

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 initially informed he would get. Consumer states that the products that that the company sells are misleading.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 58 of 192	
Reference Number	27728364
Created Date	09/21/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/21/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/21/2010
Transaction Date	08/06/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Schertz
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL OF AMERICA
Company Address, Line 1	930 E. 233RD ST
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CARSON
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90745
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	DS_CSSUPPORT@HERBALIFE.COM
Company Website	WWW.MYHERBALIFE.COM
Company Rep First Name	STEPHEN
Company Rep Middle Name	
Company Rep Last Name	REHRIG
Company Rep Salutation	
Company Rep Comments	MENTOR

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

Complaint Info Comments

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

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

Record 59 of 192	
Reference Number	27792496
Created Date	09/28/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/28/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/28/2010
Transaction Date	03/17/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Franklin
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	P.O. Box 80210
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	www.herbalifecentral.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	03/17/2010
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	03/17/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$7500.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$7500.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>This is most of a letter I sent to my contacts within the company. They did not respond at all to my complaints: "Hi, (b)(6) and (b)(6)! I have been in a real dilemma regarding what to do about this business. I am unhappy about a few things. I guess this letter is not directed so much at you as you to whoever heads up this organization in the business. I want to voice my concerns. First of all, I do not like the deception present. It's one thing not to reveal every detail; it's another to outright lie and encourage others to do so. (b)(6), you encourage lying...Even in the scripts there are lies. Ex: "We only have a few openings left." Yeah, right! Lies in one aspect mean there are lies in other aspects. If I can't be upfront with people, I can't participate. I'd rather be poor and honest than rich and dishonest and manipulative. I am also upset about the level of money required to run this business. One lady last week was interested in the business because the advertisement states little-no money is needed upfront. Hmmm...first \$9.95, then \$39.95, then \$149.95, then \$20, then \$\$\$\$\$. Now, here I am a lady with NO money to invest; who, in order to make the money I came here for,</p>

Complaint Info Comments

is encouraged to spend \$2580-\$6450 a MONTH on top of operating costs. It's laughable! Okay, so I've already spent thousands that I did not have and have made minimal profits. I have NO customers from the retail leads I ordered, and I have ONE distributor left from the recruiting leads I ordered. I have called, e-mailed, put out flyers, etc., etc. Then, ^{(b)(6)} you made the statement that if we did not have money to purchase leads it was in part due to the fact that we were not charging the \$39.95. Hmm...it takes 7 of those charges to purchase 1 lead! My husband works VERY hard and, in a good month these days, might bring in \$4000 in a month. How in the world am I going to expend this kind of money? It's not possible! I feel I've been taken advantage of. I believed what was stated: that if I just followed the step-by-step process I would be successful. I've tried to follow the process. I enrolled in most of the suggested tools because I believed I was setting myself up for success. Now, the next step in the process is to spend \$2580-\$6450 a MONTH. I 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	
	<p>Responded to radio ad for Income at Home, charged \$9.95 for company info. Contacted within 2 days by (b)(6) Asked to pay additional \$39.95 for additional info, as well as \$149.95 for personal diet products (1 month's worth.) Was not informed until that time that the company was Herbalife. Encouraged by (b)(6) as well as her supervisor Dick Tosh to enter the company as a Supervisor so that I would get 50% profit on sales. (b)(6) informed me that she had been with the company for 3 weeks and had made \$12,000. Asked to pay \$3,000 for company investment as a supervisor, and was sent 6 cases of products to sell. It was my intent to recruit rather than to sell retail, as I was told there was much more money to be made in recruiting. Underwent hundreds of hours in training--I was not informed until training almost completed that I would have to pay \$130/each lead for recruiting. Retail sales leads much cheaper, but still had to pay. Informed (b)(6) that I had spent my entire savings, was unable to pay for leads. He told me I would need to sell all of my product inventory to make enough money in profit to buy leads. Multiple</p>

Complaint Info Comments

monthly/recurrent company charges of \$59, \$19.95, \$99, \$9.95 for services I was told were not necessary to do business with them as a distributor; however, it would have been VERY difficult to do business without these services. Multiple calls by company president Anthony Powell urging me to do "whatever it takes to get to the next level." Each level in the company promised more financial gains--to get to each successive level, you had to recruit more people/sell more product. By this time, I felt like I was "stuck"--I had invested so much money and time, I felt like I couldn't quit. It was at this time that I received an email from (b)(6) (b)(6) informing me that she was unable to handle Herbalife, was cancelling her account with the company, and I was referred to (b)(6) (her supervisor) for further assistance. I asked her why she was cancelling her account. Her exact words from her email response: "I decided that the only ones making any money were those at the top. I invested almost \$15,000 into the business and only made \$1,500. A 10% return was not what I was led to expect. They told me that I would have to continue the investment of money for at least 18-24 months in order to make any more! That means, that they wanted me to invest over \$75,000 and get only about \$7,500 for 2 years, and then, maybe, get more money--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	
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Record 62 of 192	
Reference Number	28456858
Created Date	12/03/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/03/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/03/2010
Transaction Date	10/19/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Grandview
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America Inc
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	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	24650
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	24650
Company Email	ds_cssuport@herbalife.com
Company Website	www.herbalife.com
Company Rep First Name	Tiffany armstrong,
Company Rep Middle Name	
Company Rep Last Name	cellia galicia
Company Rep Salutation	
Company Rep Comments	customer service
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/19/2010
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	10/19/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$4237.00
Complaint Info Amount Paid Method	Visa Cash Advance
Complaint Info Amount Paid Value	\$4237.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Herbalife advertised their product and I answered an ad. 10-19-10 I started taking the product and was stopped from taking it by my doctor. 11-8-10 (Per agreement-refund for return within 30 days) I returned the product under the company guidelines. Now the company is telling me there is a paperwork problem preventing them from returning my money as agreed.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 63 of 192	
Reference Number	29084484
Created Date	02/07/2011
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2011
Transaction Date	12/10/2010
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Leawood
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

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

Method	Internet/E-mail
Complaint Info Initial Response Date	12/10/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$209.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$209.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I was interested in earning income from home so I purchased for \$9.95 a DVD from incomeathome.com website to find additional information. Then, Danny Singson contacted me and they have you listen to these phone tapes about how much money you can make from home and they give you all of these testimonials. They never tell you what the product is or what you would be doing from home. Prior to the first phonecall from your "sales mentor" they have you listen to the DVD and do workbook pages. Then, you have your phone call. They have you listen to some more testimonials about the product (you still don't know what it is you would be selling or doing from home). Then, they tell you that to move on they need to send you the "start up package" for \$199.95. At the end of this call, they tell you it is Herbalife. Then, you still don't know what you would be doing for them. So, they set up an online "mentor" session to show you how to make money. There are 3 levels - you can be a senior consultant (for \$275 more dollars) or you can be Success Builder (for \$580 more) and last you can be a Supervisor (for \$4000 more). They push the supervisor level</p>

Complaint Info Comments

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

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

Record 64 of 192	
Reference Number	29419215
Created Date	12/16/2009
Complaint Source	Oregon, Department of Justice
Originator Reference Number	FF12486-09
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	12/16/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/16/2009
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TROUTDALE
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

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

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

Complaint Info Comments

COMPANY AND THE COSTS TO GET STARTED. KATHYE WAS RUDE TO MY DAUGHTER WHEN SHE ASKED FOR A FEW MINUTES TO TALK TO HER HUSBAND ABOUT THE \$149 START UP FEE. THEY ARE STRUGGLING WITH JUST HIS INCOME. THE INFORMATION REGARDING WHAT THIS INCOME AT HOME IS ACTUALLY ALL ABOUT IS WITHHELD UNTIL THIS PHONE CALL. IT WOULD SEEM THAT THIS MIGHT BE THE ONLY WAY TO SUCK PEOPLE IN. THIS IS A BUSINESS OPPORTUNITY AND NOT A WORK FROM JOB AS IM GUESSING MANY FOLKS MIGHT THINK, AND THEREFORE, YOU HAVE TO HAVE FUNDS TO INVEST BEFORE YOU CAN MAKE ANY MONEY. WITH SO MANY OREGONIANS OUT OF WORK AND HOPING FOR SOMETHING TO BRING IN MONEY - THIS IS MISLEADING AND UNFORTUNATELY, WITH THE CARROT OF AT LEAST \$1,500 PER MONTH, IS ALSO A DOWNER FOR THOSE TRYING TO HOLD ONTO HOPE. THIS, I FEEL, IS JUST ANOTHER OF THOSE IF IT LOOKS TO GOOD TO BE TRUE, IT PROBABLY IS. I FEEL THAT THIS BUSINESS NEEDS TO BE STRAIGHT UP FRONT THAT THIS IS SOMETHING YOU HAVE TO INVEST IN AND NOT WITH HOLD THIS INFORMATION NOT ALLOWING AMPLE TIME TO RESEARCH BEFORE THE CALL TO SAY YES AND ALLOW THE COMPANY TO CHARGE MORE ON YOUR CARD. ALSO, YOU HAVE TO PAY \$9.95 FOR THE SHIPMENT OF THE INFORMATION PACKET, IF 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	<p>DETAILS ---- GOOD MORNING. MY WIFE AND I HAVE HEARD THE RADIO ADS FOR WORK FROM HOME.COM FOR THE PAST FEW MONTHS. WE DECIDED TO SEE WHAT IT WAS ALL ABOUT. WE WENT ON- LINE TO THEIR WEB PAGE AND WE PAID THE \$9.95 FEE TO GET MORE INFO. (THEY WONT GIVE YOU ANY INFO UNLESS YOU PAY.) WE WERE CONTACTED BY A WOMAN IN KENNEWICK, WA WHO IDENTIFIED HERSELF AS AN INTAKE HANDLER. WE WERE TOLD THAT A FEDEX PACKAGE WAS COMING AND WE HAD TO READ THE INFORMATION ETC. AND PARTICIPATE IN A TELEPHONE INTERVIEW IN A FEW DAYS. I FOUND SOME INFO ON THE INTERNET THAT THIS IS A FRONT FOR HERBALIFE VITAMINS THIS COMPANY WILL TAKE THE INITIAL MONEY FROM YOU THEN COAX YOU INTO BUYING ANOTHER PACKET BEFORE TELLING YOU THAT YOU WILL BE SELLING VITAMINS. MY WIFE AND I FEEL THAT CONSUMERS ARE BEING DECIEVED BY THESE ADS AND THIS IS A SCAM. WE FEEL THAT OREGON CONSUMERS SHOULD BE WARNED</p>

