	BBBKCKS-USER
Updated Date	05/22/2012
Agency Contact	External Agency
Complaint Date	01/31/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	10030 N Ambassador Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	KANSAS CITY
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	64153
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	816
Company Phone, Number	5841327
Company Phone, Extension	
Company Email	bharris@kc.rr.com
Company Website	http://www.kcnutrition.com
Company Rep First Name	Brad
Company Rep Middle Name	

Company Rep Last Name	Harris
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(b)(6)

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

Record 102 of 192	
Reference Number	35225554
Created Date	01/20/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665103
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/20/2012
Updated By	Rushen, Mary
Updated Date	05/09/2012
Agency Contact	External Agency
Complaint Date	01/20/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DENTON
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I thought I was being recruited as a wellness coach. Turned into sales pitch and pressure to buy product. Hard time shutting down account. --- Additional Comments: I would like for Herbalife to refund the $107.43 I put on my credit card to open up a business kit. I would also like them to promptly shut down my online distributor account so that no future billing and transactions can be made without my permission.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 104 of 192	
Reference Number	35709984
Created Date	03/14/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/14/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/14/2012
Transaction Date	03/12/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

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

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	18 - 19
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International, Inc. |Wellness Depot
Company Address, Line 1	800 West Olympic Blvd|1611-B Douglas Blvd
Company Address, Line 2	Suite 406|
Company Address, Line 3	|
Company Address, City	Los Angeles|Roseville
Company	

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

Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	03/12/2012
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	03/12/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$67.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$60.00
Complaint Info Product Service Code	4007
Complaint Info Product Service Description	Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint	

Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was told this was a job interview to be an nutrition coach. When I got there I did not get an interview, I was given a pitch on the Herbalife products. I talked to a representative and was pressured to sign up. I was not told I would have to pay. There was a long line of people behind me to register so I felt pressured to enter my information as quickly as possible. After giving my credit card information for the 59.99 payment and my social security number I decided to cancel. I was told I could not get a refund. I was tricked into thinking I was going to be a nutrition coach, when it was really a distributor position for Herbalife products that costs 59.99 to be a part of.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 105 of 192	
Reference Number	35717267
Created Date	10/31/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098647985
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/31/2011
Updated By	Adam D asmitley
Updated Date	03/13/2012
Agency Contact	External Agency
Complaint Date	10/31/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)‖
Consumer Middle Name	‖
Consumer Last Name	b(6)‖b(6)‖b(6)
Consumer Salutation	‖
Consumer Address, Line 1	b(6)‖
Consumer Address, Line 2	‖
Consumer Address, Line 3	‖
Consumer Address, City	PALM COAST‖
Consumer	

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

Phone, Country Code	‖
Consumer Cell Phone, Area Code	‖
Consumer Cell Phone, Number	‖
Consumer Email	b(6)‖
Consumer Age range	‖
Consumer Military Status	‖
Consumer Military Station	‖
Consumer Complaining Company/Org	‖
Consumer Military Service Branch	‖
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Company used bait and switch tactics and is refusing to issue a refund. --- Additional Comments: I would like a full refund of all monies spent to any indivdual who lost and reported money to you that was lost to them in above stated fashion. Also any and all local, state, and federal prosecution to all parties involved in said complaintltbr/gtltbgt Desired Settlement: Other (requires explanation)lt/bgt'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 106 of 192	
Reference Number	35719450
Created Date	01/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098665246
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	01/23/2012
Updated By	Adam D asmitley
Updated Date	06/11/2012
Agency Contact	External Agency
Complaint Date	01/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WEST JORDAN
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I had a sales rep scam me...didnapost know there was a return policy...got PROMISED a refund for my product amp only got refunded MY shipping money! --- Additional Comments: I want my money back for the product amp NOT just the money that I put into providing proof for them to get a refund! The $38.45 that was refunded to me did NOT cover the product I bought and disliked...it ONLY refunded the money I forked out for my shipping!! I would also like their sales rep fired from selling product anymore! She is not a good sales rep.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 107 of 192	
Reference Number	35722998
Created Date	02/03/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098668354
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/03/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FAIR OAKS
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was charged $39.95 for materials that I did not want or knowingly agree to pay $39.95 for. --- Additional Comments: Credit back the $39.95 they charged my credit card on 1/26/2012.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 108 of 192	
Reference Number	35792875
Created Date	02/13/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098670677
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/13/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WATERLOO
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife has resorted to deceptive marketing practices. --- Additional Comments: Identify in the business starter pack and first part of the DVD presentation that Herbalife is the company sponsor.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 109 of 192	
Reference Number	36614293
Created Date	02/16/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098671734
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/16/2012
Updated By	Adam D asmitley
Updated Date	06/11/2012
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SORRENTO
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I feel I was mislead by the sponsor Kairrie McClain and the advertisement on the website. www.incomeathome.com and Herbalife. --- Additional Comments: I want my full refund for the products purchased and the Ehome Business Network training I paid for. I feel I was mislead by Kairrie McClain when I spoke to her. I was talked into purchasing product and starting training before I received a distributors kit which provided all the information I need to start this business. I received my distributors kit 3 weeks after I received my products. I filled out the application mailed it then watched the DVD in the kit to find out I was mislead.'
Complaint Info	

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

Record 110 of 192	
Reference Number	36617184
Created Date	02/16/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098671612
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/16/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CANDLER
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Not fully representing all costs involved in becoming a distributor --- Additional Comments: All money refunded'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 111 of 192	
Reference Number	36617566
Created Date	02/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098673005
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	02/23/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	02/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DECATUR
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	sent back merchandie, yet no refund issued. --- Additional Comments: I just want my refund credited back to my debit card for $400.56 and close out the agreement.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 112 of 192	
Reference Number	36618174
Created Date	03/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098676328
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/08/2012
Updated By	Adam D asmitley
Updated Date	06/12/2012
Agency Contact	External Agency
Complaint Date	03/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DUBLIN
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	REsponded to a quotLegitimate At Home Businessquot ad online. They sent packet to me. They were to refund my money if I sent packet back. no refund so far --- Additional Comments: I would like Herbalife to refund $49.90 to me.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 113 of 192	
Reference Number	36618260
Created Date	03/14/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098677683
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/14/2012
Updated By	BBBCOCA-USER
Updated Date	04/11/2012
Agency Contact	External Agency
Complaint Date	03/14/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GROVETOWN
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife charged my credit card 199.99 without my knowledge and never got any start up in the company. I donâÂ?Â?t wish to work for this company at all. --- Additional Comments: I would like for my 199.99 to be refunded to me being as I donâÂ?Â?t wish to take part in this. 199.99 should have covered a start up package to get me started instead all it got me was a 2nd DVD training and another call from a mentor asking me for more money. if iaposm trying to make money its obvious I donâÂ?Â?t have money to spend. not 4000.00 anyway. or 1450.00 '
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 114 of 192	
Reference Number	36693365
Created Date	02/13/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001444519
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	02/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)

Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	

Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$12.92
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	Details not fully disclosed and the details that are

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

Record 115 of 192	
Reference Number	36707422
Created Date	06/02/2011
Complaint Source	BBB MI Detroit
Originator Reference Number	03320008602237
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEMI-USER
Entered Date	06/02/2011
Updated By	BBBDEMI-USER
Updated Date	10/11/2012
Agency Contact	External Agency
Complaint Date	06/02/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STONEVILLE
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Independent Distributors of Herbalife
Company Address, Line 1	934 Hilldale Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	ROYAL OAK
Company Address, State Code	MI
Company Address, State Name	Michigan
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	48067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	248
Company Phone, Number	5475524
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Becky
Company Rep Middle Name	
Company Rep Last Name	Beegen
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	'
Complaint Info Amount Requested Value	'
Complaint Info Amount Paid Method	'
Complaint Info Amount Paid Value	'
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	'
Complaint Info Law Violation Description	'
Complaint Info Statute Code	'
Complaint Info Statute Description	'
Complaint Info Topic Code	'
Complaint Info Topic Description	'
Complaint Info Comments	ordered info regarding work from home program. Told complete program was 39.95, once received they want mor3e and more money for program. Also told would not be selling directly. This program is also boarder line pyramid scheme. Would like to get my money back due to false advertisement and misleading information given on radio regarding program. --- Additional Comments: would like a total refund.'
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 116 of 192	
Reference Number	36838345
Created Date	04/02/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098681907
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/02/2012
Updated By	Adam D asmitley
Updated Date	06/07/2012
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JACKSONVILLE
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They sent a so-called training package, but it was just a info commercial. --- Additional Comments: Refund of shipping charges'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 117 of 192	
Reference Number	36843111
Created Date	01/06/2012
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001245117
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	01/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BOLTON
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://ozzygirl.theonlinebusiness.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$540.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I originally sign up to become a member of BOL distributor team with the stipulation of having my money back if I would cancel my membership within 90 days. I talk to my instructor Lucy Keogh around Chistmas, and notify her of my change of mind and cancellation of my membership.I have been calling her a dozen times to have her credit my account of the money she charged before. Lucy is not returning my calls.I left a message to the office of BOL of Colorado and I am still waiting for a response. I also notify the office in California, they told me that they will stop charging me any further fees, but for the refunds I have to deal with Lucy Keogh.I e-mailed a note to her and still no response.I think the company or Lucy Keogh need to refund a charge of $39.95 + $100 + $401 a total of $540.95 --- Additional Comments: a refund of $540.95'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 118 of 192	
Reference Number	36923326
Created Date	04/18/2012
Complaint Source	BBB NJ Trenton
Originator Reference Number	02210080235602
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBTRNJ-USER
Entered Date	04/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WANAQUE
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	24 Birch Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PORT READING
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	07064
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$436.72
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After making 1 purchase with Herbalife, months later they charged me over $400.00 for products that I did not authorize to be purchased. I tried to contact Herbalife but none of my emails where returned and when I called I could not get a customer rep to speak to.Product_Or_Service: Herbalife ProductsOrder_Number: Order # :(b)(6) --- Additional Comments: DesiredSettlementID: RefundContacted the bank where the card is with and filed a fraud report.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 119 of 192	
Reference Number	37018571
Created Date	03/08/2012
Complaint Source	BBB AB Calgary
Originator Reference Number	00170001167115
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCAAB-USER
Entered Date	03/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LANGLEY
Consumer Address, State Code	BC
Consumer Address, State Name	British Columbia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife of Canada Ltd.
Company Address, Line 1	120, 4550 - 25 Street SE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CALGARY
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	dominiques@herbalife.com
Company Website	http://www.herbalifeww.com/ca/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact

Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was dealing with Herbalife USA, wanting to be a distributor. Ordered the $216 cdn start up package which was to arrive in a week. 3 weeks later, I received package which I immediately sent back.Left an e-mail for the two sponsors I had, saying wanted refund, they both ignored me. E-mailed again and still no response. Contacted US head office and was told they would look into matter.A month went by, e-mailed US office again and they replied that the matter had been turned over to the Canadian office in Calgary.I received a call from Calgary to call them back which I did the following day. Left my number etc to call me back, they never did. Called again 5 days later, left the same message adding that if no response I was going to file a complaint the next day if I do not hear anything. So, here it is the next day and still nothing. --- Additional Comments: $216 cdn refund to my visa card'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 120 of 192	
Reference Number	37022044
Created Date	04/02/2012
Complaint Source	BBB MB Winnipeg
Originator Reference Number	00570000055960
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIMB-USER
Entered Date	04/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ATLANTA
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	Box 92, Grp 20, RR2
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	STE ANNE
Company Address, State Code	MB
Company Address, State Name	Manitoba, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	See attached complaint. --- Additional Comments: '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 121 of 192	
Reference Number	37077234
Created Date	04/28/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	04/28/2012
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	04/28/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	
Consumer Address, Country Name	
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	EMAIL:deaar Sirif everyone knows that Monavie and herbalife like products and way of business are a pyramid ilegal scheme, why dont you end it?thousands of people are being scammed and losing lots of money under the permise and lure of making millions and riding Mercedes S class and cruises over Hawaii.Herbalife in Belgium was considered an ilegal pyramid by court.when will we learn from history that scammers need a lesson? They destroy peoples lifes and with peoples ignorance they are driving bentleys and have more than one in the garage.I had to say and ask this because I have friends who were misleaded by cheaters and they are losing big their hard earned cash, because they have to buy loads of bottles of juices every month.do something, pleasethank youbest regards (b)(6) Sent from my iPad
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 122 of 192	
Reference Number	37092259
Created Date	04/11/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098683831
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/11/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	04/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FORT WORTH
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have asked for a refund and am getting the run around. --- Additional Comments: Refund my money'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 123 of 192	
Reference Number	37092322
Created Date	04/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098683706
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/10/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	04/10/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HAMMONTON
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was told that I would have coaches that would help me succeed. (b)(6) my coach missed several calls. (b)(6) was not there for any. Multiple iss --- Additional Comments: I want someone to take responsibility for their lack of responsibility and false advertising. Robin shultz one of the upper line coaches said to me quotthat should not have happened.quot but it did. I want to ship my products back and not pay any fees to ship back or to restock. Also I want them to give me back $1000. in advertising money. I have bought a new computer for this job but I will eat the cost on that because I still use it. I also have spent a few hundred on web sites and a merchant acct.'
Complaint Info	