	<p>BEFORE THEY TOO SPEND ANY MONEY OR TIME ON THIS. I CAN PROVIDE MORE INFO TO YOUR INVESTIGATOR. THANK YOU. --- Oregon DOJ comments: Information Only --- Consumer description: False or misleading representations regarding future income --- Case closed --- Case closed date: 2010-10-29 00:00</p>
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	CS11CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored\SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have continued to receive emails from the domain i-office.com for a number of years (going on 3 now) and have requested on no less than 4 occasions to be removed from contact lists as I am no longer affiliated with Herbalife. The emails that I have received are obviously mass-generated, with no information as to how to opt-out, or who to contact to affect the subscriber status. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 67 of 192	
Reference Number	30361783
Created Date	03/29/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1560711
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	03/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CONWAY
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America
Company Address, Line 1	PO BOX 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	(b)(6)
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	

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

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

Record 68 of 192	
Reference Number	30362705
Created Date	04/07/2011
Complaint Source	U.S. Postal Inspection Service
Originator Reference Number	1561802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	04/07/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/07/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COSTA MESA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 69 of 192	
Reference Number	30508092
Created Date	05/05/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001238968
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	05/05/2011
Updated By	BBBVABC-USER
Updated Date	11/03/2011
Agency Contact	External Agency
Complaint Date	05/05/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ONEIDA
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 70 of 192	
Reference Number	30525117
Created Date	02/22/2011
Complaint Source	BBB IN Fort Wayne
Originator Reference Number	03520026035116
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBFTWN-USER
Entered Date	02/22/2011
Updated By	BBBFTWN-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/22/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 71 of 192	
Reference Number	30624763
Created Date	11/18/2010
Complaint Source	BBB CA Oakland
Originator Reference Number	11160057182164
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOACA-USER
Entered Date	11/18/2010
Updated By	BBBOACA-USER
Updated Date	02/25/2012
Agency Contact	External Agency
Complaint Date	11/18/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GREELEY
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

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

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 72 of 192	
Reference Number	30711362
Created Date	04/04/2011
Complaint Source	BBB DE Wilmington
Originator Reference Number	02510008552942
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBDEL-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	NEWARK
Consumer Address, State Code	DE
Consumer Address, State Name	Delaware
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

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

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

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

Record 73 of 192	
Reference Number	30777181
Created Date	04/04/2011
Complaint Source	Washington, Attorney General
Originator Reference Number	384949
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	WA01-USER
Entered Date	04/04/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/04/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PASCO
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

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

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

Complaint Info Comments

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

Record 74 of 192	
Reference Number	30962900
Created Date	07/22/2010
Complaint Source	Michigan, Attorney General
Originator Reference Number	2010-0020887-A
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	MI01-USER
Entered Date	07/22/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/22/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ROCKFORD
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HERBALIFE INTERNATIONAL
Company Address, Line 1	P.O. Box 20810
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 75 of 192	
Reference Number	30985052
Created Date	04/26/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001426289
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/26/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILWAUKEE
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

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

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

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

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

Record 76 of 192	
Reference Number	31000951
Created Date	05/23/2011
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057202040
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSPMN-USER
Entered Date	05/23/2011
Updated By	BBBSPMN-USER
Updated Date	04/21/2012
Agency Contact	External Agency
Complaint Date	05/23/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN ANTONIO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>will not give my 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'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 77 of 192	
Reference Number	31016827
Created Date	06/01/2011
Complaint Source	BBB AB Calgary
Originator Reference Number	00170001163772
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCAAB-USER
Entered Date	06/01/2011
Updated By	BBBCAAB-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	06/01/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SARNIA
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

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

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

Complaint Info Comments

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

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

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

Record 80 of 192	
Reference Number	31930686
Created Date	01/22/2010
Complaint Source	Tennessee, Department of Commerce and Insurance, Consumer Affairs Division
Originator Reference Number	10-00463
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	TN34-USER
Entered Date	01/22/2010
Updated By	TN34-USER
Updated Date	08/30/2011
Agency Contact	External Agency
Complaint Date	01/22/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LOS ANGELES
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	1106 South Vancouver Avenue
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90022
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	323
Company Phone, Number	7803805
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Lucilla
Company Rep Middle Name	
Company Rep Last Name	Naranjo
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$3.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. --- Complainant claims company is running an illegal health drink store out of their garage. --- Date Complaint Closed: 28-Jan-10 --- Closure Code: Referred to Another Government Agency --- Amount Recovered: 0.00
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 81 of 192	
Reference Number	32121321
Created Date	08/22/2011
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001236387
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	08/22/2011
Updated By	BBBMWON-USER
Updated Date	04/19/2012
Agency Contact	External Agency
Complaint Date	08/22/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WEST MEMPHIS
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

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

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I responded to an email for online work from home today 8/20/11. The website link took me to a page that listed a woman's (b)(6) (b)(6) success story of online work at home, it also stated that this online business opportunity was advertised on MSNBC,CNN,ABC,USA Today and BBC. It also showed the BBB symbol and stated that it was a BBB approved business. The article instructed the viewer to fill out a short form which I did. The information given in the article stated that the form was to receive a starter kit that cost \$3.00 (actually \$2.97) and that was the entire cost; it also stated that this work at home opportunity was performed online only and that there was nothing to buy and nothing to sell. If it had not made that statement, I would not have gone any further, as I have checked into these offers before soon to find they were just scams. When I filled out the form to order the work at home kitthe cost for the kit was suddenly offered for freebut</p>

Complaint Info Comments

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

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

Record 82 of 192	
Reference Number	32595938
Created Date	09/02/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098635468
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/02/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/02/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JACKSONVILLE
Consumer	

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

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

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

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

CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 83 of 192	
Reference Number	32800408
Created Date	09/26/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098640191
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	09/26/2011
Updated By	Kishor Gangavarapu
Updated Date	10/10/2011
Agency Contact	External Agency
Complaint Date	09/26/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	JAMAICA
Consumer	

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

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

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

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

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 84 of 192	
Reference Number	32883829
Created Date	02/25/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	646775
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	02/25/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/25/2010
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COLUMBUS
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International Of America
Company Address, Line 1	1800 CENTURY PARK E FL 15
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	TERESAA@HERBALIFE.COM
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact	

Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$822.93
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$822.93
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- i want my \$822.93 returned for the products i tryrned to them. --- Topic Description: I went on the website to start up this business couldn't do it because it was so time consuming and expensive and frustrating. they promised to reimburse me, I've been waiting all this time and still don't have my money back. although it only took them a matter of minutes to trake it. I want my money back for the products taht i returned to them equaling \$822.93
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 85 of 192	
Reference Number	32963622
Created Date	08/31/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001434709
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	08/31/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	08/31/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BOOTHBAY
Consumer Address, State Code	ME
Consumer Address, State Name	Maine
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

it shortly thereafter. Upon talking with _____ and _____ I told them I felt pressured into going to the next level. and in her e-mail sent to me on 8/15 she stated I told her that I felt no pressure which I had stated to her several times. So she lied to me in that e-mail I then wrote to _____ 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	
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Record 88 of 192	
Reference Number	33320418
Created Date	10/12/2011
Complaint Source	BBB BC Vancouver
Originator Reference Number	00370001245057
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBVABC-USER
Entered Date	10/12/2011
Updated By	BBBVABC-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/12/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
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)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	WEST JORDANll
Consumer Address, State Code	UTll
Consumer Address, State Name	Utahll
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	b(6)ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	ll
Consumer Work Phone, Number	ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

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

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

Responded	
Complaint Info CRA Dispute Resolved	

Record 90 of 192	
Reference Number	33325391
Created Date	10/14/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098644421
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	10/14/2011
Updated By	Kishor Gangavarapu
Updated Date	11/20/2011
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HASTINGS
Consumer	

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

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

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

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

CRA Dispute Resolved	
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Record 91 of 192	
Reference Number	33526084
Created Date	10/11/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001437571
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	10/11/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	10/11/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PITTSBURGH
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

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

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

Complaint Info Comments

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	
	<p>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</p>

Complaint Info Comments

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

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

Record 94 of 192	
Reference Number	33741796
Created Date	11/18/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098651597
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/18/2011
Updated By	Kishor Gangavarapu
Updated Date	01/05/2012
Agency Contact	External Agency
Complaint Date	11/18/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SIOUX FALLS
Consumer	

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

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

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

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

CRA Dispute Resolved	
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Record 95 of 192	
Reference Number	33765469
Created Date	12/02/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	LSHROPSHIRE
Entered Date	12/02/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/02/2011
Transaction Date	10/28/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Anchor Point
Consumer Address, State Code	AK
Consumer Address, State Name	Alaska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

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

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

Record 96 of 192	
Reference Number	33803581
Created Date	12/06/2011
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	EQUINONEZ
Entered Date	12/06/2011
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	12/06/2011
Transaction Date	12/05/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Laredo
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 97 of 192	
Reference Number	33907917
Created Date	11/29/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098653039
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	11/29/2011
Updated By	Kiran Singireddy
Updated Date	01/11/2012
Agency Contact	External Agency
Complaint Date	11/29/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PORT TOWNSEND
Consumer	

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

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

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

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

CRA Dispute Resolved	
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Record 98 of 192	
Reference Number	34237431
Created Date	12/20/2011
Complaint Source	BBB CA Colton
Originator Reference Number	11760098657663
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCA-USER
Entered Date	12/20/2011
Updated By	Adam D asmitley
Updated Date	03/13/2012
Agency Contact	External Agency
Complaint Date	12/20/2011
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	FORT WORTHll
Consumer	

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

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

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

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

CRA Dispute Resolved	
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Record 99 of 192	
Reference Number	34882849
Created Date	01/26/2012
Complaint Source	BBB TX Houston
Originator Reference Number	09150008894920
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBHOTX-USER
Entered Date	01/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/26/2012
Transaction Date	
Member of armed forces or dependant?	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SOUTH HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

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

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

Record 100 of 192	
Reference Number	35014841
Created Date	02/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/13/2012
Updated By	CRSS\rmilller
Updated Date	02/15/2012
Agency Contact	Internet
Complaint Date	02/13/2012
Transaction Date	03/02/2010
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Little Rock
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

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

Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	03/02/2010
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	03/02/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3700.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$3700.00
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDMITR20
Complaint Info Law Violation Description	Deception/Misrepresentation\TSR: Unauthorized billing
Complaint Info Statute Code	TRIP
Complaint Info Statute Description	Telemarketing Sales Rule\FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	Herbalife International Of America Inc. contact me for a job, of which I needed to pay for my son medicine which is \$700.00 a month. Gray J Nakayama, is the trainer who 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



NETWORK

Law enforcement's source for consumer complaints

[PRINT](#)

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints

Reference Number: 42992409

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? N

Comments: I was approached while christmas shopping by someone trying to sign me up for **Herbalife**. I am familiar with these types of schemes, as my mom has lost of a hundred thousand to a different scheme. Xango. so because of this i am aware of the FTC regulations, and i listened carefully to everything the distributor said. she made express claims of income, that i could be "rich beyond my dreams" that if i invested 10,000 into it it wouldnt matter because I would be making a million within a year. that the products cure cancer etc. i informed her that she was making illegal statements, and she she insisted that everything she had said was true and that i just had a negative attitude. I since learned about Bill Ackmans presentation on **Herbalife**, and learned that things are FAR WORSE than my parking lot conversation. it is IMPERATIVE that you conduct and thorough investigation of this company and this industry

Was the complaint resolved?:

Complaint Resolution:

Data Reference:

Entered By: FTCCIS-FTCUSER

Entry Date: 1/18/2013

Updated By:

Updated Date:

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested: \$10,000.00

Amount Paid: \$0.00

Payment Method: Not Reported

Agency Contact: Internet

Complaint Date: 1/18/2013

Transaction Date: 12/15/2012

Initial Contact: In Person

Initial Response:

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Topic:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of armed forces or dependent?: No

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: Mount Vernon

State: Washington

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number:

Fax Number:

Ext:

Email: (b)(6)

Age Range:

Military Service
Branch:
Soldier Station:

Soldier Status:

Subject

Subject: Herbalife
Address: 1800 Century Park E
City: Los Angeles
ZIP: 90067
Email: georgef@herbalife.com
Area Code: 866
Ext:
Subject ID
Issuer State:
Representative Name: n/a n/a

State/Prov: California
Country: United States
URL: www.herbalife.com
Phone Number: 6174273
Subject ID
Type:
Subject ID
Issuer Country:
Title: distributor

Record # 2 / Consumer Sentinel Network Complaints

Reference Number: 43046486

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? N

Comments: I have been researching business opportunities and discovered Herbalife. This company appears to be a pyramid scheme. I read through the companys financial filings and discovered: 1) A high percentage of new recruits quit the company every year. 2) The company promises great wealth and riches for those who sign-up even as the average participant would seem to generate less than \$1,500 per year in sales. 3) The incentive plan promotes the purchase of volume points without regard for retail demand. 4) The company wants recruitment...this has all of the hallmarks of an "endless chain scheme". I am coninced that if i were to sign-up to sell Herbalife that i would lose money and fear for others who do not have the means nor knowledge to conduct this kind of due diligence due to relatively weak levels of financial sophistication. Herbalife appears to have all of the indicia of a slick Pyramid Scheme... a) an altruistic product masking a diabolical compaensation scheme b) all commissions paid are for wholesale purchases c) major incentives for ongoing recruitment d) inevitable saturation due to zero limitations placed on distributorships e) inability to track and measure "retail sales" outside the network. f) a slick marketing face wrapped around an incentive plan that takes form the guy at the end of the chain to pay those "upline" g) deliberate marketing to low-income, financially unsophisticated customers around the world...

Was the complaint resolved?:

Complaint Resolution:

Data Reference:

Entered By: FTCCIS-FTCUSER

Entry Date: 1/15/2013

Updated By:

Updated Date:

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested:

Amount Paid:

Payment Method:

Agency Contact: Internet

Complaint Date: 1/15/2013

Transaction Date:

Initial Contact:

Initial Response:

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Topic:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of No armed forces or dependent?:

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: Short Hills

State: New Jersey

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number: (b)(6)

Fax Number:

Ext:

Email: (b)(6)

Age Range:

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Herbalife

Address:
City: Torrance
ZIP:
Email:
Area Code:
Ext:
Subject ID
Issuer State:
Representative
Name:

State/Prov: California
Country: United States
URL:
Phone Number:
Subject ID
Type:
Subject ID
Issuer Country:
Title:

Record # 3 / Consumer Sentinel Network Complaints

Reference Number: 42722752

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? N

Comments: Herbalife advertised to me a business opportunity that I have every reason to be a pyramid scheme. After soon simple research, I saw that Herbalife had sales of 4 billion dollars with 3.2 million sale people, meaning the average member only had \$1250 sales a year, or \$104 a month, and at a 10 commission rate you would earn only \$125 a year, compared to the \$500 membership fee, plus other expenses. It should seem obvious to the FTC that this is a pyramid scheme, where most people loss money not make.

Was the complaint resolved?:

Complaint Resolution:

Data Reference:

Entered By: FTCCIS-FTCUSER

Entry Date: 1/10/2013

Updated By:

Updated Date:

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested: \$499.00

Amount Paid: \$0.00

Requested:

Payment Method: Other Payment Method (Note in Comments)

Agency Contact: Internet

Complaint Date: 1/10/2013

Transaction Date: 1/10/2013

Initial Contact: Internet Web Site

Initial Response: Internet/E-mail

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Topic:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of No armed forces or dependent?:

Consumer Information

Consumer

Complaining

Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: Denver

State: Colorado

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number:

Fax Number:

Ext:

Email: (b)(6)

Age Range: 30 - 39

Military Service

Soldier Status:

Branch:

Soldier Station:

Subject

Subject: Herbalife International

Address: 800 West Olympic Blvd.

City: Los Angeles

ZIP: 90015

Email: CorporateSecretary@herbalife.com

State/Prov: California

Country: United States

URL: http://ir.herbalife.com/contactus.cfm

Area Code:

Phone Number:

Ext:

Subject ID

Type:

Subject ID
Issuer State:
Representative
Name:

Subject ID
Issuer Country:
Title:

Record # 5 / Consumer Sentinel Network Complaints

Reference Number: 42590223

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? N

Comments: I had been part of what **Herbalife** calls Tabulators Team and was with the company for almost 20 years, I have witnessed several injustices from the company to its distributors since the death of the founder and with no way for an "Independent Distributor" to get any justice from the damage the company inflicts to them and that is why I am providing information that might aid in your research of the **Herbalife** Ltd Company as they are "Fooling Some of the People All of the Time". 1.- How much of the sales that you'd make in terms of final sales are sold outside the network and how much are consumed within the distributor base? There are not real sales outside the network The Nutrition Club Clubs originated precisely out of the NECESSITY to try to move some product. The product is very overpriced and thats what gave way to the nutrition clubs, distributors having to break down the products in servings to be able to sale it because the CUSTOMERS REFUSED to buy whole canisters and bottles. What is happening now is customers stopped buying canisters and bottles and distributors are barely covering their monthly quota just to support the pyramid without making any money. (Fouders Circle Members, Chirmans Club Members and Executive Presidents Team Members ARE NOT SELLING ANY PRODUCT OUTSIDE THE NETWORK, they just buy the product from the company and donate it to some charity (**Herbalife** Houses from the **Herbalife** family foundation, etc) DISTRIBUTORS DO NOT GET PAID "ROYALTIES" UNLESS THEY BUY \$2,500.00 OF PRODUCTS EVERY SINGLE MONTH, and to protect themselves they have a so called 70 Customer Rule in case regulators or people like you start asking questions. That is why HLF says they dont have an exact percentage because they know very well what is going on and not because HLF does not have visibility to that level of detail. Also from time to time HLF will impose hefty fines to its distributors in an effort to not pay royalties and keep this earnings for their bottom line and even go as far as to suspend its distributors and not pay to the upline the proper amount of royalties (AS THEY ARE THE ONES WHO CALCULATE THE PAYMENTS WITHOUT ANY OUTSIDE OVERSIGHT TO THE WHOLE PROCESS) and if a distributor inquires about it, he or she might get fined or suspended. 2.- What is the incentive for supervisor to sign somebody up to become a distributor as opposed to – if they're just going to consume for themselves as opposed to just selling them the product for the markup. How does the distributor – how does the supervisor come out better? There is no incentive other than "new distributors" helping to support the Ponzi scheme. HLF definitely is a Ponzi scheme with very high legal bills (**Herbalife** has been ruled an illegal pyramid scheme by a court in Belgium) and a fraudulent operation that pays returns to its DISTRIBUTORS from their own "PURCHASE" of the "PRODUCTS" paid by subsequent DISTRIBUTORS, rather than from profit earned by the "SELL" of the "PRODUCTS", HLFS Ponzi scheme usually entices new DISTRIBUTORS by offering higher profits, in the form of short-term returns that are either abnormally high or unusually consistent. DISTRIBUTORS DO NOT GET PAID UNLESS THEY BUY \$2,500.00 OF PRODUCTS EVERY SINGLE MONTH, on ebay, amazon and craigslist you will find thousands of distributors trying to unload their inventory. I hope this helps and if I can provide any additional information please do not hesitate to contact me.