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

Record 124 of 192	
Reference Number	37268331
Created Date	03/05/2012
Complaint Source	Washington, Attorney General
Originator Reference Number	404215
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	03/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MALAGA
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Resolution: Resolution-CLOSED INQUIRY/INFORMATION --- Status: Closed --- Estimated Savings: 0.00 --- Actual Savings: 0.00 --- WAG Resolution Date: 3/6/2012 2:21:40 PM
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 125 of 192	
Reference Number	37306910
Created Date	04/03/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001447579
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/03/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CENTENNIAL
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$179.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was charged a set-up fee and a monthly fee after I decided not to proceed with the company and cancelled my membership with in the alloted time.On January 02, 2012 (NAME) paid his $399 and joined OBS> On January 13 2012 he changed his mind, and was refunded $379 > After he had left OBS he was charged $100 in January $79.95 in February. And almost $79.95 in March. Since you give 15 days free trial, and he was only in OBS for 11 days he should not have been charged.> Please refund OBS charges made for January and February.They said I was not getting any refund --- Additional Comments: I want a refund of $179.95'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 126 of 192	
Reference Number	37504491
Created Date	04/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098686128
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/23/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NORWALK
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Nutritional Center
Company Address, Line 1	14435 Pioneer Blvd.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NORWALK
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90650
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	'
Complaint Info Amount Requested Value	'
Complaint Info Amount Paid Method	'
Complaint Info Amount Paid Value	'
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	'
Complaint Info Law Violation Description	'
Complaint Info Statute Code	'
Complaint Info Statute Description	'
Complaint Info Topic Code	'
Complaint Info Topic Description	'
Complaint Info Comments	Company failed to honor agreement. --- Additional Comments: Consumer is seeking a refund of the $20.00 for the lose weight contest as well as a refund of the remainder balance for this month. '
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 127 of 192	
Reference Number	37602376
Created Date	05/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098688947
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/04/2012
Updated By	Adam D asmitley
Updated Date	06/13/2012
Agency Contact	External Agency
Complaint Date	05/04/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FLEMING ISLAND
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Product was returned but Herbalife refuse to issue a credit --- Additional Comments: Credit issued.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 128 of 192	
Reference Number	38114438
Created Date	06/15/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/15/2012
Updated By	CRSS\tiacobucci
Updated Date	06/15/2012
Agency Contact	Internet
Complaint Date	06/15/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Grass Valley
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Helen Garland - Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	(b)(6)
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1|CS4|CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored|SPAM: Subject or From line is false or misleading|SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have repeatedly requested to be removed from her e-mail list and that only increased the traffic. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 129 of 192	
Reference Number	38425391
Created Date	05/04/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001449331
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	05/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/04/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EASTMAN
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	573
Company Phone, Number	2253137
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have call my coach with this online business systems/Herbalife... to get my money back from them and haven't herd anything out of anybody about itI paid $400.00 to get into this Online business systems/Herbalife and I haven't sold anything so all I want is my money back is all I want but every time I call my coach all I get is she waiting 2 here from her coachs(yeah right) I have no money to promote this and they want me 2 pay another $100 to have a so call back office I spent my last $400.00 just to get into this and now I got 2 seend more(don't think so) I cancalled my back office and now I want my hard earn money I payed these people is all I want --- Additional Comments: i just want my $400.00 back is all I want nothing more.... I have call my coach with Online business systems/Herbalife and ask her several times about getting my money back and yet I haven't herd a word out of these people, I just want my money back'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	

Record 130 of 192	
Reference Number	38598078
Created Date	06/29/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	EQUINONEZ
Entered Date	06/29/2012
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	06/29/2012
Transaction Date	06/28/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Los Angeles
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	13900 Marina Pointe
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Marina Del Rey
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Karen
Company Rep Middle Name	
Company Rep Last Name	Feiger Kolehmainen
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	06/28/2012
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer says that she signed up with Herbalife and says that they hacked into her computer. Consumer says they are trying to use and might be using her pictures. Consumer called them and asked them not to use her pictures and they threatened her to call the police. Consumer says they haven't used her information.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 131 of 192	
Reference Number	38800297
Created Date	06/18/2012
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF6035-12
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	06/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/18/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MEDFORD
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	--- Oregon DOJ comments: Consumer Pursuing Own Resolution --- Consumer description: False or misleading representations regarding future income --- Case closed --- Case closed date: 2012-06-18 00:00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 132 of 192	
Reference Number	38864345
Created Date	06/19/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098698333
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/19/2012
Updated By	Adam D asmitley
Updated Date	07/17/2012
Agency Contact	External Agency
Complaint Date	06/19/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BRISTOL
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	There was so much deceit especially since after I invested the $3,626.11 she didn?t tell me that I would have to buy my leads $60 to $500 for leads! --- Additional Comments: Give me my money back and I will return the products to the nearest Herbalife Office, which is Boston, MA. I want the buy back offer. I will write ltr. amp have it notarized then you can return my money to me. $399 for products, $19.95 for packet, $39.95 after 15 days, $3,307.16 to be a quotSupervisorquot. $3,666.06 total should be returned to me as I made zero dollars as a quotSupervisorquot I made no money with Herbalife.Mycontract was signed by me 5/11/12 amp today is 6/14/12.I told my coach last week no'
Complaint Info	

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

Record 133 of 192	
Reference Number	39032941
Created Date	06/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098695187
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/04/2012
Updated By	Adam D asmitley
Updated Date	07/18/2012
Agency Contact	External Agency
Complaint Date	06/04/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	RED LION
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I got for 39.95 plus 25.00 s/h a booklet that was sent back, after paying 25.00 to FedEx to return, I was told by Heidi Craig to kiss off. --- Additional Comments: I would like my 39.95 back plus the 25.00 for ship/hand to send back. I would also wish for the company to dismiss this person as they were fraudulent in all correspondence.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 134 of 192	
Reference Number	39033363
Created Date	06/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098696432
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/08/2012
Updated By	Adam D asmitley
Updated Date	07/18/2012
Agency Contact	External Agency
Complaint Date	06/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EAGLE POINT
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Received an email about an on line business. The email claimed I would be working with quotGooglequot NOT Herbal Life. False Advertising! --- Additional Comments: Stop their false advertising! '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 135 of 192	
Reference Number	39125939
Created Date	07/27/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/27/2012
Updated By	CRSS\tiacobucci
Updated Date	07/30/2012
Agency Contact	Internet
Complaint Date	07/27/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	New Bern
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have unsubscribed from Herbalifes emails 3 or 4 time and they continue to send me emails. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 136 of 192	
Reference Number	39151315
Created Date	06/09/2012
Complaint Source	BBB CA Oakland
Originator Reference Number	11160057226956
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOACA-USER
Entered Date	06/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ANNANDALE
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	(b)(6) Herbalife: Independent Distributor
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BENICIA
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	94510
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	707
Company Phone, Number	7450535
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This Herbalife company (WFH International)has charged an unauthorized transaction of my credit card $39.95 today. I have never heard of this company before and I do not know why and how they received my bank card information. This promted me to take another look at my statements, only to find another charge on April 7, 2012 for $9.95. This is a COMPLETE violation!!!! I am contacting my bank and I am going to continue to do what I can to OUT this company on EVERY NEWS CHANNEL POSSIBLE!!! This is beyond FRAUD, this is CRIMINAL, THIS COMPANY IS CRIMINAL AND I WILL WORK HARD TO GET EVERYONE INVOLVED JAILED FOR A VERY LONG TIME!!!!!!!! --- Additional Comments: I demand a refund of all funds STOLEN from me! April 7, 2012 $9.95 and today, Saturday June 9, 2012 $39.95, a total of $49.95. You were able to take it from me without my knowledge or authorization... PUT IT BACK!'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 137 of 192	
Reference Number	39154451
Created Date	06/25/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098699463
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	06/25/2012
Updated By	Adam D asmitley
Updated Date	07/24/2012
Agency Contact	External Agency
Complaint Date	06/25/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN JOSE
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	High Pressure Sales on the benefit of Herbalife --- Additional Comments: Refund of 1949.25 + 248.00 interest = $ 2197.25'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 138 of 192	
Reference Number	39193630
Created Date	07/13/2012
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1207131639029021
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	07/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/13/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EDEN
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	b(6)
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	19775 Hwy. 52N
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	DURANGO
Company Address, State Code	IA
Company Address, State Name	Iowa
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	52039
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	563
Company Phone, Number	5522641
Company Phone, Extension	
Company Email	(b)(6)
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	$428.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: It say and ad on the internet which was $9.95 for information about an at home business. I paid the $9.95 and was contacted my (b)(6) who described the business at medical in nature. I agreed to learn more and she said that would cost $39.95 which I paid. I contacted (b)(6) and said I wanted to learn more and she said to sign up for more infomation that would be $399.00 which I paid. I received 3 packages in the mail,there were approximately 6 telephone conversations with various people who work for Herbalife. The last conversaton was giving them $4,000. plus another $500.00 to $5,000.00 for advertising. At that moment I said I am not doing this and I want my money back, I did not sign any contract with them for anything. (b)(6) Sahm said just return everything and I will make sure that you are refunded all your money immediate. All the packages were returned and I and signed for my them on 7/12/2012 and I have contacted (b)(6) Sahm by email for my funds and she keeps coming up with excuses none of which are

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

Record 139 of 192	
Reference Number	39553889
Created Date	07/11/2012
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF6786-12
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	07/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/11/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PORTLAND
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	--- Oregon DOJ comments: Information Only --- Consumer description: False or misleading representations regarding future income --- Case closed --- Case closed date: 2012-07-11 00:00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 140 of 192	
Reference Number	39563044
Created Date	07/06/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098701840
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	07/06/2012
Updated By	Adam D asmitley
Updated Date	08/07/2012
Agency Contact	External Agency
Complaint Date	07/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOBE SOUND
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I got a business packet with a 14 day free trial and I returned it prior to the trial expiring, but have yet to receive a refund of the funds deducted --- Additional Comments: I want a full refund of all monies wrongfully deducted from my bank account, and I want a refund of the shipping and handling fees as well. I have spent weeks trying to get this resolved and feel I need compensation for my time and troubles.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 141 of 192	
Reference Number	40269555
Created Date	08/14/2012
Complaint Source	BBB AB Edmonton
Originator Reference Number	00270001645368
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCNAB-USER
Entered Date	08/14/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/14/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BRANTFORD
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	602-15503 87 Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EDMONTON
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This complaint is for Derbalife, a division of Herbalife run by Wyanita Fath out of Alberta. They were running a new years challenge to lose weight and improve skating speed and I paid an entry fee to participate in the challenge. I was never invited to the challenge by my coach and was given no instructions. I complained about the service and they offered to add me to the summer 2012 challenge late to make up for not being invited to the first challenge. I joined the challenge late and my coach did not send me the instructions for the challenge or an guidance. Her only 'coaching' was that I should eat more protein and never gave any other advice. She failed to respond to multiple emails and had to be harassed greatly to finally reply to my concerns. When the challenge completed we were to send in after photos and results to be posted online and voted on. I submitted my details and they never went up on the website. No one was able to vote for me and I was ineligible to win because of it. I asked several times during voting why my pictures and results were not posted and got no reply. After the contest closed and winners were announced, my coach finally contacted me and said she wasn't able to submit my details because she was away on vacation with family. So I paid for this challenge

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

Record 142 of 192	
Reference Number	40351007
Created Date	08/06/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098709789
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	08/06/2012
Updated By	Adam D asmitley
Updated Date	09/10/2012
Agency Contact	External Agency
Complaint Date	08/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DALY CITY
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Want transactions reversed immediately due to their system error. --- Additional Comments: I would like them to reverse transaction immediately. It was their system error and my card should have not been charged. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 143 of 192	
Reference Number	40351691
Created Date	08/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098711094
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	08/10/2012
Updated By	Adam D asmitley
Updated Date	09/10/2012
Agency Contact	External Agency
Complaint Date	08/10/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WALSH
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife is a SCAM. DO NOT FALL FOR THIS SCAM. They are a bunch of liars. They just keep asking you for money. --- Additional Comments: Refund me my money.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 144 of 192	
Reference Number	40352082
Created Date	04/04/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098682618
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/04/2012
Updated By	Adam D asmitley
Updated Date	09/10/2012
Agency Contact	External Agency
Complaint Date	04/04/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HUNTINGTON
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was charged for a product that was misrepresented and I cannot get a hold of anyone to voice my issue. --- Additional Comments: I want the $39.95 refunded back to my account, and all my banking information they have on file to be deleted.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 145 of 192	
Reference Number	40375774
Created Date	03/21/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098679284
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	03/21/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	03/21/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MULBERRY GROVE
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I joind the company to sell, and after delving more into the company, I decided against it, and asked for a refund on my registation fee. --- Additional Comments: I would like the $199, back for the Registration, Licensing Fee, and the products sent to me. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 146 of 192	
Reference Number	40377997
Created Date	05/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098690091
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/10/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	05/10/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHESAPEAKE
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	everything about herbalife from prescreening and watching initial videos to sign up, through training process have been nothing but a scam. --- Additional Comments: Refund the $2k I invested in good faith. Have an exec go through training videos so discrepancies can be corrected; provide a list of costs inclusively rather than adding fees at every step, most importantly hire someone as an actual help desk company representative and provide contact information at startup.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 147 of 192	
Reference Number	40378008
Created Date	05/10/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098690104
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/10/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	05/10/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SPOKANE
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed up for Herbalife and per website eligible for 30-day money back guarantee. Returned product less than 30 days, now wonapost refund. --- Additional Comments: Return ALL of my money NOW! They have all of my products, materials, and EVERYTHING. They do NOT correctly advertise their refund policy. False advertising. False guarantee. I expect to see a FULL refund made IMMEDIATELY back to my visa debit card on file to comply with the 30-day money back GUARANTEE. I am NOT a distributor and am now not a customer anymore. All of the items sent to me have been returned to the Carson, CA warehouse. All I want is my money and will never contact them again'
Complaint Info	

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

Record 148 of 192	
Reference Number	40378187
Created Date	04/25/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098686801
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	04/25/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	04/25/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SPRINGFIELD
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I requested that the money that was debited from my account to be put back in. --- Additional Comments: All I would like is a refund of the money debited from my account, which is $399 plus tax.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 149 of 192	
Reference Number	40378465
Created Date	05/14/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098690630
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	05/14/2012
Updated By	Adam D asmitley
Updated Date	09/11/2012
Agency Contact	External Agency
Complaint Date	05/14/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NORTH FT. MYERS
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I decided against there Trainee program due to financial issues so I sent the package back on April 17, 2012. I want my money back in my account ASAP --- Additional Comments: I would like for Herbalife to be more upfront on how much this program is to be successful in it, also the main reason to RETURN my money to my account!'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 150 of 192	
Reference Number	40527093
Created Date	08/06/2012
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094411167
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCHIC-USER
Entered Date	08/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/06/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ELMIRA HGTS
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	3836 S Hermitage Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CHICAGO
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$200.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Approx. July 16th I received and e-mail asking if I would like to earn money from home. I answered the ad and on July 19th I was contacted By Ann Boe representing the OnLineBusiness.We exchanged a couple of emails and phone conversations. Getting back to the original video not once did they state what I would be doing but did state that I would not have to bother family members or friends. I told Ann I would like to start. Three dvd's were sent and 'low' anad behold one of the first things mentioned was to contact/sell to friends and family. The business us quite involved. I used to sell Avon and had a large clientel, but I did not want the pressure anymore.I emailed Ann on July 25th telling her how I felt and requested my money back. I also told her I would be very happy to return any information and/or products. To date I haven't heard nor have I been able to contact Ann. Hopefully you can help. (b)(6) --- Additional Comments: I just want a refund nothing more.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 151 of 192	
Reference Number	40529137
Created Date	08/29/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098716051
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	08/29/2012
Updated By	Adam D asmitley
Updated Date	09/21/2012
Agency Contact	External Agency
Complaint Date	08/29/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ROBARDS
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Costing me more money and no profits being made --- Additional Comments: Reimburse me my money for all I have put into herbalist, online credit card companies to be able to except credit cards on line, and the money I have laid out on Domain names to have my own web sites'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 152 of 192	
Reference Number	40701721
Created Date	09/05/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098717367
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/05/2012
Updated By	Adam D asmitley
Updated Date	09/25/2012
Agency Contact	External Agency
Complaint Date	09/05/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ROSEVILLE
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife has posted a web page that is made to look like a legitimate msnbc.msn.com page but it is actually a promotion for Herbalife. --- Additional Comments: THIS IS FRAUD. Herbalife needs to cease and desist.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 153 of 192	
Reference Number	40762120
Created Date	10/06/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/06/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/06/2012
Transaction Date	09/12/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Sun City
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The online businessMLM Herbalife International, INC
Company Address, Line 1	800 West Olympic BLVD
Company Address, Line 2	406
Company Address, Line 3	
Company Address, City	Los angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	myherbalife.com
Company Rep First Name	Ana
Company Rep Middle Name	
Company Rep Last Name	Arias
Company Rep Salutation	
Company Rep Comments	Mentor
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	09/12/2012