Was the complaint resolved?:

Complaint Resolution:

Data Reference:

Entered By: FTCCIS-FTCUSER

Entry Date: 1/3/2013

Updated By:

Updated Date:

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested: \$2,500.00

Amount Paid: \$2,500.00

Payment Method: Credit Card

Agency Contact: Internet

Complaint Date: 1/3/2013

Transaction Date: 10/23/2012

Initial Contact: Internet/E-mail

Initial Response: Internet/E-mail

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Topic:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of No armed forces or dependent?:

Consumer Information

Consumer

Complaining

Company/Org:

First Name: (b)(6)

Address 1: _____

City: Anaheim

Zip: (b)(6)

Home Number:

Fax Number:

Email: (b)(6)

Military Service

Branch:

Soldier Station:

Last Name: (b)(6)

Address 2:

State: California

Country: UNITED STATES

Work Number:

Ext:

Age Range: 30 - 39

Soldier Status:

Subject

Subject: Herbalife Ltd

Address: 800 W. Olympic Blvd, Suite 406

City: Los Angeles

ZIP: 90015

Email:

Area Code: 213

Ext:

Subject ID

Issuer State:

Representative Angie Ramirez

Name:

State/Prov: California

Country: United States

URL: http://www.herbalife.com

Phone Number: 7450500

Subject ID

Type:

Subject ID

Issuer Country:

Title: Distributor Business

Record # 6 / Consumer Sentinel Network Complaints

Reference Number: 42522454

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? N

Comments: I was with Herbalife International for 12 years. I was one of the few people that achieved one of the top levels in the company (less than 1 of all distributors) called Presidents Team. I have a document received from Herbalife that shows Herbalife pays royalty and production bonuses on sales volume completely unrelated to retail customers. This does substantiate Bill Ackmans claim that Herbalife is a illegal pyramid scheme. How do I file this with FTCs legal department? UPDATE:12/27/2012 Consumer wants to send an excel file to FTC. LMaruca

Was the complaint resolved?:

Complaint Resolution:

Data Reference:

Entered By: FTCCIS-FTCUSER
Updated By: LMARUCA

Entry Date: 12/27/2012
Updated Date: 12/27/2012

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested:

Amount Paid:

Payment Method:

Agency Phone Contact:

Complaint Date: 12/27/2012

Transaction Date:

Initial Contact:

Initial Response:

Statute/Rule: FTC Act Sec 5 (BCP)
Topic:

Law Violation: Deception/Misrepresentation

Dispute with Credit Bureau - Responded?: N

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Resolved to Satisfaction?: N

Member of No armed forces or dependent?:

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: Cumming

State: Georgia

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number:

Fax Number:

Ext:

Email: (b)(6)

Age Range:

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Herbalife International

Address:

City:

State/Prov:

ZIP:

Country: United States

Email:

URL:

Area Code:

Phone Number:

Ext:

Subject ID

Type:

Subject ID
Issuer State:
Representative
Name:

Subject ID
Issuer Country:
Title:

Associated Subjects

Company: H I
Company Type: Other
Address: 1800 Century Park E
City: Los Angeles
ZIP: 90067
Email:
Area Code: 310

State/Prov: California
Country: United States
URL:
Phone Number: 4109600

Record # 7 / Consumer Sentinel Network Complaints

Reference Number: 42886096	Originator Reference Number: 08850075186194
Language: English	Contact Type: Complaint
Source: Organization	DNC? N
Comments: please see attached pdf. --- Additional Comments: please see attached pdf.;	Complaint Resolution:
Was the complaint resolved?:	
Data Reference:	
Entered By: BBBDENV-USER	Entry Date: 12/27/2012
Updated By:	Updated Date:
Complaint Source: BBB CO Denver	Product Service Code: Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	Amount Paid:
Payment Method:	Agency Contact: External Agency
Complaint Date: 12/27/2012	Transaction Date:
Initial Contact:	Initial Response:
Statute/Rule:	Law Violation:
Topic:	Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:	Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?:	

Consumer Information

Consumer

Complaining Company/Org:	
First Name: (b)(6)	Last Name: (b)(6)
Address 1:	Address 2:
City: DENVER	State: Colorado
Zip: (b)(6)	Country: UNITED STATES
Home Number:	Work Number: (b)(6)
Fax Number:	Ext:
Email:	Age Range:
Military Service Branch:	Soldier Status:
Soldier Station:	

Subject

Subject: Herbalife Distributor	
Address: 9623 Grand Ave.	
City: Littleton	State/Prov: Colorado
ZIP: 80123	Country: United States
Email:	URL: workathomeplan.com
Area Code: 303	Phone Number: 9481323
Ext:	Subject ID Type:
Subject ID Issuer State:	Subject ID Issuer Country:
Representative Name: Tena Curtis Golesh	Title: Owner/Manager

 Do Not Call Complaints

Record # 4 / Do Not Call Complaints	
Reference Number: 42961603	Is Phone in Registry?: Yes
Complaint Date: 1/9/2013	Product Service Code: National Do Not Call Registry
Complaint Source: National Do Not Call Registry	Complaint Channel: Internet
Transaction Date: 1/9/2013	Transaction Time: 3:00:00 PM
Existing Business Relationship?: No	Pre-recorded message?: Yes
Requested entity to stop calling?: Yes	
Comments: I have called Herbalife many times over the years and told them nobody here is interested in their products and were not sales reps for the company and they know that. Yet almost every week somebody from Herbalife calls and harasses me about signing up to be a scammer-salesman for their company.	
Consumer	
First Name: (b)(6)	Last Name: (b)(6)
Address 1: _____	Address 2: _____
City: GREENWOOD	State/Prov: California
ZIP: (b)(6)	Phone Number: (b)(6)
Company Name: Herbalife	Subject: _____
Country Code: _____	State: California
	Phone Number: (209) 9577084

Provided by the Federal Trade Commission

FOIA-2013-00376

January 17, 2013

VIA E-MAIL

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

FEDERAL TRADE COMMISSION
RECEIVED

JAN 17 2013

FOIA BRANCH
GENERAL COUNSEL

Re: Freedom of Information Act Request: Herbalife International

Dear Sir/Madam:

Pursuant to the Freedom of Information Act (FOIA), 5 U.S.C. § 552 et seq., I hereby request copies of the following information: *all correspondence, documents, and data records from 2003 through 2013 regarding investigations into Herbalife International, located at 800 W. Olympic Boulevard, Suite 406, Los Angeles, California. This company is a multi-level marketing company that sells nutrition, weight management and skin-care products.*

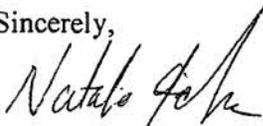
I am willing to pay fees up to \$200. If you expect the fees will exceed this, please contact me before proceeding. Please send all available records to my attention at:

Natalie Ofoche

(b)(6)

I can be reached at (b)(6). Thank you for your consideration of my request.

Sincerely,



Natalie N. Ofoche



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

Natalie Ofoche

(b)(6)

JAN 28 2013

Re: FOIA-2013-00376
Herbalife International

Dear Ms. Ofoche:

This is in response to your request dated January 17, 2013, under the Freedom of Information Act seeking access to requesting all correspondence, documents, and data records from 2003 through 2013 regarding investigations into Herbalife International. In an email sent on January 23, 2013, you amended your request to also seek all consumer complaints from 2009 to 2013. In accordance with the FOIA and agency policy, we have searched our records, as of January 23, 2013, the date we received your amended request in our FOIA office.

We have located 729 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. 15 pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

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

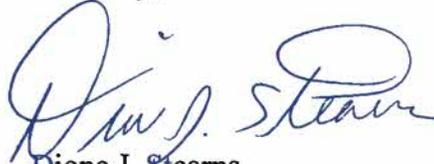
Enclosed are 15 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this

letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

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

Dione J. Stearns
Assistant General Counsel

Enclosed: 1 CD



NETWORK

Law enforcement's source for consumer complaints

[PRINT](#)

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints

Reference Number: 42992409

Originator Reference Number:

Language: English

Contact Type: Complaint

Source: Consumer

DNC? N

Comments: I was approached while christmas shopping by someone trying to sign me up for **Herbalife**. I am familiar with these types of schemes, as my mom has lost of a hundred thousand to a different scheme, Xango. so because of this i am aware of the FTC regulations, and i listened carefully to everything the distributor said, she made express claims of income, that i could be "rich beyond my dreams" that if i invested 10,000 into it it wouldnt matter because I would be making a million within a year, that the products cure cancer etc. i informed her that she was making illegal statements, and she she insisted that everything she had said was true and that i just had a negative attitude. I since learned about Bill Ackmans presentation on **Herbalife**, and learned that things are FAR WORSE than my parking lot conversation. it is IMPERATIVE that you conduct and thorough investigation of this company and this industry

Was the complaint resolved?:

Complaint Resolution:

Data

Reference:

Entered By: FTCCIS-FTCUSER

Entry Date: 1/18/2013

Updated By:

Updated Date:

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested: \$10,000.00

Amount Paid: \$0.00

Payment Method:

Not Reported

Agency Contact: Internet

Complaint Date: 1/18/2013

Transaction Date: 12/15/2012

Initial Contact:

In Person

Initial Response:

Law Violation: Deception/Misrepresentation

Statute/Rule: FTC Act Sec 5 (BCP)

Topic:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of armed forces or dependent?: No

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)
Address 1: [Redacted]
City: Mount Vernon

Last Name: (b)(6)
Address 2:

Zip: (b)(6)

State: Washington

Home Number: [Redacted]

Country: UNITED STATES

Fax Number:

Work Number:

Ext:

Email: (b)(6)

Age Range:

Military Service
Branch:
Soldier Station:

Soldier Status:

Subject: Herbalife

Address: 1800 Century Park E

City: Los Angeles

ZIP: 90067

Email: georgef@herbalife.com

Area Code: 866

Ext:

Subject ID

Issuer State:

Representative Name: n/a n/a

Subject

State/Prov: California

Country: United States

URL: www.herbalife.com

Phone Number: 6174273

Subject ID

Type:

Subject ID

Issuer Country:

Title: distributor

Record # 2 / Consumer Sentinel Network Complaints

Reference Number: 43046486

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? N

Comments: I have been researching business opportunities and discovered **Herbalife**. This company appears to be a pyramid scheme. I read through the companys financial filings and discovered: 1) A high percentage of new recruits quit the company every year. 2) The company promises great wealth and riches for those who sign-up even as the average participant would seem to generate less than \$1,500 per year in sales. 3) The incentive plan promotes the purchase of volume points without regard for retail demand. 4) The company wants recruitment...this has all of the hallmarks of an "endless chain scheme". I am coninced that if i were to sign-up to sell **Herbalife** that i would lose money and fear for others who do not have the means nor knowledge to conduct this kind of due diligence due to relatively weak levels of financial sophistication. **Herbalife** appears to have all of the indicia of a slick Pyramid Scheme... a) an altruistic product masking a diabolical compaensation scheme b) all commissions paid are for wholesale purchases c) major incentives for ongoing recruitment d) inevitable saturation due to zero limitations placed on distributorships e) inability totrack and measure "retail sales" outside the network. f) a slick marketing face wrapped around an incentive plan that takes form the guy at the end of the chain to pay those "upline" g) deliberate marketing to low-income, financially unsophisticated customers around the world...

Was the complaint resolved?:

Complaint Resolution:

Data Reference:

Entered By: FTCCIS-FTCUSER

Entry Date: 1/15/2013

Updated By:

Updated Date:

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested:

Amount Paid:

Payment Method:

Agency Contact: Internet

Complaint Date: 1/15/2013

Transaction Date:

Initial Contact:

Initial Response:

Statute/Rule Topic: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of No armed forces or dependent?:

Consumer Information

Consumer

Complaining

Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: Short Hills

State: New Jersey

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number: (b)(6)

Fax Number:

Ext:

Email: (b)(6)

Age Range:

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Herbalife

Address:

City: Torrance

ZIP:

Email:

Area Code:

Ext:

Subject ID

Issuer State:

Representative

Name:

State/Prov: California

Country: United States

URL:

Phone Number:

Subject ID

Type:

Subject ID

Issuer Country:

Title:

Record # 3 / Consumer Sentinel Network Complaints

Reference Number: 42722752

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? N

Comments: Herbalife advertised to me a business opportunity that I have every reason to be a pyramid scheme. After soon simple research, I saw that Herbalife had sales of 4 billion dollars with 3.2 million sale people, meaning the average member only had \$1250 sales a year, or \$104 a month, and at a 10 commission rate you would earn only \$125 a year, compared to the \$500 membership fee, plus other expenses. It should seem obvious to the FTC that this is a pyramid scheme, where most people loss money not make.

Was the complaint resolved?:

Complaint Resolution:

Data Reference:

Entered By: FTCCIS-FTCUSER

Entry Date: 1/10/2013

Updated By:

Updated Date:

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested: \$499.00

Amount Paid: \$0.00

Payment Method: Other Payment Method (Note in Comments)

Agency Contact: Internet

Complaint Date: 1/10/2013

Transaction Date: 1/10/2013

Initial Contact: Internet Web Site

Initial Response: Internet/E-mail

Statute/Rule Topic: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of No armed forces or dependent?:

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)
Address 1:

Last Name: (b)(6)
Address 2:

City: Denver

State: Colorado

Zip: (b)(6)
Home Number:

Country: UNITED STATES

Fax Number:

Work Number:

Email: (b)(6)

Ext:

Age Range: 30 - 39

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Herbalife International
Address: 800 West Olympic Blvd.
City: Los Angeles
ZIP: 90015

State/Prov: California
Country: United States

Email: CorporateSecretary@herbalife.com

URL: http://ir.herbalife.com/contactus.cfm

Area Code:
Ext:

Phone Number:
Subject ID Type:

Subject ID
Issuer State:
Representative
Name:

Subject ID
Issuer Country:
Title:

Record # 5 / Consumer Sentinel Network Complaints

Reference Number: 42590223

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? N

Comments: I had been part of what **Herbalife** calls Tabulators Team and was with the company for almost 20 years, I have witnessed several injustices from the company to its distributors since the death of the founder and with no way for an "Independent Distributor" to get any justice from the damage the company inflicts to them and that is why I am providing information that might aid in your research of the **Herbalife** Ltd Company as they are "Fooling Some of the People All of the Time". 1.- How much of the sales that you'd make in terms of final sales are sold outside the network and how much are consumed within the distributor base? There are not real sales outside the network The Nutrition Club Clubs originated precisely out of the NECESSITY to try to move some product. The product is very overpriced and thats what gave way to the nutrition clubs, distributors having to break down the products in servings to to be able to sale it because the CUSTOMERS REFUSED to buy whole canisters and bottles. What is happening now is customers stopped buying canisters and bottles and distributors are barely covering their monthly quota just to support the pyramid without making any money. (Fouders Circle Members, Chirmans Club Members and Executive Presidents Team Members ARE NOT SELLING ANY PRODUCT OUTSIDE THE NETWORK, they just buy the product from the company and donate it to some charity (**Herbalife** Houses from the **Herbalife** family foundation, etc) DISTRIBUTORS DO NOT GET PAID "ROYALTIES" UNLESS THEY BUY \$2,500.00 OF PRODUCTS EVERY SINGLE MONTH, and to protect themselves they have a so called 70 Customer Rule in case regulators or people like you start asking questions. That is why HLF says they dont have an exact percentage because they know very well what is going on and not because HLF does not have visibility to that level of detail. Also from time to time HLF will impose hefty fines to its distributors in an effort to not pay royalties and keep this earnings for their bottom line and even go as far as to suspend its distributors and not pay to the upline the proper amount of royalties (AS THEY ARE THE ONES WHO CALCULATE THE PAYMENTS WITHOUT ANY OUTSIDE OVERSIGHT TO THE WHOLE PROCESS) and if a distributor inquires about it, he or she might get fined or suspended. 2.- What is the incentive for supervisor to sign somebody up to become a distributor as opposed to – if they're just going to consume for themselves as opposed to just selling them the product for the markup. How does the distributor – how does the supervisor come out better? There is no incentive other than "new distributors" helping to support the Ponzi scheme. HLF definitely is a Ponzi scheme with very high legal bills (**Herbalife** has been ruled an illegal pyramid scheme by a court in Belgium) and a fraudulent operation that pays returns to its DISTRIBUTORS from their own "PURCHASE" of the "PRODUCTS" paid by subsequent DISTRIBUTORS, rather than from profit earned by the "SELL" of the "PRODUCTS", HLFs Ponzi scheme usually entices new DISTRIBUTORS by offering higher profits, in the form of short-term returns that are either abnormally high or unusually consistent. DISTRIBUTORS DO NOT GET PAID UNLESS THEY BUY \$2,500.00 OF PRODUCTS EVERY SINGLE MONTH, on ebay, amazon and craigslist you will find thousands of distributors trying to unload their inventory. I hope this helps and if I can provide any additional information please do not hesitate to contact me.