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	09/12/2012
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$10000.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$7600.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	My disrtibutor # was (b)(6) - I was sold on the Global internet marketing system where I was told if I paid 9.95 for a training package I would be shown how to rin MY OWN internet business. I purchased the pakage and was then scheduled a follow up apointment. I interviewed with Ana Arias of Scottsdale Arizona who told me how wonderful I was in the same state and that I could get more information by purchasing the IBP package for 199.00. I did that and was shceduled another appointment to see if I was a good fit for HER team. She told me she was making 8800.00 per month and it was so easy and she did this around her family life. I received the IBP package and a password to access the rest of the original training pqack where I then found put it was Herbalife. They company Herbalife has been amking and marketing health and wellness products for over 30 years. Did some research and they came up smelling like a rose. I had my appointment with Ana as scheduled and was pitched that If I was going to fast track to wealth that I seemed to have what it took to jump many levels to success if I bought in as a suprvisor. In my nieve state I did that. I

Complaint Info Comments	asked her how much that would cost and she said 1299.00 plusw shipping and handlin.g which totaled an additional 1400 plus. I was then told I had to complete the online training, set up and pay for the costs of Merchant accounts to accept credit card, web urls, and countless more. In total It cost me close to if now more than 4000.00 just to get to that point. Then I 2was told I had to purchase recruiting leads if I was to Truley be successful and that that is where u make your best income potential. I did that and invested another 5200.00 roughly and still had to market my retail base. Once I became live I w2as told I have to run my credit card for 29.95 everytime I sold a 9.95 training package to another poor soul like myself. I believed the hype and worked the leads I had purchased and nedded 9.95 LESS 29.95 PER ORDER. I quickly beagn to realize I got dupped into a pyramid wscheme and immediatly resigned my distributorship. I contacted my so called Mentor Ana arias and she was so upset with me because I was so so good at this. What I was good at was giving countless dollars to a wscam with negative return of close to 10k. I called all the people that bought the training pack known as a PP or Paid Pack and told them to get there money back..in the end I have to refund them thus losing more money. The process entailed using an auto dailing system called Lead Blazer. It sends mass emails (spam) and harrassing voice messages recorded of scripts that u are not allowed to divert from basically conning people the way I was conned. It involed 12 to 14 hours of what is know as hourly dails session where the first call shows your phone # and the rest you *67 to block the # and call at the bottom of every hour until you reach the lead and book their first pack appointment. After 1 day of this I was sick. I realized I have been suckered into a pyramid and that I was basically going to go bankrupt if I continue never mind the moral and ethical issue as I was told to tell them a story of my wealth and business success and how easy it was and how I worked around my life part time and was making oodls of money. They wanted me to lie and sucker more people like me...I

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

Record 154 of 192	
Reference Number	40789446
Created Date	09/26/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009210521
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	09/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MESA
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Nutritional Club
Company Address, Line 1	1120 S. Country Club Dr. #103
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	MESA
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85210
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	602
Company Phone, Number	4596059
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Margarita
Company Rep Middle Name	
Company Rep Last Name	Perez-Castillo
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was sexually harassed by one of the owners friends who happens to be an herbalife distributor.when I complained both owners of the herbalife nutritional club did not believe me.Only when I asked for my registration fee back did one of the owners call and apologize.She said she'd call back to apologize to my husband but she never has and it has been now 2 weeks.I fear when she gets my money for the refund of my registration she will not give it to me.I spent close to 300 or 400 dollars at their nutritional club only to be treated like a lair and a fool.The man who sexually harassed me knew I was married and knew I was not interested. Meanwhile he made up an excuse why he continuously called me till 2 o'clock in the evening sending text messages and blocking his number so I'd answer my cell.This man is still working at that nutritional club among the female public. --- Additional Comments: I want the money I spent at that club back.I'd settle for 300 dollars.Or I am planning to sue.Thank you (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 155 of 192	
Reference Number	41166365
Created Date	10/08/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098725574
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/08/2012
Updated By	Adam D asmitley
Updated Date	10/15/2012
Agency Contact	External Agency
Complaint Date	10/08/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILFORD
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Reps Jim/Isabel Denman did NOT tell me Iaposd need $2000 front, but FIRST DATA charged me $500 to withdraw early, in between many training videos. --- Additional Comments: Have FIRST DATA return to US BANK the $500 it took from a zero-balanced checking account. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 156 of 192	
Reference Number	41168239
Created Date	10/09/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098725876
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/09/2012
Updated By	Adam D asmitley
Updated Date	10/15/2012
Agency Contact	External Agency
Complaint Date	10/09/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SUN CITY
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife Interntional is involved in an MLM pyramid work from home scam hiding behind there 30 bus/product history. --- Additional Comments: Stop fraudulent advertising. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 157 of 192	
Reference Number	41216523
Created Date	09/27/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098723149
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/27/2012
Updated By	Adam D asmitley
Updated Date	11/14/2012
Agency Contact	External Agency
Complaint Date	09/27/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOUSTON
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The product made me super sick. I asked for a refund months ago and now everyone involved is ignoring my phone calls and emails. --- Additional Comments: I would like for them to refund my money.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 158 of 192	
Reference Number	41557306
Created Date	10/23/2012
Complaint Source	BBB CA Colton
Originator Reference Number	11760098729043
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/23/2012
Updated By	Adam D asmitley
Updated Date	10/31/2012
Agency Contact	External Agency
Complaint Date	10/23/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	VANCOUVER
Consumer	

Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	GBR
Consumer Address, Country Name	UNITED KINGDOM
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell	

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	upset at the starter pack only have enough meal replacement for 15 days while everything else is 30days. very misleading. tried email no success --- Additional Comments: Change there advertisement to say you need to purchase another meal replacement container. ',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 159 of 192	
Reference Number	41755859
Created Date	11/09/2012
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RMUNOZ
Entered Date	11/09/2012
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	11/09/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Waltham
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	Herbalifesubscriptions@herbalife.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer state sthat has been receiving unsolicited emails from Herbalife consumer has asked to stop sending emails and he keeps receiving them.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 160 of 192	
Reference Number	41766030
Created Date	11/16/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/16/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/16/2012
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Salem
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International, Inc.
Company Address, Line 1	800 West Olympic Blvd., Suite 406
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b) (6)
Company Rep Salutation	
Company Rep Comments	Independent Distributor
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Credit Card
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I responded to a website about working at home. I was contacted by (b)(6) an Herbalife Independent Distributor. I dont remember how much money I paid to have an information kit sent to me. After I reviewed the information I was again contacted by Ms. (b)(6) and her mentor, (b)(6) I dont remember how much money I paid to have additional information sent to me. I decided to join the company as a supervisor, which required a fee of how much I dont remember, and I was required to purchase an inventory of products for around $3,000. I was not told up front the additional charges that would be required to start up my business as an independent distributor. I had to set up 3 websites, and join their internet communication network. I never was able to sell any products or sign up any distributors and ended up selling my inventory on Amazon at a considerable loss. I purchased sales leads that went nowhere. At every turn I just was required to spend more money, and I never was able to make any money. The company was not forthright and honest about making money at home. It was represented to be an internet business, when in fact it is just internet marketing.

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

Record 161 of 192	
Reference Number	42035505
Created Date	10/01/2012
Complaint Source	BBB CA Oakland
Originator Reference Number	11160057236354
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOACA-USER
Entered Date	10/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/01/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OWASSO
Consumer Address, State Code	OK
Consumer Address, State Name	Oklahoma
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	(b)(6) Herbalife: Independent Distributor
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BENICIA
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	94510
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	707
Company Phone, Number	7450535
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I'm recieving solicitations via my cell phone in the middle of the night. I did not authorize anyone to use my number and they did call the previous day to 'scout' my number out to see if it was real (9:29 am). Now I have recieved 2 messages from this company, one at 3am on 9/30 & just now at 11:30pm on 9/30. Please note they have contacted me, despite my request for them to 'stop', and that contact was done not only at times that are unreasonable, but twice within a 24 hour period and on the same day! The person contacting me for this company is at (b)(6) I am tired of the harassment. --- Additional Comments: If they will not take me off their call/email/text listing, I will persue damages for harassment. I should not be contacted by this organization, as a whole. I will not tolerate harassment & will seek the maximum damages allowable for an organization disturbing me at unreasonable hours, and against my will & after I notified them to stop contacting me.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 162 of 192	
Reference Number	42201958
Created Date	11/14/2012
Complaint Source	BBB DE Wilmington
Originator Reference Number	02510009295602
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEL-USER
Entered Date	11/14/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/14/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NEWARK
Consumer Address, State Code	DE
Consumer Address, State Name	Delaware
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	MainStream Nutrition Club - Herbalife
Company Address, Line 1	163 E. Main Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEWARK
Company Address, State Code	DE
Company Address, State Name	Delaware
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	19711
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	302
Company Phone, Number	4444974
Company Phone, Extension	
Company Email	
Company Website	http://www.mainstreamnutrition.com/
Company Rep First Name	Stephen
Company Rep Middle Name	
Company Rep Last Name	Fangman
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The service at this nutrition shop was beyond unacceptable. The worker suggested that I had a problem and needed their services in order to control myself. When I told him that I was offended he told me that this was simply my own opinion and that I should listen to his advice. I would never return to this place of business due to the extreme lack of respect and insults I received while there. --- Additional Comments: I would like others to know how terrible the customer service at this place of business is and urge them to try other places in order to fulfill their nutrition needs.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

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

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

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

Record 164 of 192	
Reference Number	42567526
Created Date	11/27/2012
Complaint Source	Iowa, Attorney General
Originator Reference Number	2012-142801
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IA01-USER
Entered Date	11/27/2012
Updated By	IA01-USER
Updated Date	12/20/2012
Agency Contact	External Agency
Complaint Date	11/27/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FAIRFIELD
Consumer Address, State Code	IA
Consumer Address, State Name	Iowa
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America
Company Address, Line 1	950 W 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRENCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Note: the Iowa Attorney General's Office is able to transmit only the company and consumer information but no other comments at this time.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 165 of 192	
Reference Number	42821990
Created Date	12/12/2012
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1212120027058622
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	12/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/12/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HONOLULU
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	herbalife international
Company Address, Line 1	kept on file by herballfe interna-
Company Address, Line 2	tional
Company Address, Line 3	
Company Address, City	
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	2144184629
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Gary
Company Rep Middle Name	
Company Rep Last Name	Spergeon
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$500.00
Complaint Info Product Service Code	0346
Complaint Info Product Service Description	Spyware\Adware\Malware
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. --- Incident description: I received an email from gary spergeon in the first part of september, the relationship is hostile and he is not supposed to be communicating with me, but I was singled out for an email soliciting a home based business and when I clicked on it my computer froze and an FBI page covered the screen asking for $200 to unblock the screen. the repairs cost a total of $450-500.00 including lost time from business and repairs from two computer companies. He admitted doing it but when I asked for payment of damages he ran away.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

DNC COMPLAINT

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

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

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

Other Information Requested Entity to Stop Calling	Yes

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

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

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

Stop Calling	Yes

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

Other Information Requested Entity to Stop Calling	Yes

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Other Information Requested Entity to Stop Calling	Yes

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

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

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

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

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

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

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

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

Provided by the Federal Trade Commission

CONSUMER

NETWORK

Law enforcement's source for consumer complaints

CIS COMPLAINT

Record 1 of 192	
Reference Number	9685067
Created Date	01/03/2007
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BMORGAN
Entered Date	01/03/2007
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	
Transaction Date	01/07/2006
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Brampton
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	

Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	01/07/2006
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$290.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer wants to know if a company Herbalife is a legitimate company. Consumer states he found them in an internet search. Consumer states they are offering him a multilevel marketing plan. Consumer was asked to pay 290.00 to join.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 192	
Reference Number	9978524
Created Date	02/08/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	02/08/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/06/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Stilwater
Consumer Address, State Code	OK
Consumer Address, State Name	Oklahoma
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$2000.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$30.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After seeing a TV ad that promoted Home based business by Internet I logged into the site and was astonished to find it was Herbalife only after paying $30 for a booklet that came in the mail. I was not able to discover this from the website that I logged into. Seems to me that the TV ads ought to be regulated by federal law which would require truth in advertising, whereby companies were required to state up front their business name in the initial TV/Radio/Internet ad or print media.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 192	
Reference Number	10213230
Created Date	03/13/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JXHEINY
Entered Date	03/13/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/11/2007
Transaction Date	01/27/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Boca Raton
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Kayra
Company Rep Middle Name	
Company Rep Last Name	Nieves
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	01/27/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