Was the complaint resolved?:

Complaint Resolution:

Data Reference:

Entered By: FTCCIS-FTCUSER

Entry Date: 1/3/2013

Updated By:

Updated Date:

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested: \$2,500.00

Amount Paid: \$2,500.00

Requested:

Payment Method: Credit Card

Agency Contact: Internet

Complaint Date: 1/3/2013

Transaction Date: 10/23/2012

Complaint Date:

Initial Response: Internet/E-mail

Initial Contact: Internet/E-mail

Response:

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Topic:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of No armed forces or dependent?:

Consumer Information

Consumer

Complaining Company/Org:
First Name: (b)(6)
Address 1:
City: Anaheim
Zip: (b)(6)
Home Number:
Fax Number:
Email: (b)(6)
Military Service Branch:
Soldier Station:

Last Name: (b)(6)
Address 2:
State: California
Country: UNITED STATES
Work Number:
Ext:
Age Range: 30 - 39
Soldier Status:

Subject

Subject: Herbalife Ltd
Address: 800 W. Olympic Blvd, Suite 406
City: Los Angeles
ZIP: 90015
Email:
Area Code: 213
Ext:
Subject ID Issuer State:
Representative Name: Angie Ramirez

State/Prov: California
Country: United States
URL: http://www.herbalife.com
Phone Number: 7450500
Subject ID Type:
Subject ID Issuer Country:
Title: Distributor Business

Record # 6 / Consumer Sentinel Network Complaints

Reference Number: 42522454

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? N

Comments: I was with **Herbalife** International for 12 years. I was one of the few people that achieved one of the top levels in the company (less than 1 of all distributors) called Presidents Team. I have a document received from **Herbalife** that shows **Herbalife** pays royalty and production bonuses on sales volume completely unrelated to retail customers. This does substantiate Bill Ackmans claim that **Herbalife** is a illegal pyramid scheme. How do I file this with FTCs legal department? UPDATE:12/27/2012 Consumer wants to send an excel file to FTC. LMaruca

Was the complaint resolved?:

Complaint Resolution:

Data Reference:

Entered By: FTCCIS-FTCUSER

Entry Date: 12/27/2012

Updated By: LMARUCA

Updated Date: 12/27/2012

Complaint Source: FTC Online Complaint Assistant (CIS)

Product Service Code: Multi-Level Mktg\Pyramids\Chain Letters

Amount Requested:

Amount Paid:

Payment Method:

Agency Phone Contact:

Complaint Date: 12/27/2012

Transaction Date:

Initial Contact:

Initial Response:

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Topic:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of No armed forces or dependent?:

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: Cumming

State: Georgia

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number:

Fax Number:

Ext:

Email: (b)(6)

Age Range:

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Herbalife International

Address:

City:

State/Prov:

ZIP:

Country: United States

Email:

URL:

Area Code:

Phone Number:

Ext:

Subject ID Type:

Subject ID
Issuer State:
Representative Name:

Subject ID
Issuer Country:
Title:

Associated Subjects

Company: H I
Company Type: Other
Address: 1800 Century Park E
City: Los Angeles
ZIP: 90067
Email:
Area Code: 310

State/Prov: California
Country: United States
URL:
Phone Number: 4109600

Record # 7 / Consumer Sentinel Network Complaints

Reference Number: 42886096	Originator Reference Number: 08850075186194
Language: English	Contact Type: Complaint
Source: Organization	DNC? N
Comments: please see attached pdf. --- Additional Comments: please see attached pdf.;	Complaint Resolution:
Was the complaint resolved?:	
Data Reference:	
Entered By: BBBDENV-USER	Entry Date: 12/27/2012
Updated By:	Updated Date:
Complaint Source: BBB CO Denver	Product Service Code: Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	Amount Paid:
Payment Method:	Agency Contact: External Agency
Complaint Date: 12/27/2012	Transaction Date:
Initial Contact:	Initial Response:
Statute/Rule:	Law Violation:
Topic:	Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:	Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?:	

Consumer Information

Consumer

Complaining Company/Org:	
First Name: (b)(6)	Last Name: (b)(6)
Address 1:	Address 2:
City: DENVER	State: Colorado
Zip: (b)(6)	Country: UNITED STATES
Home Number:	Work Number: (b)(6)
Fax Number:	Ext:
Email:	Age Range:
Military Service Branch:	Soldier Status:
Soldier Station:	

Subject

Subject: Herbalife Distributor	
Address: 9623 Grand Ave.	
City: Littleton	State/Prov: Colorado
ZIP: 80123	Country: United States
Email:	URL: workathomeplan.com
Area Code: 303	Phone Number: 9481323
Ext:	Subject ID Type:
Subject ID Issuer State:	Subject ID Issuer Country:
Representative Name: Tena Curtis Golesh	Title: Owner/Manager

🔍 Do Not Call Complaints

Record # 4 / Do Not Call Complaints	
Reference Number: 42961603	Is Phone in Registry?: Yes
Complaint Date: 1/9/2013	Product Service Code: National Do Not Call Registry
Complaint Source: National Do Not Call Registry	Complaint Channel: Internet
Transaction Date: 1/9/2013	Transaction Time: 3:00:00 PM
Existing Business Relationship?: No	Pre-recorded message?: Yes
Requested entity to stop calling?: Yes	
Comments: I have called Herbalife many times over the years and told them nobody here is interested in their products and were not sales reps for the company and they know that. Yet almost every week somebody from Herbalife calls and harasses me about signing up to be a scammer-salesman for their company.	
First Name: (b)(6)	Consumer Last Name: (b)(6)
Address 1:	Address 2:
City: GREENWOOD	State/Prov: California
ZIP: (b)(6)	Phone Number: (b)(6)
Company Name: Herbalife	Subject State: California
Country Code:	Phone Number: (209) 9577084

.....
 Provided by the Federal Trade Commission

Mischler, Erin

From: Vera, Elena R.
Sent: Friday, January 25, 2013 11:29 AM
To: Mischler, Erin
Subject: FW: FOIA request

From: Christine Muchanic [<mailto:cmuchanic@heightanalytics.com>]
Sent: Friday, January 25, 2013 11:22 AM
To: Vera, Elena R.
Subject: FOIA request

Elena,

As discussed, please see below my amended/new FOIA request for information and records related to:

Consumer complaints related to the following companies: Herbalife (HLF) and Nature's Sunshine Products (NATR)

Correspondence between the FTC and any external parties related to the following companies. Please limit the search to a five year period.

Avon (AVP)
Blyth, Inc. (BTH)
Medifast (MED)
Mannatech (MTEX)
Nature's Sunshine Products (NATR)
Natural Health Trends Corp (NHTC)
Primerica (PRI)
Reliv International (RELV)
Tupperware Brands Corp (TUP)

Correspondence between the FTC and any external parties related to the companies listed below. Please do not put a time exclusion/limitation on the search for these companies.

Herbalife (HLF),
Nu Skin Enterprises (NUS)
USANA Health Sciences (USNA)

As discussed, for all the companies listed above, we are particularly interested in any correspondence or other records related to discussion of the companies' business practices.

We agree to pay fees of up to \$300. Should the estimated fees exceed this amount, please contact me again.

Thank you for your help and please let me know if I can provide any further information.

Best,
Christine

*Christine Muchanic
Special Situations*

Height Analytics, LLC
1775 Pennsylvania Avenue NW, 11th Floor
Washington, DC 20006
Office: (202) 629-0038
Email: cmuchanic@heightanalytics.com
<http://www.heightllc.com/>



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

FEB 05 2013

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington,, DC 20006

Re: FOIA-2013-00398
Herbalife, etc.

Dear Ms. Muchanic:

This is our first response to your request dated January 25, 2013, under the Freedom of Information Act seeking access to documents regarding Herbalife. etc. In accordance with the FOIA and agency policy, we have searched our records, as of January 25, 2013, the date we received your request in our FOIA office.

We have located approximately 700 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Portions of these pages are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

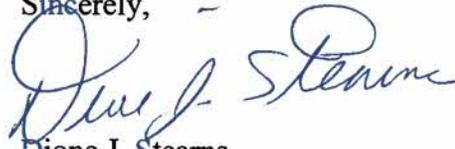
We are withholding some pages under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute; specifically, Section 21(f) of the FTC Act provides that the FTC may not disclose any material reflecting a consumer complaint obtained from a foreign source if that foreign source has requested confidential treatment. 15 U.S.C. § 57b-2(f).

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

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

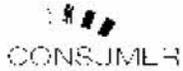
If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

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

Dione J. Stearns
Assistant General Counsel

Enclosed:
One CD
17 pages



CONSUMER NETWORK

The enhancement's source for consumer complaints

CIS COMPLAINT

Record 1 of 5	
Reference Number	22638538
Created Date	04/07/2009
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022070159
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/07/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/07/2009
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	NUTLEY
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	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nature's Sunshine Products Inc
Company Address, Line 1	75 East 1700 South
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
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	84606
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	801
Company Phone, Number	3424300
Company Phone, Extension	
Company Email	
Company 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 45 Days Flag - FOIA only	

Record 2 of 5	
Reference Number	25684319
Created Date	02/01/2010
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022090297
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/01/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/01/2010
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	GRAND BLANC
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	
Company Name	Nature's Sunshine Products Inc
Company Address, Line 1	75 East 1700 South
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
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	84606
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	801
Company Phone, Number	3424300
Company Phone, Extension	
Company Email	
Company 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: - Contract Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 3 of 5	
Reference Number	29540969
Created Date	02/11/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022108678
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/11/2011
Updated By	BBBSAUT-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	01/31/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MONCKS CORNER
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	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nature's Sunshine Products, Inc.
Company Address, Line 1	75 E 1700 S
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
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	questions@natr.com
Company Website	www.naturessunshine.com
Company Rep First Name	Denise
Company Rep Middle Name	
Company Rep Last Name	Bird
Company Rep Salutation	
Company Rep Comments	Director/Paralegal Servic
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Although I have talked to several people who 'promise' a refund 'soon', it never happens. Specifically Celia Samuelson in online customer service. On 12/22/10 I order herbal products online. The person I purchased this for passed before the order arrived. I contacted the company to cancel the order and was told to call the next day when shipping was there. Called the next morning, shipping already sent package. UPS tracking #(b)(6) shows that I refused the package. I do not want the product, all I want is a refund of \$80.62. I called and chatted online with Customer Service and told the package was never received back. Spoke with Celia Samuelson on January 18, 2011 and was told she would forward my order info 'to the person that tracks down lost orders', and 'once the person that tracks down lost orders finds it my credit card will be credited.' When I ask when I should expect the credit I'm told 'soon' and no one will give me specific dates for my credit. Celia sent me an email that same day letting me know that since this order (order #(b)(6) was my 1st order with their company, my membership would be canceled until I order later. I told Celia that I understood and that was fine. On 1/24/11 I sent Celia an email asking her when I could expect my credit because it had been almost a week. She never responded. I chatted again with online customer service</p>