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

Record 4 of 192	
Reference Number	10244124
Created Date	02/06/2007
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001314755
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSTL
Entered Date	02/06/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/06/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DRAYTON VALLEY
Consumer Address, State Code	AB
Consumer Address, State Name	Alberta, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	636019331
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	573
Company Phone, Number	2253137
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 192	
Reference Number	10503971
Created Date	04/26/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LSHARP
Entered Date	04/26/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/25/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Rockford
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	e-Team Online Fulfillment--Herbalife, Agustin Pascual
Company Address, Line 1	2029 Westgate Dr. #120
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Carrollton
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	75006
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	909
Company Phone, Number	899-7821
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Aqustin(Sandy)
Company Rep Middle Name	
Company Rep Last Name	PASCUAL
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$9.95
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	LJD
Complaint Info Law Violation Description	Prompt Refund Not Received
Complaint Info Statute Code	UU
Complaint Info Statute Description	Mail or Telephone Merchandise Order Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Free Training Package from Home Bussiness Solutions) On Saturday, April 07,2007 I ordered "Free Training Package from Bussiness Solutions". And I received my order, on Tuesday, April 10,2007. On Thursday, April 12,2007 I returned my package to e-team Online Fulfillment(please see their address). I sent a few e-mails to Sandy Pascual and I made a few phone calls. To date, my request for reimbursement have been ignored. Please help me to get my money back +interest. Thank you for your attention to this matter. Thank you for your cooperation. Sincerely, (b)(6)
Complaint Info CRA Dispute Flag	Y
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 192	
Reference Number	10552269
Created Date	05/03/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	05/03/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/02/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Gridley
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502-1001
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Gordon
Company Rep Middle Name	
Company Rep Last Name	Townsend
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$800.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$800.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Distributor start up kit) Spoke to Mr. Townsend about becoming a distributor for Herbalife. Ordered the starter kit. Changed my mind and asked to return the starter kit for a refund on 2/12/07. Was told I needed an authorization to return merchandise. Finally received authorization on 4/4/07. Returned merchandise same day. They received it on 4/9/07. Still have not received a refund for the merchandise.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 192	
Reference Number	11007151
Created Date	07/11/2007
Complaint Source	Federal Trade Commission
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	EANDERSON
Entered Date	07/11/2007
Updated By	JOB: Set_TCS_Flag
Updated Date	08/01/2007
Agency Contact	Mail
Complaint Date	07/10/2007
Transaction Date	06/22/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Ozark
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502-1001
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	06/22/2007

Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer has a complaint regarding a request got a refund for products returned to the company. They state that the company is guilty of the sin of omission by not telling the entire story prior to taking money from uninformed individuals. The first thing is nondisclosure before signing of contract and costs for advertising of $2500 per month minimum for building and $107 per week for retail sales. Regarding the scripts provided by Herb life, they were compelled to use these verbatim which did not disclose all of the hidden costs. They have enclosed copies of all related documents.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 192	
Reference Number	11416889
Created Date	03/28/2007
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260097012009
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBPHAZ
Entered Date	03/28/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PHOENIX
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International Inc.
Company Address, Line 1	1800 Century Park East
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CENTURY CITY
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 192	
Reference Number	11421753
Created Date	03/23/2007
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001309733
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSTL
Entered Date	03/23/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/23/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COVINGTON
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	636019331
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	573
Company Phone, Number	2253137
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$399.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 192	
Reference Number	11435714
Created Date	04/25/2007
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094115633
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCHIC
Entered Date	04/25/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/25/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PALMDALE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Online Business Systems/Herbalife
Company Address, Line 1	2512 Bordeaux Lane
Company Address, Line 2	#207
Company Address, Line 3	
Company Address, City	NAPERVILLE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	60540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	630
Company Phone, Number	3553758
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$438.90
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 192	
Reference Number	11467095
Created Date	05/10/2007
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001212419
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBVABC
Entered Date	05/10/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/10/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TUCSON
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Distributor Dollina Rodocker
Company Address, Line 1	2 27090 32 Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LANGLEY
Company Address, State Code	BC
Company Address, State Name	British Columbia, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	V4W1A1
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	604
Company Phone, Number	8579591
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 192	
Reference Number	11534222
Created Date	08/10/2007
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094130025
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCHIC
Entered Date	08/10/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/10/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NORTH LAUDERDALE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Online Business Systems/Herbalife
Company Address, Line 1	2512 Bordeaux Lane
Company Address, Line 2	#207
Company Address, Line 3	
Company Address, City	NAPERVILLE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	60540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	630
Company Phone, Number	3553758
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$39.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 192	
Reference Number	11845799
Created Date	10/12/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	10/12/2007
Updated By	JOB: Upd_internet_related
Updated Date	10/13/2007
Agency Contact	Internet
Complaint Date	10/09/2007
Transaction Date	04/01/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Walla Walla
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	b(6)
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	P.O. Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080-0210
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	866-4744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Ann
Company Rep Middle Name	
Company Rep Last Name	Gallup
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	04/01/2007

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$2300.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$4088.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Herbalife International of America, Inc.) After researching home-based businesses on the internet, I received a telephone call from Ann Gallup who, after calling me several times, convinced me to try a home business in which I would be selling health and nutrition products according to her. I was skeptical but she convinced me to join at the supervisor level and told me that I would not be calling anyone or going out in the public to sell but that my customers would come to my website and that I would make a lot of money. She lead me to believe that the total cost would be 2300. I found out later that I would have to do a great deal of telemarketer type calling, purchase expensive internet leads and many other expenses would be included as well. I was charged 4088.42 instead of 2300 and I immediately asked her about it and told her that I needed to return the large amount of product she sent me, that I needed to be at the basic distributor level. She only tried to change my mind and then never heard from her again. This seems like a pyramid scheme and a scam to me. She had told me that I would receive a complete refund if I was

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

Record 14 of 192	
Reference Number	11860755
Created Date	10/17/2007
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	10/17/2007
Updated By	JOB: Upd_internet_related
Updated Date	10/18/2007
Agency Contact	Internet
Complaint Date	10/15/2007
Transaction Date	07/10/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Santa Maria
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502-1001
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	410-9600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Claudya
Company Rep Middle Name	
Company Rep Last Name	Galvan
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	07/10/2007

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3200.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$3200.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Products Returned-No Refund honored - Denied Refund) Through a webswite I contacted what turned out to a an Herbalife representative in 6/21/2007. I purchased after signing up with Herbalife online with Kathy Wasko, inventory amount $3132.86, received by me on 6/23/2007. After initial training I decided that this wasn't for me. on 7/2/07 I requested a refund from Herbalife, all within the 30-DY MONEY BACK GUAR time frame. I contacted Herbalaife, Claudya Galvan-Refund/Repurchase Dept. and followed all instructions, including shipping back four lrg. boxes of inventory at my expense. After 3 months, on Oct 10, 2007 I received a letter denying my refund of over $3000 due to "Other: No Distributor Application returned". Never was asked for this form, fully complied with their request, and now I am making formal complaint and demand for my $3,132.86 from Herbalife immediately!
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	

Record 15 of 192	
Reference Number	12135397
Created Date	10/10/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC571593
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	10/10/2007
Updated By	IC3-USER
Updated Date	02/20/2008
Agency Contact	External Agency
Complaint Date	10/10/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PINE CITY
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Textile CO. LTD INT Textiles Company
Company Address, Line 1	Ivy Mill, Lorne Street Bolton BL47L
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	GBR
Company Address, Country Name	UNITED KINGDOM
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Benjamin
Company Rep Middle Name	
Company Rep Last Name	Taylor
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0710101009365782:On Monday, 10-8-07, I received an email from an individual supposedly from the UK asking me to take part in his company by working part-time doing check cashing and sending funds back to him/her via Western Union. I knew this was a fraudulent offer, seeing as how he/she names their company "Herbalife Textile...", as I have worked for the legitamit "Herbalife" company for the past 2 years or so. However, I responded to his offer so as to get more information from this individual in the event that further correspondence with him/her would help you investigate the matter more effectively. Please note that no money has changed hands in this matter. However, I suspect that I am not the only target in this situation, and that there are folks out there that would likely or have already taken part in this scheme without the knowledge that it is fraudulent. You will see in my email correspondence with this individual that I used a bogus name for myself so he/she would not be able to accurately identify me by name, and I did receive a response from him/her. Below you will see that I have copied and pasted the entire correspondence from the initial email through to my latest response from just this morning, and I suspect I will receive more

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

Record 16 of 192	
Reference Number	12432890
Created Date	11/06/2007
Complaint Source	BBB TX Austin
Originator Reference Number	08250090113181
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCSCTX
Entered Date	11/06/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/06/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AUSTIN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International Monica Wells
Company Address, Line 1	9624 Woody Ridge View
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	AUSTIN
Company Address, State Code	TN
Company Address, State Name	Tennessee
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	78730
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	512
Company Phone, Number	2585564
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$464.88
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 192	
Reference Number	12562271
Created Date	12/09/2007
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094152467
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCHIC
Entered Date	12/09/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/09/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STOCKBRIDGE
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Online Business Systems/Herbalife
Company Address, Line 1	2512 Bordeaux Lane
Company Address, Line 2	#207
Company Address, Line 3	
Company Address, City	NAPERVILLE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	60540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	630
Company Phone, Number	3553758
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$48.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 18 of 192	
Reference Number	13186238
Created Date	03/07/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	03/07/2008
Updated By	JOB: Upd_internet_related
Updated Date	03/08/2008
Agency Contact	Mail
Complaint Date	09/09/2007
Transaction Date	04/22/2007
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Norfolk
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	04/22/2007

Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1204.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	$1204.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: This complaint was filed with the NY AG's Office and has been forwarded to the FTC. Consumer complains that he signed up to start an online business for the Herbalife System. He was asked to buy a starter pack for $385.00 which was billed to his credit card. Later, he was asked to pay $819.00, and he did. Consumer then concluded that he could not make anything at the business. Consumer wants his money back. No phone number or e-mail is listed for the consumer.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 192	
Reference Number	13201409
Created Date	03/10/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	03/10/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/09/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	oaklnad park
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	13794 th nw 4 st suite 206
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	sunrise
Company Address, State Code	FL
Company Address, State Name	Florida
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	33325
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Maria Helena Ramos
Company Rep Middle Name	
Company Rep Last Name	03/08/2008
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$65.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0617
Complaint Info Product Service Description	Non-Alcoholic Beverages
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: 1 meregade, aloe vera drink , rusberry drink) i went to a mysterious job meetting, the person to contact never was there, but somebody called her and she gave me the excuse, im sick, no matter because somebody get her place to introduce the company, so we went to a room to talk about the product..benefices, testimonies, food piramide, etc after a while everybody was testing of Herbalife products and from that time, around 2 hour later i stared to had experienced headache, constipation, nausea, lightheadedness, palpitations, and/or other transient symptoms that might be attributable to Herbalife products. thank and if you need more info about it, im here to do it.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 20 of 192	
Reference Number	13261683
Created Date	03/14/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LKILPATRICK
Entered Date	03/14/2008
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	11/26/2007
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	College Park
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	2587155
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$40.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	$40.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: The consumer wrote that she decided to rejoin Herbalife and contacted a rep who told her that it would cost $10 to rejoin. The consumer had been a member in 2003 and was charged the $10 for each of the years 2004, 2005, and 2006 plus the current year of 2007. When the consumer told the company that they couldn't charge her for the years that she didn't use the service she for the three years, but the company didn't agree. No alternate ph # or email address for consumer.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 21 of 192	
Reference Number	13702999
Created Date	04/30/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	04/30/2008
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	03/12/2008
Transaction Date	03/12/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Oakland Park
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	03/12/2008
Complaint Info Initial Response	

Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: The consumer writes that he visited Herbalife to obtain herbal remedies. The consumer notes that after taking them, he felt sick. The consumer also feels that Herbalife is trying to brainwash people with a food pyramid. No home #, work # or email address was provided.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 22 of 192	
Reference Number	13791147
Created Date	05/12/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	05/12/2008
Updated By	JOB: Upd_internet_related
Updated Date	05/13/2008
Agency Contact	Internet
Complaint Date	05/08/2008
Transaction Date	05/07/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Gainesville
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Laurent Trust (LT) Ltd, t/a 60minute money. / Herbalife
Company Address, Line 1	10391 e hwy 120
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	manteca city
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	95336
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	209
Company Phone, Number	8235968
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	05/07/2008
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

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

Record 23 of 192	
Reference Number	13961776
Created Date	06/03/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	SSCHWARTZ
Entered Date	06/03/2008
Updated By	JOB: Set_TCS_Flag
Updated Date	06/04/2008
Agency Contact	Phone
Complaint Date	
Transaction Date	06/03/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Cleveland
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	06/03/2008

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

Record 24 of 192	
Reference Number	19568692
Created Date	07/16/2008
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	lkilpratrick
Entered Date	07/16/2008
Updated By	lkilpratrick
Updated Date	07/16/2008
Agency Contact	Mail
Complaint Date	07/16/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Hartsdale
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International Inc
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$50.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$50.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: The state of NY AG office forwarded the consumer's complaint against Herbalife International Inc. The consumer became a sales rep for the company and never rcv'd his kit until after he signed the contract. Consumer found out after he signed that the company has a no refund policy, only exchanges. No email address for consumer. - Consumer requested additional fulfillment.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 25 of 192	
Reference Number	20494548
Created Date	10/06/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/06/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/06/2008
Transaction Date	10/03/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Waukee
Consumer Address, State Code	IA
Consumer Address, State Name	Iowa
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)

Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	(b)(6) Independent Herbalife Distributors
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code	

Extension	
Company Phone, Country Code	
Company Phone, Area Code	515
Company Phone, Number	7208696
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.SoLongInches.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Independent Herbalife Dis
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/03/2008
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	10/03/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	CS6
Complaint Info Law Violation Description	SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic	

Description	
Complaint Info Comments	Here is the body of the SPAM email in its entirety. It was unsoolicited, I have no relationship with this company, and there is no opt out option:Dear Future Customer, (b)(6) and I are Herbalife Independent Distributors. We are the leading health and nutrition company and have been for the past 28 years. We are now currently in 66 countries and expanding rapidly. In our first year we achieved more than $2 million in sales. Last year, we almost reached the $3.5 BILLION mark. Herbalife has truly life changing inner nutrition products. They can help with many diet related issues including: Obesity, High Blood Pressure, Cholesterol and Triglycerides levels, Migraines, Diabetes, Allergies, Asthma, Ulcers, Sleep Disorders, Arthritis, Fibromyalgia, Osteoporosis, HRT, PMS and ADD (to name a few). We are offering you 5% up to 25% discount on your next product order for each referral that places an order within the next 30 days. If you are not interested at this time in our products, we would still extend an offer for referrals. We will give you 5% of any first time order from a referral that mentions your name. We are eager to begin working with people who would like to improve their health and wellness. If you know of anyone who would to have more energy, feel better, gain needed weight or lose weight, please give him or her our number. Our number one attraction is our ability to help people lose weight while improving their health through better nutrition. Our average customer loses from 15 – 30 pounds in a month… safely!! Call us at (b)(6) (b)(6) or visit www.SoLongInches.com for more information. Or…are you interested in Working From Home? We will be glad to send you some information about our incredible home-based business that everybody can start part-time around their schedule without interrupting what they are currently doing. The company is currently running a special promotion. It allows us to loan our training package to anyone we know FREE of charge for a three-day period. I don't know if this would interest you at all, but I did think that since it was free, I would extend that offer to you. You can earn $500 - $1,500 part-time! We look forward to hearing from you! (b)(6) Herbalife Distributors (b)(6) www.SoLongInches.com
Complaint Info CRA Dispute Flag	N

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 26 of 192	
Reference Number	20787428
Created Date	07/28/2008
Complaint Source	BBB TN Nashville
Originator Reference Number	05730037046769
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/28/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/28/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ELK RIVER
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	2836 Sharpie Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CLARKSVILLE
Company Address, State Code	TN
Company Address, State Name	Tennessee
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	37041
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	931
Company Phone, Number	5425720
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 27 of 192	
Reference Number	21102613
Created Date	11/21/2008
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094209812
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	11/21/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/21/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ANTIOCH
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Online Business Systems/Herbalife
Company Address, Line 1	2512 Bordeaux Lane
Company Address, Line 2	#207
Company Address, Line 3	
Company Address, City	NAPERVILLE
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	60540
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	630
Company Phone, Number	3553758
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$3500.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 28 of 192	
Reference Number	21264277
Created Date	12/31/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/31/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/31/2008
Transaction Date	12/29/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Culver City
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Merelle Worldwide (Herbalife distributor)
Company Address, Line 1	804 Port America
Company Address, Line 2	Suite 400
Company Address, Line 3	
Company Address, City	Grapevine
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	76051
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	228
Company Phone, Number	2163335
Company Phone, Extension	
Company Email	(b)(6)
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/29/2008
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	12/29/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$10.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$10.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The information is presented as an at home business called Global Home Business Systems. One pays $9.95 to receive a DVD, FedExed overnight, to look at before being contacted via telephone for a pre-set appointment, where one is "evaluated". Unless one cancels, there is an additional charge of $39.95. At no time during any of the initial emails or first call is one told this is Herbalife or MLM. Neither the DVD, accompanying booklet, or cover letter sent with the DVD mention this is Herbalife or MLM. Not until the phone call do they mention it is Herbalife.Afterwards, I Googled "Global Home Business Systems" and found many complaints about this practice. Had I known this was Herbalife and MLM upfront, I would not have spent any time or money with this company.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 29 of 192	
Reference Number	21298080
Created Date	12/19/2008
Complaint Source	BBB TX Dallas
Originator Reference Number	08750091098867
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	12/19/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/19/2008
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAKE ANN
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	1800 Century Park East
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CENTURY CITY
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	1501
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	1409600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$199.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 30 of 192	
Reference Number	22172283
Created Date	03/26/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/26/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/26/2009
Transaction Date	12/04/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Barrie
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife & Global Home Business System
Company Address, Line 1	32 Chase
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Christina Lake
Company Address, State Code	BC
Company Address, State Name	British Columbia, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	V0H1E2
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	250
Company Phone, Number	4479056
Company Phone, Extension	
Company Email	(b)(6)
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Upline
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	12/04/2008
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	12/04/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$4200.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$6511.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase $4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about $8,000.00, I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in

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

Record 31 of 192	
Reference Number	22669735
Created Date	05/07/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/07/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/07/2009
Transaction Date	03/25/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Maricopa
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc.
Company Address, Line 1	P.O.Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	www.herbalifesitemap.com
Company Rep First Name	Jan / Lynda
Company Rep Middle Name	
Company Rep Last Name	Allison / Cromar
Company Rep Salutation	
Company Rep Comments	Ind. Distributor / Manage
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	03/25/2009
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	03/25/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3884.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	$3884.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On 02/25/09 signed up as an Independent Distributor and paid with debit card an amount of $299.00. Next day over phone talks with Manager, Lynda Cromar, because of 50% commission on each sale,upgraded to Supervisor and paid with my Discover credit card $3,484.28.With my visa debit/credit card I paid $24.95 on 03/26/09 for PTI Registration,on 03/30/09 paid Herbalife yearly pro-pay $29.95, $12.99 domain purchase,$12.95 herbalife Touch Tone phone and on 04/20/09 $19.95 PTI monthly auto debit from my bank's checking account.Cancelled distributorship on April 23,2009(since March 25,2009)well within 30 days legal cancellation time.When upgraded to Supervisor,the company send supplies of 20 customers. Lynda Cromar over phone assured that she would help sell those five boxes of supplies.Company's reply to my resignation say no words about taking back the unopned boxes of supplies and refund of money paid.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute	

Resolved	

Record 32 of 192	
Reference Number	23410583
Created Date	07/01/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0907011327513961
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	07/01/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/01/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	1107 Brundage Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CHEYENNE
Company Address, State Code	WY
Company Address, State Name	Wyoming
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	82009
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	307
Company Phone, Number	4324341
Company Phone, Extension	
Company Email	karen@leadingincome.com
Company Website	karenaur@millect.com
Company Rep First Name	Karen
Company Rep Middle Name	
Company Rep Last Name	Aurand
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$49.90
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0907011327513961. I thought this business would be a way to make an income, at least that what she said & at the time I was unemployed & she made it sound like this could happen if I agreed to the purchase of Herbalife products. My credit/debit card was 1st charged for $299 in late Feb. beginning of March which was refunded because I never received this package, in addition to a $9.95 for S/H. I first responded to Herbalife back in 02/09, but this amount was credited back into my account in early part of 06/09, because I relayed to Karen Aurand that I never received this package, but recently in June she charged my credit/debit card $39.95 for a DVD she claims was shipped to me when the supposedly $299 package was also shipped to me, which I never received either. After several email attempts in trying be refunded this $39.95 that was just done in June, Karen claims I had 14 days to be refunded this amount from back in Feb./March & at that time since I never received this DVD & wasn't charged for it I never knew about this supposedly DVD I was suppose to receive, but now 3 months later Karen charged my credit/debit card for

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

Record 33 of 192	
Reference Number	23450200
Created Date	07/21/2009
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/21/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/21/2009
Transaction Date	05/15/2009
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Carson
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America
Company Address, Line 1	930 East 231st St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Carson
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90745
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	50487
Company Email	
Company Website	www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	05/15/2009
Complaint Info Initial Response	

Method	In Person
Complaint Info Initial Response Date	05/15/2009
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I joined Herbalife International of America, Inc in Los Angeles California area around May 17, 2009 Member (b)(6) .Its a pyramid business. Due to the Financial crisis, unemployment, not having legal status to live in this Country THOUSANDS OF HISPANIC people are being "invited to join" this company to earn some money.You have to pay $105.00 Dlls, I paid CASH.You have to spend at least $3,000 Dlls in the same monthe, either alone or with others to qualify for 50% discount on products, vitamins and natural herbs.Most of the transactions are paid in CASH at this location, I always see HISPANIC people in there, working and as Distribuitors like myself.I am getting discourage because we are being charge extra fees:A 3.5%(three and half percent) for PICKIN UP the products, using our own cars, gas, time of traveling, time waiting in line to purchase products.AN ADDITIONAL 7.0% (seven percent) for "PACKING AND HANDLING" besides the 9.75% of sales taxes in California. ARE THESE FEES LEGAL when we are PICKING THEM UP at their Wherehouse?..This happend to me and others while waiting in line at their

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

Responded	
Complaint Info CRA Dispute Resolved	

Record 34 of 192	
Reference Number	23997919
Created Date	08/03/2009
Complaint Source	BBB OK Tulsa
Originator Reference Number	10250038021748
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/03/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DE SOTO
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Online Business systems AKA Herbalife
Company Address, Line 1	9923 N Ashfield Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	OWASSOOWASSO
Company Address, State Code	OK
Company Address, State Name	Oklahoma
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	74055
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	918
Company Phone, Number	6714154
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Product Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 35 of 192	
Reference Number	24200453
Created Date	09/24/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0909241305117531
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	09/24/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/24/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIAMI
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	

Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	b(6)
Consumer Military Service Branch	
Company Name	Herbalife Intncal.
Company Address, Line 1	unknow
Company Address, Line 2	unknow
Company Address, Line 3	unknow
Company Address, City	VALENCIA
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	ESP
Company Address, Country Name	SPAIN
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	3
Company Phone, Area Code	495
Company Phone, Number	4788748
Company Phone, Extension	
Company Email	(b)(6)
Company Website	http://adwordsx1centimo.ning.com/
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$5000.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0909241305117531. (b)(6) (b)(6) bought from www.DominandoAdwords.com/1centavo our product and now he is selling it online http://adwordsx1centimo.ning.com/ without authorization.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 36 of 192	
Reference Number	24274885
Created Date	09/03/2009
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057156469
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/03/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	8517 Mitchell Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EDEN PRAIRIE
Company Address, State Code	MN
Company Address, State Name	Minnesota
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	55347
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	952
Company Phone, Number	3035769
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$39.95
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 37 of 192	
Reference Number	24274948
Created Date	09/11/2009
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057158416
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/11/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/11/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LIVINGSTON
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	9800 S La Cienega Blvd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	INGLEWOOD
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90301
Company Address, ZIP Code Extension	4440
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 38 of 192	
Reference Number	24540489
Created Date	09/02/2009
Complaint Source	National Consumer League
Originator Reference Number	569808
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CLGC-USER
Entered Date	09/02/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/02/2009
Transaction Date	04/18/2008
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	EXTON
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE
Company Address, Line 1	P.O. Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	2167770
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Maggie
Company Rep Middle Name	
Company Rep Last Name	Ringle
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	04/18/2008

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

Record 41 of 192	
Reference Number	25719038
Created Date	03/12/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	GSIMPSON
Entered Date	03/12/2010
Updated By	GSIMPSON
Updated Date	03/12/2010
Agency Contact	Phone
Complaint Date	03/12/2010
Transaction Date	03/10/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	El Paso
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	Donavon Drive
Company Address, Line 3	
Company Address, City	Elpaso
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	03/10/2010
Complaint Info Initial Response	

Method	Other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer went to a club to lose weight. When he got there he found out it was a pyramid scheme.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 42 of 192	
Reference Number	25730340
Created Date	03/15/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/15/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/15/2010
Transaction Date	02/15/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer	

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

Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Partner With Paul = Online Business Systems = Herbalife|Online Business System = Herbalife
Company Address, Line 1	|7057 TR 551
Company Address, Line 2	|
Company Address, Line 3	|
Company Address, City	|Holmesville
Company	

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

Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	02/15/2010
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	02/15/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$399.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint	

Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I cancelled 2/16/10 via e-mail and received information that I will need to pay for reshipping & restocking fees which I should just consider the $399 as a business loss. I said no I want a full refund. The packages were refused for shippment I returned the decision pack back to OHIO. Craycraft is charging a total of $203.58 for reshipping restocking & misc. I want a full refund since on Herbalifes website states no reshipping and restocking fee.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 43 of 192	
Reference Number	26094738
Created Date	03/22/2010
Complaint Source	BBB WA DuPont
Originator Reference Number	12960022237908
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/22/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/22/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SEATTLE
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	2816 NW Walder Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CAMAS
Company Address, State Code	WA
Company Address, State Name	Washington
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	98607
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	360
Company Phone, Number	8342916
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 44 of 192	
Reference Number	26097059
Created Date	03/21/2010
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057172207
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/21/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/21/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MC LEANSVILLE
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

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

Record 45 of 192	
Reference Number	26437036
Created Date	05/14/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/14/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/14/2010
Transaction Date	04/14/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Beech Island
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife/Marney White
Company Address, Line 1	22422 Navasota Cir
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	San Antonio
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	78259
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	(b)(6)
Company Website	http://www.cpk.theonlinebusiness.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Mentor

Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	04/14/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	04/14/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$9.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$189.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I found the company on a website in which I clicked the links to pay 9.95 for the free information dvd. I was soon after called by (b)(6) (mentor) who told me I would be working for herbalife and 149.95 package to get started. At first I said no and told her I would call her when I had the money. She called me a day ahead to see if I had the money then and at that time I told her to charge the card on file. She did and I went through the training videos which gave a price, but after the videos and it was time to do actual so called training there was a different price for a large amount of this the company claimed I would need. I then cancelled and asked (b)(6) where can I return the products and how to be refunded. At first she refused to respond until I let her know i will report this as fraud in which she immediately gave me instructions on how to return. The item was returned days ago and still no refund on my card. She also decided to charge me an extra

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

Record 46 of 192	
Reference Number	26653166
Created Date	05/07/2010
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057175802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	05/07/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/07/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ANDOVER
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

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

Record 47 of 192	
Reference Number	26662568
Created Date	06/07/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/07/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	06/07/2010
Transaction Date	05/14/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Milwaukee
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	www.herbalife.com
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Redmond
Company Address, State Code	WA
Company Address, State Name	Washington
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	98052
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	(b)(6)
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.onlineinfopack.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	05/14/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	05/14/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$10.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$200.00
Complaint Info Product Service Code	0335
Complaint Info Product Service Description	Internet Web Site Design\Promotion
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was contacted by (b)(6) of Herbalife.com after being enticed to begin an Internet business selling health food products. She call me on my cell phone and explained a package of training materials would be shipped. I received them and found not only was it a scam but I was being charged by other related services, none of which I had signed up for. One charged my phone bill and another to my bank account. I would like to discuss this problem in detail with someone by phone as it is too lengthy to explain in this limited submission form. I have had one arm of this scam charge me $19.95 thru a name called onlinentrepreneur.com for webhosting, which I never authorized. Original culprits called Herbalife.com (not to be confused with the legitimate business in California) asked for $9.95 and then further charged my bank account a whopping $149.95 for a training course I never participated in. Unfortunately I don't have the street address of these swindlers. However, if you performe a google search, based on the email name above, you will find a now defunct web site from which to begin your investigation. The phone number for (b)(6)

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

Record 48 of 192	
Reference Number	26848765
Created Date	06/25/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	Spanish
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	DPEREZ
Entered Date	06/25/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	06/25/2010
Transaction Date	05/01/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Miami
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	05/01/2010
Complaint Info Initial Response	

Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304|1712
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters|Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer was calling since when they give the presentation of the product of herbalife they don't provide the consumer's of that they need to pay for the shipping and for each box they they purches to sell.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 49 of 192	
Reference Number	26983402
Created Date	07/09/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/09/2010
Updated By	CRSS\pwilliamson
Updated Date	07/12/2010
Agency Contact	Internet
Complaint Date	07/09/2010
Transaction Date	07/10/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Darling Downs Western Australi
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	AUS