	<p>1/25/11 and was told a credit was not issued to the account and they didn't know when a credit would be issued. The tracking number from UPS clearly shows that I no longer have their product and with that said, I want my money back. I'm not responsible for what happens during shipping, only sending it back. I did my part, now I would like for Nature's Sunshine to do their part and credit my credit card back the full amount of the order. --- Additional Comments: My full refund of \$80.62 back to my credit card.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 4 of 5	
Reference Number	30395639
Created Date	04/26/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022113024
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/26/2011
Updated By	BBBSAUT-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	04/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BROOMFIELD
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	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nature's Sunshine Products, Inc.
Company Address, Line 1	75 E 1700 S
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
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	questions@natr.com
Company Website	www.naturessunshine.com
Company Rep First Name	Denise
Company Rep Middle Name	
Company Rep Last Name	Bird
Company Rep Salutation	
Company Rep Comments	Director/Paralegal Servic
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$100000.00
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	Refer to 'ALL ATTACHMENTS FOR THIS COMPLAINT' on your complaint website link. --- Additional Comments: '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 5 of 5	
Reference Number	31093322
Created Date	04/26/2011
Complaint Source	BBB UT Salt Lake City
Originator Reference Number	11660022113044
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAUT-USER
Entered Date	04/26/2011
Updated By	BBBSAUT-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	04/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	APPLETON
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Nature's Sunshine Products, Inc.
Company Address, Line 1	75 E 1700 S
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PROVO
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	questions@natr.com
Company Website	www.naturessunshine.com
Company Rep First Name	Denise
Company Rep Middle Name	
Company Rep Last Name	Bird
Company Rep Salutation	
Company Rep Comments	Director/Paralegal Servic
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NSP set up a prepaid Visa debit card in my name for 'refunds' They cannot tell me how to undo the account. I did not authorize. I infrequently order products from NSP. They charge and they 'refund' small amounts. This month, without notifying me, they opened a Visa Debit card in my name with CITI. The card has monthly fees that I will be charged. When I called NSP they wanted my checking account number to 'cancel the card.' I would not give it. Now they say they cannot cancel and it call CITI. The number given goes to an automated # that will not reroute. I want the card canceled and my credit unaffected - and no fees charged to me. --- Additional Comments: I want the card cancelled. I want that in writing from CITI. I want NSP to stop doing this. I want my 'membership' cancelled and my 'annual fee' refunded.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

...

Provided by the Federal Trade Commission

Seery, Alexander

FOIA-2013-00416

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Tuesday, January 29, 2013 8:47 AM

name = Andrew L. Sole
staddr = 1330 Avenue of Americas
city = New York
state = NY
zipcode = 10019
telno = 9173495930
faxno =
email = Andrewsole@ecvlp.com
coinfo = I wish to obtain all copies of consumer complaints filed against Herbalife for years 2006 through 2012. I agree to pay any reasonable fee associated with this request.
EdSciName =
describe = Private Corporation or Law Firm
privatelawname = Esopus Creek Advisors
medianame =
money = Contact me if above \$200
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JAN 29 2013

FOIA BRANCH
GENERAL COUNSEL



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

Andrew Sole
Esopus Creek Advisors
1330 Avenue of Americas
New York, NY 10019

FEB 04 2013

Re: FOIA-2013-00416
Herbalife

Dear Mr. Sole:

This letter confirms your February 1, 2013 telephone conversation with Erin Mischler, in which you withdrew your January 29, 2013, request for Federal Trade Commission ("FTC") records. The withdrawal of your request does not preclude you from filing other requests in the future.

If you have any questions about the way we handled your request or about the FTC's FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Seery, Alexander

FOIA-2013-00417

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Tuesday, January 29, 2013 12:55 PM

name = Krish B Daftary
staddr = 787 7th Avenue, 49th Floor
city = New York
state = NY
zipcode = 10019
telno = 2122204255
faxno =
email = kdaftary@newmountaincapital.com
coinfo = Can we please have a record of all consumer complaints filed against Herbalife from calendar year 2011-today (Jan 2013)? Thank you.
EdSciName =
describe = Private Corporation or Law Firm
privatelawname = New Mountain Capital
medianame =
money = Contact me if above \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JAN 29 2013

FOIA BRANCH
GENERAL COUNSEL



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

Krish Daftary
New Mountain Capital
787 7th Avenue, 49th Floor
New York, NY 10019

FEB 05 2013

Re: FOIA-2013-00417
Herbalife

Dear Ms. Daftary:

This letter confirms your February 1, 2013 and February 4, 2013 telephone conversations with Erin Mischler, in which you withdrew your January 29, 2013, request for Federal Trade Commission ("FTC") records. The withdrawal of your request does not preclude you from filing other requests in the future.

If you have any questions about the way we handled your request or about the FTC's FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is stylized with large loops and a long horizontal stroke at the end.

Dione J. Stearns
Assistant General Counsel

Seery, Alexander

FOIA-2013-00426

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Tuesday, January 29, 2013 5:09 PM

name = Peter J. Eavis
staddr = The New York Times, 620 Eighth Avenue,
city = New York
state = New York
zipcode = 10018
telno = 212 556 7493
faxno =
email = peter.eavis@nytimes.com

coinfo = Please send me any documents that show:1/ The number of complaints submitted to the FTC about Herbalife in each calendar year from 2000 to 2012.2/ Please state the nature of the complaints. Namely, were they related to i) allegedly false claims by Herbalife about the opportunity to make a certain level of earnings; ii) allegedly misleading claims about Herbalife products, or allegedly poor quality of Herbalife products; iii) or sales practices of Herbalife members?3/ Please send documents that show how many investigations that the FTC has made of Herbalife since 2000. Thanks!

EdSciName =
privatelawname =
describe = News Media
medianame = The New York Times
money = Contact me if above \$200
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JAN 30 2013

FOIA BRANCH
GENERAL COUNSEL



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

Peter Eavis
The New York Times
620 Eighth Avenue,
New York, NY 10018

FEB 11 2013

Re: FOIA-2013-00426
Herbalife

Dear Mr. Eavis:

This is in response to your request dated January 29, 2013, under the Freedom of Information Act seeking access to information concerning Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of January 30, 2013, the date we received your request in our FOIA office.

The complaints you requested are on the Federal Trade Commission's ("FTC") public record. A formal Freedom of Information Act request is not necessary to obtain this material. In the future, you can find public material on the FTC's website at www.ftc.gov. A search of the FTC's records did not return any results in regards to investigations against Herbalife since 2000.

We have closed our file on this matter. If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Alexander Seery at (202) 326-2736.

Sincerely,

Dione J. Stearns
Assistant General Counsel

Seery, Alexander

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Wednesday, January 30, 2013 3:52 PM

name = Carol Tang
staddr = 11 West 19th Street 2nd Floor
city = New York
state = NY
zipcode = 10011
telno = 2126865063

FEDERAL TRADE COMMISSION
RECEIVED

JAN 30 2013

FOIA BRANCH
GENERAL COUNSEL

email = carol.tang@dealreporter.com

coinfo = Freedom of Information Act Request Office of General Counsel Federal Trade Commission 600

Pennsylvania Avenue, N.W. Washington, D.C. 20580 Dear FOIA officer, This is a request under the Freedom of Information Act. I would like to place a request for all documents in the last five years (2009-2013) relating to investigative records concerning Herbalife, including all complaints that have been made to the FTC in regards to the company. Herbalife is based at Uglan House, South Church Street, P.O. Box 309GT in Grand Cayman, Cayman Islands. In order to help determine fees, I am a member of the press at dealReporter with the Financial Times group and am requesting these documents as part of my continual coverage of the company as the reporter for consumer and retail companies. I am willing to pay fees up to \$25. If you expect the fees will exceed this, please contact me through email or phone before proceeding. My contact information is in the signature below if there are any questions about my request. Thank you for your consideration, and I appreciate your help. Hope you have a wonderful day. Best, Carol Tang
11 West 19th Street, Floor 2 New York, NY 10011 (212) 686 - 5063

EdSciName =
privatelawname =
describe = News Media
medianame = dealReporter, Financial Times group
money = Up to \$25
B13 = Submit



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

Carol Tang
dealReporter
11 West 19th Street
2nd Floor
New York, NY 10011

MAR 06 2013

Re: FOIA-2013-00429
Herbalife

Dear Ms. Tang:

This is in response to your request dated January 30, 2013, under the Freedom of Information Act seeking access to investigative records and consumer complaints related to Herbalife. FOIA and agency policy dictate that we search our records as of January 30, 2013, the date we received your request. However, on March 5, 2013, you requested that we also search for responsive records up to that date.

The complaints you requested, up to January 23, 2013, are located on the Federal Trade Commission's ("FTC") public website at www.ftc.gov. A formal Freedom of Information Act request is not necessary to obtain this material. As per your request, we searched for consumer complaints against Herbalife that were filed after January 23, 2013; that search returned 16 complaints. You should know that neither the complaints on the FTC's website nor the enclosed complaints have necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided.