Consumer Address, Country Name	AUSTRALIA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	

Consumer

Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Sharon Styth
Company Address, Line 1	996 Flower Glen Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Simi Valley
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	93065
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	pozte@nursing-the-nurse.com
Company Website	http://www.mental-health-information.info/p/unsubscribe.html
Company Rep First Name	Sharon
Company Rep Middle Name	
Company Rep Last Name	Styth
Company Rep	

Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	07/10/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	07/10/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1|CS4|CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored|SPAM: Subject or From line is false or misleading|SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	

Complaint Info Comments	The unsubscribe link they have (http://www.mental-health-information.info/p/unsubscribe.html) makes people sign up for services they do not want before they can unsubscribe (although I did not get that far) which is a violation of the terms of the can spam act. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 50 of 192	
Reference Number	27053447
Created Date	06/16/2010
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057178434
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	06/16/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/16/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WICHITA
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

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

Record 51 of 192	
Reference Number	27217720
Created Date	08/03/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	TIACOBUCCI
Entered Date	08/03/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	08/03/2010
Transaction Date	02/01/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Rochester
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife|E Home|Global Media Solutions
Company Address, Line 1	950 W 190th St|15333 N Pima Rd|
Company Address, Line 2	|Ste 235|
Company Address, Line 3	||
Company Address, City	Torrance|Scottsdale|
Company Address, State Code	CA|AZ|
Company Address, State Name	California|Arizona|
Company Address, Country Code	USA|USA|
Company Address, Country Name	UNITED STATES|UNITED STATES|
Company Address, ZIP Code	90502|85260|
Company Address, ZIP Code Extension	||
Company Phone, Country Code	||
Company Phone, Area Code	310|480|
Company Phone, Number	4109600|2198705|
Company Phone, Extension	||
Company Email	||
Company Website	||
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	02/01/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$4300.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$4300.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer became involved with a multi-level company, Herbalife. Consumer was told he would receive help and coaching to sell his product and he was not. Consumer had to also deal with 2 of their affiliates: E Home & Global Media Solutions. Global Media provides leads & advertise to get people to sign up and EHome is the recruiting company.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 52 of 192	
Reference Number	27258020
Created Date	08/05/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/05/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/05/2010
Transaction Date	08/04/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Carrollton
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	herbalife/merellworldwide
Company Address, Line 1	804 portamerica
Company Address, Line 2	400
Company Address, Line 3	
Company Address, City	grapevine
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	76051
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	(b)(6)
Company Website	www.tlpsunshinehealth.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	buissness coach?
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	08/04/2010
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	08/04/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$200.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$10.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	this transaction was done online as a credit card. How did this guy make it a debit transaction? am i at risk of him knowing more? For the record the package i received was less than one pound. with it no real information of what it was supposed to contain. i told tom peters i was not interested in the work at home buissness, after i found out herbalife was the company. wick they withhold that information until the package had arrived at my house. then the supposed bulkiness mentor calls to see if i have watched the dvd and to say that mi ready for the next step wick will cost me 149.00$. i simply said mi not interested i don't have the money then he wants me to pay out of my own pocket again to send the package BACK.or ill be charged 39.99 for absolutely nothing just people exclaiming there success story's on this dvd wich are fabricated im sure,i don't think this man or his herbalife co. should get this ten dollars nor any other monetary gain of mine for they have provided me with no service or product. i have no way to afford an attorney to get ten dollars back he can keep it for all i care.... i do however want to keep the rest of my hard earned cash,instead of let theives

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

Record 53 of 192	
Reference Number	27262775
Created Date	07/21/2010
Complaint Source	BBB CO Denver
Originator Reference Number	08850075119911
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/21/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/21/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WINTER HAVEN
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HerbaLife Distributor
Company Address, Line 1	9623 Grand Ave.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LITTLETON
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80123
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	303
Company Phone, Number	9481323
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 54 of 192	
Reference Number	27263004
Created Date	07/12/2010
Complaint Source	BBB AB Edmonton
Originator Reference Number	00270001636003
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/12/2010
Updated By	BBB-USER
Updated Date	09/14/2010
Agency Contact	External Agency
Complaint Date	08/12/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TOCCOA
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc
Company Address, Line 1	PO Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 55 of 192	
Reference Number	27635816
Created Date	08/12/2010
Complaint Source	BBB AB Edmonton
Originator Reference Number	00270001636382
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/12/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/12/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KEREMEOS
Consumer Address, State Code	BC
Consumer Address, State Name	British Columbia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc
Company Address, Line 1	PO Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 56 of 192	
Reference Number	27640889
Created Date	08/05/2010
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057181807
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/05/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/05/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOLLYWOOD
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

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

Record 57 of 192	
Reference Number	27720129
Created Date	09/21/2010
Complaint Source	FTC Call Center
Originator Reference Number	
Language	Spanish
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	VCASTILLO
Entered Date	09/21/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	09/21/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	PEEKSKILL
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HerbaLife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states that he was selling HerbaLife products he states that he was never compensated what he was intially informed he would get. Consumer states that the products that that the company sells are misleading.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 58 of 192	
Reference Number	27728364
Created Date	09/21/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/21/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/21/2010
Transaction Date	08/06/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Schertz
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA
Company Address, Line 1	930 E. 233RD ST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARSON
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90745
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	DS_CSSUPPORT@HERBALIFE.COM
Company Website	WWW.MYHERBALIFE.COM
Company Rep First Name	STEPHEN
Company Rep Middle Name	
Company Rep Last Name	REHRIG
Company Rep Salutation	
Company Rep Comments	MENTOR

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

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

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

Record 59 of 192	
Reference Number	27792496
Created Date	09/28/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/28/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/28/2010
Transaction Date	03/17/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Franklin
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	P.O. Box 80210
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	www.herbalifecentral.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	03/17/2010
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	03/17/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$7500.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$7500.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	This is most of a letter I sent to my contacts within the company. They did not respond at all to my complaints:"Hi, (b)(6) and (b)(6) ! I have been in a real dilemma regarding what to do about this business. I am unhappy about a few things. I guess this letter is not directed so much at you as you to whoever heads up this organization in the business. I want to voice my concerns. First of all, I do not like the deception present. It's one thing not to reveal every detail; it's another to outright lie and encourage others to do so. (b)(6) , you encourage lying...Even in the scripts there are lies. Ex: "We only have a few openings left." Yeah, right! Lies in one aspect mean there are lies in other aspects. If I can't be upfront with people, I can't participate. I'd rather be poor and honest than rich and dishonest and manipulative. I am also upset about the level of money required to run this business. One lady last week was interested in the business because the advertisement states little-no money is needed upfront. Hmmm...first $9.95, then $39.95, then $149.95, then $20, then $$$$$. Now, here I am a lady with NO money to invest; who, in order to make the money I came here for,

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

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

Record 60 of 192	
Reference Number	28195089
Created Date	10/07/2010
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001218013
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	10/07/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/07/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ETOBICOKE
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
Company Address, Line 1	205 Joseph St. Box 2325
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	WALKERTON
Company Address, State Code	ON
Company Address, State Name	Ontario, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	N0G 2V0
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	519
Company Phone, Number	8811300
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$39.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Billing or Collection Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 61 of 192	
Reference Number	28382703
Created Date	11/27/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/27/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/27/2010
Transaction Date	08/29/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Conway
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	NV
Company Address, State Name	Nevada
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	(b)(6)
Company Website	MyHerbalife.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	Supervisor
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	08/29/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	08/29/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3350.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$4500.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	Responded to radio ad for Income at Home, charged $9.95 for company info. Contacted within 2 days by (b)(6) Asked to pay additional $39.95 for additional info, as well as $149.95 for personal diet products (1 month's worth.) Was not informed until that time that the company was Herbalife. Encouraged by (b)(6) as well as her supervisor Dick Tosh to enter the company as a Supervisor so that I would get 50% profit on sales. (b)(6) informed me that she had been with the company for 3 weeks and had made $12,000. Asked to pay $3,000 for company investment as a supervisor, and was sent 6 cases of products to sell. It was my intent to recruit rather that to sell retail, as I was told there was much more money to be made in recruiting. Underwent hundreds of hours in training--I was not informed until training almost completed that I would have to pay $130/each lead for recruiting. Retail sales leads much cheaper, but still had to pay. Informed (b)(6) that I had spent my entire savings, was unable to pay for leads. He told me I would need to sell all of my product inventory to make enough money in profit to buy leads. Multiple

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

Complaint Info CRA Dispute Resolved	

Record 62 of 192	
Reference Number	28456858
Created Date	12/03/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/03/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/03/2010
Transaction Date	10/19/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Grandview
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrence
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	24650
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	ds_cssuport@herbalife.com
Company Website	www.herbalife.com
Company Rep First Name	Tiffany armstrong,
Company Rep Middle Name	
Company Rep Last Name	cellia galicia
Company Rep Salutation	
Company Rep Comments	customer service
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/19/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	10/19/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$4237.00
Complaint Info Amount Paid Method	Visa Cash Advance
Complaint Info Amount Paid Value	$4237.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife advertised their product and I answered an ad. 10-19-10 I started taking the product and was stopped from taking it by my doctor. 11-8-10 (Per agreement- refund for return within 30 days) I returned the product under the company guidelines. Now the company is telling me there is a paperwork problem preventing them from returning my money as agreed.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 63 of 192	
Reference Number	29084484
Created Date	02/07/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2011
Transaction Date	12/10/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Leawood
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	950 West 190th St.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	1001
Company Phone, Country Code	
Company Phone, Area Code	650
Company Phone, Number	4777217
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Danny
Company Rep Middle Name	
Company Rep Last Name	Singson
Company Rep Salutation	
Company Rep Comments	Sales
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/10/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	12/10/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$209.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	$209.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I was interested in earning income from home so I purchased for $9.95 a DVD from incomeathome.com website to find additional information. Then, Danny Singson contacted me and they have you listen to these phone tapes about how much money you can make from home and they give you all of these testimonials. They never tell you what the product is or what you would be doing from home. Prior to the first phonecall from your "sales mentor" they have you listen to the DVD and do workbook pages. Then, you have your phone call. They have you listen to some more testimonials about the product (you still don't know what it is you would be selling or doing from home). Then, they tell you that to move on they need to send you the "start up package" for $199.95. At the end of this call, they tell you it is Herbalife. Then, you still don't know what you would be doing for them. So, they set up an online "mentor" session to show you how to make money. There are 3 levels - you can be a senior consultant (for $275 more dollars) or you can be Success Builder (for $580 more) and last you can be a Supervisor (for $4000 more). They push the supervisor level

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

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

Record 64 of 192	
Reference Number	29419215
Created Date	12/16/2009
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF12486-09
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	12/16/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/16/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TROUTDALE
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	3600
Complaint Info Product Service Description	Invest: Other (note in comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	DETAILS ---- THIS BUSINESS COMES UNDER THE DIGUISE OF INCOME AT HOME A WEBSITE I LEARNED ABOUT VIA DR. LAURAS RADIO PROGRAM FOR MOMS WHO DESIRE TO STAY AT HOME WITH THEIR KIDS. I SENT FOR THE INFORMATION AS IT IS BBB ACCREDITED. I HAD NO IDEA AND WAS UNABLE TO OBTAIN ANY INFORMATION UP FRONT AS TO WHAT THIS INCOME AT HOME WAS ALL ABOUT. A CONFERENCE CALL WAS SET UP FOR MY DAUGHTER (MOTHER OF 14 MONTH OLD TWINS WHO NEEDS A JOB) AND I. THE CALL HAD TO BE RE-SCHEDULED, FIRST FOR LACK OF A DIAL TONE ON MY END, 2ND NO CALL CAME IN & 3RD, KATHYE CAULWELL SUPPOSEDY MY 3RD PERSONAL MENTOR. HER CALL CAME IN, SHE ASKED ME QUESTIONS, BUT NOT MY DAUGHTER (APPARENTLY THERE IS NO COMMUNICATIONS BETWEEN THE MAIN GUY ANTHONY AND THE OTHERS WHO CALL). KATHYE HAD US LISTEN TO AN AUDIO RECORDING OVER THE PHONE THAT FINALLY REVEALED THE ACTUAL NAME OF THE

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

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

Record 65 of 192	
Reference Number	29439142
Created Date	10/29/2010
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF9631-10
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	10/29/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/29/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SPRINGFIELD
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA, INC.
Company Address, Line 1	1800 CENTURY PARK EAST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	5329638
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	3600
Complaint Info Product Service Description	Invest: Other (note in comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	DETAILS ---- GOOD MORNING. MY WIFE AND I HAVE HEARD THE RADIO ADS FOR WORK FROM HOME.COM FOR THE PAST FEW MONTHS. WE DECIDED TO SEE WHAT IT WAS ALL ABOUT. WE WENT ON- LINE TO THEIR WEB PAGE AND WE PAID THE $9.95 FEE TO GET MORE INFO. (THEY WONT GIVE YOU ANY INFO UNLESS YOU PAY.) WE WERE CONTACTED BY A WOMAN IN KENNEWICK, WA WHO IDETIFIED HERSELF AS AN INTAKE HANDLER. WE WERE TOLD THAT A FEDEX PACKAGE WAS COMING AND WE HAD TO READ THE INFORMATION ETC. AND PARTICIPATE IN A TELEPJHONE INTERVIEW IN A FEW DAYS. I FOUND SOME INFO ON THE INTERNET THAT THIS IS A FRONT FOR HERBALIFE VITAMINS THIS COMPANY WILL TAKE THE INITIAL MONEY FROM YOU THEN COAX YOU INTO BUYING ANOTHER PACKET BEFORE TELLING YOU THAT YOU WILL BE SELLING VITAMINS. MY WIFE AND I FEEL THAT CONSUMERS ARE BEING DECIEVED BY THESE ADS AND THIS IS A SCAM. WE FEEL THAT OREGON CONSUMERS SHOULD BE WARNED

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

Record 66 of 192	
Reference Number	30238822
Created Date	04/28/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/28/2011
Updated By	CRSS\bsturm
Updated Date	05/18/2011
Agency Contact	Internet
Complaint Date	04/28/2011
Transaction Date	09/01/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Round Lake
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	09/01/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	09/01/2010
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1|CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored|SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have continued to receive emails from the domain i-office.com for a number of years (going on 3 now) and have requested on no less than 4 occassions to be removed from contact lists as I am no longer affiliated with Herbalife. The emails that I have received are obviously mass-generated, with no information as to how to opt-out, or who to contact to affect the subscriber status. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 67 of 192	
Reference Number	30361783
Created Date	03/29/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1560711
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	03/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CONWAY
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America
Company Address, Line 1	PO BOX 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	Not Reported
Complaint Info Amount Requested Value	$3375.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$4500.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	3/29/2011 AEasterling Responded to radio ad for Income at Home. Paid initial $9.95 for broad overview of the company. Paid $149 for required 1st months personal weight loss products. It was not until this time that Herbalife was the company I was dealing with. Paid $39.95 for more information about the company. Urged to act right away in decision to become a Supervisor distributor--"You don't want to leave any money on the table." Success was guaranteed if I would just follow their training methods and was willing to work hard. Paid $3,175 (includes tax/shipping) upfront for "supervisor" distributorship status. Was sent 6 cases of weight-loss product for resale/reshipping. Company business practices/continued financial investment revealed very methodically during training. Not informed until training almost completed that sales leads would cost me $130 each. Felt that I had to continue in the business due to the time/money invested. Discussed my concerns with (b)(6) in October 2010. Notified by mentor (b)(6) (b)(6) 11/22 that she could no longer handle Herbalife and was cancelling her account. that the only ones making any

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

Record 68 of 192	
Reference Number	30362705
Created Date	04/07/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1561802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	04/07/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COSTA MESA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	2850 S ROOSEVELT STE 102
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TEMPE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85282
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	6726225
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Kelley
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	4/7/2011 AEasterling When I received the materials and products and told the merchant I did not want them and was invoking his return guarantee, the merchant refused to return my money and refuses to talk to me or return my calls and e-mails
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 69 of 192	
Reference Number	30508092
Created Date	05/05/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001238968
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	05/05/2011
Updated By	BBBVABC-USER
Updated Date	11/03/2011
Agency Contact	External Agency
Complaint Date	05/05/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ONEIDA
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	210 9250 120 St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SURREY
Company Address, State Code	BC
Company Address, State Name	British Columbia, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Tejinder Singh
Company Rep Middle Name	
Company Rep Last Name	Matharu
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Cythia Robinson uses high pressure imature selling-business practices. I never seen in business this kind of nonsence. Going on about giveing her money. Forcing me to take a loan. Very imature child like. She is a thief and she is stealing from people left and right. These Herbalife Distributors should be watched. --- Additional Comments: Refunding people's money.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 70 of 192	
Reference Number	30525117
Created Date	02/22/2011
Complaint Source	BBB IN Fort Wayne
Originator Reference Number	03520026035116
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBFTWN-USER
Entered Date	02/22/2011
Updated By	BBBFTWN-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/22/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	9805 Secluded Lane
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	FORT WAYNE
Company Address, State Code	IN
Company Address, State Name	Indiana
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	46835
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$334.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was under the impression that they would supply a list of customers. I wrote to Mr. Locker that I did not want to sell Herbalife and returned the $299.00 plus I paid with my debit card. It cost an additional $35.00 to return his products. I asked him to credit my account and to advise me that he received the products and how long would it take to process the credit. I wrote him several times without a word from him. --- Additional Comments: I want my money credited back to my debit card for the products I returned. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 71 of 192	
Reference Number	30624763
Created Date	11/18/2010
Complaint Source	BBB CA Oakland
Originator Reference Number	11160057182164
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOACA-USER
Entered Date	11/18/2010
Updated By	BBBOACA-USER
Updated Date	02/25/2012
Agency Contact	External Agency
Complaint Date	11/18/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GREELEY
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Online Herbalife Recruiter
Company Address, Line 1	225 E Santa Inez Ave, Apt 6
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SAN MATEO
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	94401
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.onlineinfopack.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I paid 10 dollars for their introductory cd...only had 2 minute video...I DID NOT wish to continue with this business. They took credit card number from introductory cd and used it to continue to charge me for a product that I do not want or did NOT order. two minute video was about motivation NOT the product...total ripoff I do not want to sale herbalife products...my choice. He has NO right to make charges since I did not continue training bs. This is a scam reported numerous times on the internet. Surely you have had to deal with him before...or herbalife.He charged me 40 dollars for what I dont know and according to internet scam they charge 200 dollars for their first supply of products..or hes charging me by installments..which is an excuse for thief. If he doesnt return monies...I will file criminal charges...but looking at his pictures online he looks like a criminal already hiding from the law! Please make a request to stop and refund...I know his children would not like to see him go to jail!you can google this scam and find numerous complaints already by other herbalife criminals. --- Additional Comments: Immediate refund of my funds that are illegally stolen. If not returned immediately, law enforcement will be the next step!'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 72 of 192	
Reference Number	30711362
Created Date	04/04/2011
Complaint Source	BBB DE Wilmington
Originator Reference Number	02510008552942
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEL-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	NEWARK
Consumer Address, State Code	DE
Consumer Address, State Name	Delaware
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	MainStream Nutrition Club - Herbalife
Company Address, Line 1	163 E. Main Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	NEWARK
Company Address, State Code	DE
Company Address, State Name	Delaware
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	19711
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	302444
Company Phone, Extension	
Company Email	
Company Website	http://www.mainstreamnutrition.com/
Company Rep First Name	Stephen
Company Rep Middle Name	
Company Rep Last Name	Fangman
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I went into this business just assuming they provided nutritional shakes/supplements to the general public. Once inside, they tried to sell me on their line of products and nutritional counseling. The problem is that none of the employees are formally trained in nutrition, or are Registered Dietitians or Nutritionists. None of the employees actually had a background in nutrition, all they learned was from the literature from the company that provided their products. In an establishment such as this, I feel that it it unfair to the public to have uneducated people advising others on nutritional counseling, with no factual knowledge of actual nutrition. As an individual who holds a bachelors degree in Nutrition, this was vary disturbing and felt unethical to me because the information that the individuals were giving me was inaccurate and misleading. --- Additional Comments: I would implore the business to acquire knowledgable staff with nutritional

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

Record 73 of 192	
Reference Number	30777181
Created Date	04/04/2011
Complaint Source	Washington, Attorney General
Originator Reference Number	384949
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PASCO
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$450.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I am a 64 year old woman, who is disabled with many diseases, including Type-1 Diabetes for which I am currently taking insulin up to four times a day depending on my sugar levels. Yesterday, Saturday, April 2, 2011 two neighbors who are private distributors for Herbalife came to my home after my son (b)(6) (b)(6) noticed the logo of Herbalife (which neither I nor (b)(6) were familiar with,) on the back of their van and asked one of the distributors if they sold anything that was good for the pancreas. The guy's name, who my son spoke to is Jesus, and they currently have a business that sells Herbalife Products located at 1320 N. 4th Ave., Suite A-1, Pasco, WA 99301. Their phone numbers are (509) 987-0178 & (509) 987-8082. Both Jesus and Rosalinda spent about an hour in my home located at (b)(6), Pasco, WA (b)(6) Eventhough my son only asked for a product which could help my diabetes, and all

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

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

Record 74 of 192	
Reference Number	30962900
Created Date	07/22/2010
Complaint Source	Michigan, Attorney General
Originator Reference Number	2010-0020887-A
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	MI01-USER
Entered Date	07/22/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/22/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ROCKFORD
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL
Company Address, Line 1	P.O. Box 20810
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 75 of 192	
Reference Number	30985052
Created Date	04/26/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001426289
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/26/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILWAUKEE
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On April 20, 2011 an agent for this company (_____)made an unauthorized charge to my checking account Via Debit transaction. On or about Febuary 21, 2011 _____ a representative of Online Business Systems Herbalife International; made an approved by me debit charge to my checking account in the amount of $39.95 usd. This transaction was supposed to be a one time charge for an information package about the online business system and how it works. Shorty after receiving the packet I was contacted by _____. During a phone interview he proceeded to try to recruit me to join the Herbalife International business family. I refused at the time due to the lack of information given at the time of our phone conversation. He continued to try to get me to join by using the company's BBB accreditation to among other things to influence me to proceed with a start up deal that required me to send him $399.00 usd to begin a business. I refused. I continued to receive emails from him up until on or about March 5, 2011 in an attempt to get me to buy into the business. I never replied to his emails. On 4/20/2011 _____ completed another debit charge to my checking account

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

Record 76 of 192	
Reference Number	31000951
Created Date	05/23/2011
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057202040
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSPMN-USER
Entered Date	05/23/2011
Updated By	BBBSPMN-USER
Updated Date	04/21/2012
Agency Contact	External Agency
Complaint Date	05/23/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN ANTONIO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 W 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Sal
Company Rep Middle Name	
Company Rep Last Name	Cordova
Company Rep Salutation	
Company Rep Comments	Administrator
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	will not give my refundall I was trying to do was to find home bass job,because I can not work, I'm handy cap, and wheele chair bound,and I am on SSI so I call them to get started I had to pay start up for the book and c d, and I give them my card no. to get started. but when I told by a mentor welcome to the team.they would send me some stuff to get going, they would back with me and hung up. then I had bad filing about it, so I went on line yo check my checking acc. and they out $295905. so I called back, I was told thatI knew what I was getting to. I try to stop the shipment, but was all ready ship and not stop it, but when I got the load I refused it and sent it back. as of fedex tracking they got the load back on the 23rd of april. now they say it has to go through a bunch of dept. before they could it back in my bank acc. all they are doing is draging there feet. the fedex tracking is (b)(6) and there case no is (b)(6) all I have right now 11.00 in the bank,and my power is over due,and I can not pay it,until I get money back in the bank, and they are going cut off unless I can something on it --- Additional Comments: I just my money back in my bank acc., and they go there way and I go mine'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 77 of 192	
Reference Number	31016827
Created Date	06/01/2011
Complaint Source	BBB AB Calgary
Originator Reference Number	00170001163772
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCAAB-USER
Entered Date	06/01/2011
Updated By	BBBCAAB-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	06/01/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SARNIA
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife of Canada Ltd.
Company Address, Line 1	120, 4550 - 25 Street SE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CALGARY
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	dominiques@herbalife.com
Company Website	http://www.herbalifeww.com/ca/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact

Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I joined Herbalife around apr 3/11. I joined as a distributor to get 50% off the products when I sell to a customer. They want you to buy leads with out explaining that these are unrefundable and the company is in Barbados, so no chance of getting your money back. First I ordered a canadian lead which my coach did not tell me to not to order so I lost $500.00 when I quit but he told me oh do not worry just order 2 more leads from the states.So there went another $1000.00 so now I am out 1500.00 dollars. Then they make you order all these starter packs around 2000.00 and 1400 dollars of stock. At this time they never issue proper receipts the order is all done with your coach on the phone. Of course by this time they have your credit card #. It was constantly having to pay for this or that and leads never amounting to anything. As far as I am concerned this is a pyramid scheme. So around 3 weeks I just felt I was getting scammed and left to flounder in this business. The coaching I was promised was never really there cause the coach is to busy

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

Record 78 of 192	
Reference Number	31339975
Created Date	07/01/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/01/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/01/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lawrence
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	PO BOX
Company Address, Line 2	90080
Company Address, Line 3	
Company Address, City	Los Angelos
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Annie
Company Rep Middle Name	
Company Rep Last Name	Hsu
Company Rep Salutation	
Company Rep Comments	customer service
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	Phone: international call
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$14477.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$14477.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife charged my debit card for a standing order that I did not place. It took me hours on the phone, long distance, to straighten this out. I cancelled the order, but they took the money from my account, then sat on it. I had to contact them, repeatedly, three times total, they kept telling me they refunded it, and the bank had it, and on and on and on in an effort to force me to give up and let them keep the money, and the money is still not in my account. I kept checking with the bank, of course, they had everything in order, and are just as upset about this as I am. I canceled my distributorship, the card, everything I could to to prevent them from taking the money, but it failed. I got more song and and dance about how they refunded it, but they didnt!!! I kept printed records of their activity, and I have to proof that this happened to me. Only after I repeatedly threatened them that I intended to contact you and the KS attorney general, did they finally send the money. They sent it back to the card I TOLD THEM I had invalidated, again, in an effort to prevent me from getting my money back!!! I called my bank and they will manually transfer it sometime today. I

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

Record 79 of 192	
Reference Number	31809946
Created Date	07/30/2011
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094355692
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCHIC-USER
Entered Date	07/30/2011
Updated By	BBBCHIC-USER
Updated Date	02/22/2012
Agency Contact	External Agency
Complaint Date	07/30/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	RENO
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	3836 S Hermitage Ave
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CHICAGO
Company Address, State Code	IL
Company Address, State Name	Illinois
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	When I first started with this company I asked several questions I ask if this is a pyramid and did I have to stock merchandise in my house and both questions were no. Then I was asked witch plan I wanted and there were two different plans and I went to the larges plan witch was $399.00 and so after that we had our first call back and It started out like this you can order $3000.00 worth of products and you can be a supervisor and stock you house with products but with the Health board you can not stock any products for sale in nevada. One of the distributers was name Teresa Dietz and the other was Irena. I am not working at this time and could not afford it. It was a pyramid and they wanted me to stock merchandise witch that was one of the first question, we gave them $400.00 and only received $125.00 with charges of restocking fees, and other charges. We think we got two not good distributers because we were lied to alot. The pryamid the stocking in our house also having someone cut you down and the other one not saying anything and telling you should grow up in so many words. --- Additional Comments: Look into Irena (world Team Member) and people that are working fraudulent with Herbalife mainly look into people that treat others with no respect '

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

Record 80 of 192	
Reference Number	31930686
Created Date	01/22/2010
Complaint Source	Tennessee, Department of Commerce and Insurance, Consumer Affairs Division
Originator Reference Number	10-00463
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	TN34-USER
Entered Date	01/22/2010
Updated By	TN34-USER
Updated Date	08/30/2011
Agency Contact	External Agency
Complaint Date	01/22/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LOS ANGELES
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	1106 South Vancouver Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90022
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	323
Company Phone, Number	7803805
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Lucilla
Company Rep Middle Name	
Company Rep Last Name	Naranjo
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$3.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. --- Complainant claims company is running an illegal health drink store out of their garage. --- Date Complaint Closed: 28-Jan-10 --- Closure Code: Referred to Another Government Agency --- Amount Recovered: 0.00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 81 of 192	
Reference Number	32121321
Created Date	08/22/2011
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001236387
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	08/22/2011
Updated By	BBBMWON-USER
Updated Date	04/19/2012
Agency Contact	External Agency
Complaint Date	08/22/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WEST MEMPHIS
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Online Business Systems
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://ozzygirl.theonlinebusiness.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I responded to an email for online work from home today 8/20/11. The website link took me to a page that listed a woman's ((b)(6) (b)(6) success story of online work at home, it also stated that this online business opportunity was advertised on MSNBC,CNN,ABC,USA Today and BBC. It also showed the BBB symbol and stated that it was a BBB approved business. The article instructed the viewer to fill out a short form which I did. The information given in the article stated that the form was to receive a starter kit that cost $3.00 (actually $2.97) and that was the entire cost; it also stated that this work at home opportunity was performed online only and that there was nothing to buy and nothing to sell. If it had not made that statement, I would not have gone any further, as I have checked into these offers before soon to find they were just scams. When I filled out the form to order the work at home kitthe cost for the kit was suddenly offered for freebut

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

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

Record 82 of 192	
Reference Number	32595938
Created Date	09/02/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098635468
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/02/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/02/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JACKSONVILLE
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They began taking money out of my bank account after I was no longer a subscriber to Herbalife with no warning. Just went in account and took it. --- Additional Comments: Give me my money back and take my name, phone number, address, and bank account off of their records. Within 30 days this company has taken 15.95 on 3 separate intervals right out of my account without even letting me know.'
Complaint Info CRA Dispute Flag	
Complaint Info	

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 83 of 192	
Reference Number	32800408
Created Date	09/26/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098640191
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/26/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JAMAICA
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Fake cnbc site used in deceptive advertising to promote distributorship of their products and other services --- Additional Comments: Destroy my credit card information and do not use it for the $39.00 within the two week period like the distributor Victoria Zalesky, recruitingvzonlinebiz.Com and her mentor threatened me with, based on deceptive advertising, and to take down the fake news site at cnbc-news.Co/news/home-bizopp-0357.Html?Qhcq and to refund my $9.95 after the return of the so called starter package.'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 84 of 192	
Reference Number	32883829
Created Date	02/25/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	646775
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	02/25/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/25/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COLUMBUS
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International Of America
Company Address, Line 1	1800 CENTURY PARK E FL 15
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	TERESAA@HERBALIFE.COM
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact

Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$822.93
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$822.93
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- i want my $822.93 returned for the products i tryurned to them. --- Topic Description: I went on the website to start up this business couldn't do it because it was so time consuming and expensive and frustrating. they promised to reimburse me, I've been waiting all this time and still don't have my money back. although it only took them a matter of minutes to trake it. I want my money back for the products taht i returned to them equaling $822.93
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 85 of 192	
Reference Number	32963622
Created Date	08/31/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001434709
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	08/31/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	08/31/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BOOTHBAY
Consumer Address, State Code	ME
Consumer Address, State Name	Maine
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	4628 Meramec Blvd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EUREKA
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	314
Company Phone, Number	7325776
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$455.95
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On or around 8-5-11 I contacted an online business which seemed right for me. It advertised taking orders over the internet for a business. I contacted the company. It had no information as to who the business was. I received a call from _____ stating she would be sending me out a package in the mail with all the details. I received the package on or around the 7th of August. In that information package their again was no information to the business. It wasn't until August 10th when _____ called that I found out the business was Herbalife. I still was under the impression that I would be taking orders over the internet from this company and getting paid for it. When she called on the 10 she ask me for a credit card number so that she could send me out more products so I could try them out. Her words were if you are going to sell the products you need to know how they work. Which is very true. But I still felt a little hesitatant. The stupidity on my part was 399.00. She then set me up to look at other information and training on the computer. And at that point I realized that I would have to advertise and sell these products. I expressed my concern with ____ because I felt I was being pressured into going to the supervisor level immediately which would involve me spending more money. I have no idea how much because I put a stop to

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

Record 86 of 192	
Reference Number	33034540
Created Date	10/03/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098641809
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/03/2011
Updated By	Kishor Gangavarapu
Updated Date	10/20/2011
Agency Contact	External Agency
Complaint Date	10/03/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ESCONDIDO
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They wonapost give me my money back!!! --- Additional Comments: I would like my money back minus the product of course.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 88 of 192	
Reference Number	33320418
Created Date	10/12/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001245057
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	10/12/2011
Updated By	BBBVABC-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/12/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International
Company Address, Line 1	210 9250 120 St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SURREY
Company Address, State Code	BC
Company Address, State Name	British Columbia, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	604
Company Phone, Number	5802111
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Tejinder Singh
Company Rep Middle Name	
Company Rep Last Name	Matharu
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

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

Record 89 of 192	
Reference Number	33320840
Created Date	10/04/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022120561
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	10/04/2011
Updated By	BBBSAUT-USER
Updated Date	03/03/2012
Agency Contact	External Agency
Complaint Date	10/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)||
Consumer Middle Name	||
Consumer Last Name	b(6)|b(6)|b(6)
Consumer Salutation	||
Consumer Address, Line 1	b(6)||
Consumer Address, Line 2	||
Consumer Address, Line 3	||
Consumer Address, City	WEST JORDAN||
Consumer Address, State Code	UT||
Consumer Address, State Name	Utah||
Consumer Address, Country Code	USA||
Consumer Address, Country Name	UNITED STATES||
Consumer Address, ZIP Code	b(6)||
Consumer Address, ZIP Code Extension	||
Consumer Home Phone, Country Code	||
Consumer Home Phone, Area Code	||
Consumer Home Phone, Number	||
Consumer Work Phone, Country Code	||
Consumer Work Phone, Area Code	||
Consumer Work Phone, Number	||
Consumer Work Phone, Extension	||
Consumer Fax, Country Code	||

Consumer Fax, Area Code	‖
Consumer Fax, Number	‖
Consumer Cell Phone, Country Code	‖
Consumer Cell Phone, Area Code	‖
Consumer Cell Phone, Number	‖
Consumer Email	b(6)‖
Consumer Age range	‖
Consumer Military Status	‖
Consumer Military Station	‖
Consumer Complaining Company/Org	‖
Consumer Military Service Branch	‖
Company Name	Herbalife
Company Address, Line 1	105 S State St PMB 304
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	OREM
Company Address, State Code	UT
Company Address, State Name	Utah
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Jaime
Company Rep Middle Name	
Company Rep Last Name	Winn
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

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

Responded	
Complaint Info CRA Dispute Resolved	

Record 90 of 192	
Reference Number	33325391
Created Date	10/14/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098644421
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/14/2011
Updated By	Kishor Gangavarapu
Updated Date	11/20/2011
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HASTINGS
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I pulled out of Herbalife, they have a 30 day money back guarantee to try their services. I want my $200 dollars back. --- Additional Comments: I want my $200 dollars back like what it said on their site.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 91 of 192	
Reference Number	33526084
Created Date	10/11/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001437571
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	10/11/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/11/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PITTSBURGH
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I was interested in working for home, I purchased a packet that was refundable for $9.95. I was not interested returned packet and didnt get a refundI was listening to a radio show and heard about the company. I then looked it up on my computer, and paid a refundable $9.95 to get the starter packet. This purchase was made 8/16/11. I do have my bank statements to show that this amount was taken out of my account. I used my debit card to make this purchase. About few days later my coach I was assigned to ____(i'm not sure if that is spelled right)called to the discuss starting the business, but I hadn't received my packet yet so it set up a time to call me again the following week, which I can show on my phone bill call log. He then told how much it was going to cost to start the business, and I then lost interest which I voiced to him. He then told me that that was find and just to send the packet back and I would receive my money back. I never opened the packet so I took it back to the post office and they marked the packet refused and returned it to the sender. I went to the post office on 9/3/11. On 9/23/11 I submitted a complaint via their website about not receiving my

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

Record 92 of 192	
Reference Number	33638808
Created Date	11/23/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	ELOUDERMILK
Entered Date	11/23/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	11/23/2011
Transaction Date	10/15/2011
Member of armed forces or dependant?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Whitehouse
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	Military Retiree/Veteran
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Army
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	877
Company Phone, Number	8680891
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Jason
Company Rep Middle Name	
Company Rep Last Name	Montier
Company Rep Salutation	
Company Rep Comments	Distributor
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/15/2011
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$5.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$45.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer responded to an ad on "Craigs List" for a diet suppliment advertised for $4.95 by Herbalife . Consumer decided not to go thru with this order because it also stated that $39.95 would be also be debited to their account. Consumer was contacted by phone by the distributor who promised if she tries this product, her account would not be charged any more than $4.95. Today she says the $39.95 is on her debit account and she has been unable to contact the distributor. Says she did get the sample but does not know what the $39.95 charge is for.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 93 of 192	
Reference Number	33657198
Created Date	11/25/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/25/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/25/2011
Transaction Date	11/07/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Winston Salem
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife distributor dba Amy Montgomery
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	801
Company Phone, Number	9389212
Company Phone, Extension	
Company Email	(b)(6)
Company Website	
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	home business

Complaint Info Initial Contact

Method	Phone
Complaint Info Initial Contact Date	11/07/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	11/07/2011
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$10.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$50.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I initially responed to a pop up internet advertisement on a home business opportunity and agreed to purchase a "Start up home business package" for $9.95 and also gave my mailing address, debit card information. I was unaware of this only being a "trial" for some 10 days according to the response I got from miss (b)(6) (b)(6) when I asked for my money back after being charge an additional $39.95 for this so called start up package I received in the mail.She called me after I received the "package" and asked me to review the cd/and read the booklet and write down the answers to the questions on 1 particular page in the booklet and then return her emails. The booklet which is mostly vague advertisement(the dvd was the same thing vague advertisement), I was instructed to call my "mentor" who would "hold my hand" in starting my own business provided the company felt I could follow simple instructions and "would fit " into their "team". When I played the dvd that was in a booklet sent to me in the mail(this was the

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

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

Record 94 of 192	
Reference Number	33741796
Created Date	11/18/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098651597
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/18/2011
Updated By	Kishor Gangavarapu
Updated Date	01/05/2012
Agency Contact	External Agency
Complaint Date	11/18/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SIOUX FALLS
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Tried to be part of their business and did not like it and wanted to cancel my membership but they continue to charge me for the last four months --- Additional Comments: Refund the money charged to me and cancel my membership.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 95 of 192	
Reference Number	33765469
Created Date	12/02/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	LSHROPSHIRE
Entered Date	12/02/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/02/2011
Transaction Date	10/28/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Anchor Point
Consumer Address, State Code	AK
Consumer Address, State Name	Alaska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	403
Company Phone, Number	2550822
Company Phone, Extension	
Company Email	awalchuk@theonlinebusiness.com
Company Website	
Company Rep First Name	Arthur
Company Rep Middle Name	
Company Rep Last Name	Kowalchuk
Company Rep Salutation	
Company Rep Comments	Coach

Complaint Info Initial Contact

Method	Internet Web Site
Complaint Info Initial Contact Date	10/28/2011
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$399.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer responded to a work at home plan with Herbalife. Consumer used her cc to pay for work plan. Consumer thinks that this may be a scam. Consumer was referred to website for further info.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 96 of 192	
Reference Number	33803581
Created Date	12/06/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	EQUINONEZ
Entered Date	12/06/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/06/2011
Transaction Date	12/05/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Laredo
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	754
Company Phone, Number	3001591
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Eduardo|Jose
Company Rep Middle Name	|
Company Rep Last Name	Reyes|Lopez
Company Rep Salutation	
Company Rep Comments	|
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	12/05/2011
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

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

Record 97 of 192	
Reference Number	33907917
Created Date	11/29/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098653039
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/29/2011
Updated By	Kiran Singireddy
Updated Date	01/11/2012
Agency Contact	External Agency
Complaint Date	11/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PORT TOWNSEND
Consumer	

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

Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was duped by herbalife, lost $10 once I realized it was a scam have to send materials at my own expense, threatened with $40 for materials. HELP. --- Additional Comments: I want my money back.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 98 of 192	
Reference Number	34237431
Created Date	12/20/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098657663
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/20/2011
Updated By	Adam D asmitley
Updated Date	03/13/2012
Agency Contact	External Agency
Complaint Date	12/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)‖
Consumer Middle Name	‖
Consumer Last Name	b(6)‖b(6)‖b(6)
Consumer Salutation	‖
Consumer Address, Line 1	b(6)‖
Consumer Address, Line 2	‖
Consumer Address, Line 3	‖
Consumer Address, City	FORT WORTH‖
Consumer	

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

Phone, Country Code	‖
Consumer Cell Phone, Area Code	‖
Consumer Cell Phone, Number	‖
Consumer Email	b(6)‖
Consumer Age range	‖
Consumer Military Status	‖
Consumer Military Station	‖
Consumer Complaining Company/Org	‖
Consumer Military Service Branch	‖
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company	

Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	ryanb@herbalife.com;fredh@herbalife.com;georger@herbalife.com
Company Website	http://www.herbalife.com
Company Rep First Name	Mark
Company Rep Middle Name	
Company Rep Last Name	Hughes
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info	

Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	One of their representatives, Carl, took money out of my checking account without authorization or notification that he was doing so. --- Additional Comments: To refund my $39.95 via company check mailed to me immediately.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info	

CRA Dispute Resolved	

Record 99 of 192	
Reference Number	34882849
Created Date	01/26/2012
Complaint Source	BBB TX Houston
Originator Reference Number	09150008894920
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBHOTX-USER
Entered Date	01/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SOUTH HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc (HQ)
Company Address, Line 1	950 West 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	'
Complaint Info Amount Requested Method	'
Complaint Info Amount Requested Value	'
Complaint Info Amount Paid Method	'
Complaint Info Amount Paid Value	'
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	'
Complaint Info Law Violation Description	'
Complaint Info Statute Code	'
Complaint Info Statute Description	'
Complaint Info Topic Code	'
Complaint Info Topic Description	'
Complaint Info Comments	Additional Comments: '
Complaint Info CRA Dispute Flag	'
Complaint Info CRA Dispute Responded	'
Complaint Info CRA Dispute Resolved	'

Record 100 of 192	
Reference Number	35014841
Created Date	02/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/13/2012
Updated By	CRSS\rmiller
Updated Date	02/15/2012
Agency Contact	Internet
Complaint Date	02/13/2012
Transaction Date	03/02/2010
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Little Rock
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc.
Company Address, Line 1	950 W. 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	1001
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	
Company Website	
Company Rep First Name	Monica
Company Rep Middle Name	
Company Rep Last Name	Munoz
Company Rep Salutation	
Company Rep Comments	Sr. Refund Representative

Complaint Info Initial Contact

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

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