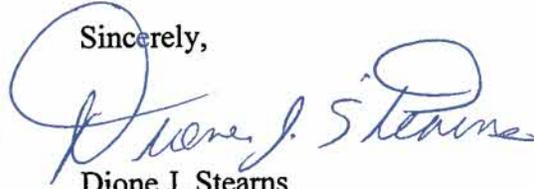
I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

Lastly, a search of the FTC's records did not return any results regarding investigations against Herbalife since 2009.

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

If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Mark Peterson at (202) 326-3731.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and a distinct "S" at the end.

Dione J. Stearns
Assistant General Counsel



CIS COMPLAINT

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

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

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

Record 2 of 16

Reference Number	43248278
Created Date	02/01/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/01/2013
Updated By	CRSS\kilpatrick
Updated Date	02/04/2013
Agency Contact	Internet
Complaint Date	02/01/2013
Transaction Date	
Member of armed forces or dependant?	Y
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Temecula
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	92592
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	(b)(6)
Consumer Home Phone, Number	(b)(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	(b)(6)
Consumer Age range	(b)(6)
Consumer Military Status	Military Retiree/Veteran
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Navy
Company Name	Herbalife
Company Address, Line 1	800 W. Olympic
Company Address, Line 2	Suite 406
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Social Network
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

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

Record 3 of 16

Reference Number	43265462
Created Date	01/28/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Comments
Data Source	Consumer
DNC?	N
Entered By	SPARRISH
Entered Date	01/28/2013
Updated By	SSNOWDEN
Updated Date	01/28/2013
Agency Contact	Phone
Complaint Date	01/28/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	(b)(6)
Consumer Address, Line 3	
Consumer Address, City	Ormond Beach
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	32174
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	(b)(6)
Consumer Home Phone, Number	(b)(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

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

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

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

their same investment losses as retail sales?
Its crazy! Please crack down on this and
other MLM organizations.

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute
Responded

Complaint Info CRA Dispute
Resolved

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

Consumer Work Phone. Number	
Consumer Work Phone. Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	(b)(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	P.O. Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	www.herbalifeinternational.com
Company Rep First Name	Connie
Company Rep Middle Name	
Company Rep Last Name	Skelton
Company Rep Salutation	
Company Rep Comments	Mentor upline
Complaint Info Initial Contact	

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

Record 6 of 16

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

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

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

Record 7 of 16	
Reference Number	43345862
Created Date	02/07/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2013
Transaction Date	01/10/2008
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Huntley
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	60142
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	(b)(6)
Consumer Home Phone, Number	(b)(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	(b)(6)
Consumer Age range	(b)(6)
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	214
Company Phone, Number	8687878
Company Phone, Extension	
Company Email	
Company Website	herbalife.com
Company Rep First Name	Renee
Company Rep Middle Name	
Company Rep Last Name	Barker
Company Rep Salutation	
Company Rep Comments	Manager
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	01/10/2008

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

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

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

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

Record 9 of 16

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

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

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

Complaint Info Comments

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

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

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

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

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

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

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

Record 12 of 16

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

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

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

Record 13 of 16

Reference Number	43639595
Created Date	02/21/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	CJONES1
Entered Date	02/21/2013
Updated By	CJONES1
Updated Date	02/21/2013
Agency Contact	Mail
Complaint Date	02/21/2013
Transaction Date	01/01/2004
Member of armed forces or dependant?	N
Consumer First Name	(b)(6) (b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6) (b)(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	
Consumer Address, Country Name	
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	(b)(6) (b)(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	950 W 190th St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	905021001
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	01/01/2004
Complaint Info Initial Response	

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

Record 14 of 16	
Reference Number	43697285
Created Date	02/16/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/16/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/16/2013
Transaction Date	10/28/2011
Member of armed forces or dependant?	N
Consumer First Name	(b)(6)
Consumer Middle Name	
Consumer Last Name	(b)(6)
Consumer Salutation	
Consumer Address, Line 1	(b)(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Muscle Shoals
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	35661
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	(b)(6)
Consumer Home Phone, Number	(b)(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	(b)(6)
Consumer Age range	(b)(6)
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	9600
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	herbalife.com
Company Rep First Name	Sandra
Company Rep Middle Name	
Company Rep Last Name	Milligan
Company Rep Salutation	
Company Rep Comments	Supervisor
Complaint Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	10/28/2011
Complaint Info Initial Response	

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

Complaint Info Comments

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

continued monthly losses and an inability to receive help from Herbalife or my "mentor". I resigned from Herbalife on October 7, 2012.

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

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

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

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

responsible for her dramatic weight loss. In reality she had gastric bypass surgery about 3 years ago. This is clearly false advertising and false medical claims.

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

DNC COMPLAINT

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

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

Provided by the Federal Trade Commission

FOIA-2013-00434

Seery, Alexander

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Thursday, January 31, 2013 1:21 PM

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917 971 0279
faxno =
email = mcelarier@nypost.com
coinfo = Herbalife:I am seeking all consumer complaints between Dec. 20, 2012 and Jan. 31, 2013
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Contact me if above \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

JAN 31 2013

FOIA BRANCH
GENERAL COUNSEL



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

FEB 05 2013

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

Re: FOIA-2013-00434
Herbalife

Dear Ms. Celarier:

This letter confirms your February 4, 2013, telephone conversation with Elena Vera, in which you withdrew your January 31, 2013, request for Federal Trade Commission ("FTC") records. The withdrawal of your request does not preclude you from filing other requests in the future.

If you have any questions about the way we handled your request or about the FTC's FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel

FOIA-2013-00436

Seery, Alexander

From: Aubrey Wise <awise@oneeastcap.com>
Sent: Thursday, January 31, 2013 2:48 PM
To: Seery, Alexander
Subject: One East Partners FOIA Request - Herbalife Ltd.

FEDERAL TRADE COMMISSION
RECEIVED

JAN 31 2013

FOIA BRANCH
GENERAL COUNSEL

Alex,

Thanks for your call earlier. We would like to establish an initial budget of \$1,000 for our FOIA request regarding Herbalife Ltd. Please let me know if you need a credit card or other form of deposit.

In order of priority, we would like to have our request processed in this order:

- 1) All emails between the FTC and Dr. Peter Vander Nat regarding Herbalife over the past three years
- 2) All records related to any ongoing or closed FTC investigations of Herbalife over the past ten years.
- 3) All emails among FTC Commissioners and FTC Senior Staff regarding Herbalife over the past three years
- 4) All correspondence between FTC and Herbalife over the past ten years
- 5) Any inter-government letters between the FTC and other federal agencies or offices of state attorneys general over the past three years
- 6) Any correspondence between FTC and international government agencies over the past three years
- 7) List of all FOIA requests made to the FTC regarding Herbalife over the past two years
- 8) Generic question: does the FTC advise against investing in Herbalife?
- 9) Consumer complaints against Herbalife over the past three years
- 10) Procedural question: if the FTC were conducting an active civil or criminal investigation into Herbalife, would the existence of such investigation be a matter of public record?

As I mentioned during our conversation, this FOIA request is being made by "One East Partners".

Thanks for your help,
Aubrey

Aubrey Wise
One East Partners
551 Madison Avenue, 10th Floor
New York, NY 10022
212-230-4525
awise@OneEastCap.com

The information contained in this message (including any attachment) is confidential and may be legally privileged or otherwise protected from disclosure. This message is not an offer to sell or the solicitation of an offer to buy any security or other investment or to provide investment services or advice of any kind. If you have received this message in error, please notify the sender immediately and delete the message from your computer. Any unauthorized use, reproduction, or dissemination of this message is strictly prohibited and may be in violation of law. All messages sent to or from this address are subject to electronic storage and review by One East Capital Advisors, LP.

Seery, Alexander

From: Aubrey Wise <awise@oneeastcap.com>
Sent: Wednesday, January 30, 2013 12:17 PM
To: FOIA
Subject: FOIA Request - Herbalife, Ltd.

January 30, 2013

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

Dear FTC Staff,

We would like to make a request under the Freedom of Information Act. Please find below a precise list of the information we are requesting. All of the items relate to Herbalife, Ltd. (hereafter "Herbalife", corporate headquarters located at 800 West Olympic Boulevard, Suite 406, Los Angeles, CA 90015).

- 1) All records related to any ongoing or closed FTC investigations of Herbalife over the past ten years.
- 2) All emails among FTC Commissioners and FTC Senior Staff regarding Herbalife over the past three years
- 3) All emails between the FTC and Dr. Peter Vander Nat regarding Herbalife over the past three years
- 4) All correspondence between FTC and Herbalife over the past ten years
- 5) Any inter-government letters between the FTC and other federal agencies or offices of state attorneys general over the past three years
- 6) Any correspondence between FTC and international government agencies over the past three years
- 7) Consumer complaints against Herbalife over the past three years
- 8) List of all FOIA requests made to the FTC regarding Herbalife over the past two years
- 9) Generic question: does the FTC advise against investing in Herbalife?
- 10) Procedural question: if the FTC were conducting an active civil or criminal investigation into Herbalife, would the existence of such investigation be a matter of public record?

Thank you very much for your help in fielding this request under the Freedom of Information Act. Please call me directly at (212) 230-4525 to discuss fees.

Regards,

Aubrey Wise

Note: an identical copy of this letter is attached in PDF format.

The information contained in this message (including any attachment) is confidential and may be legally privileged or otherwise protected from disclosure. This message is not an offer to sell or the solicitation of an offer to buy any security or other investment or to provide investment services or advice of any kind. If you have received this message in error, please notify the sender immediately and delete the message from your computer. Any unauthorized use, reproduction, or dissemination of this message is strictly prohibited and may be in violation of law. All messages sent to or from this address are subject to electronic storage and review by One East Capital Advisors, LP.



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

Aubrey Wise
One East Partners
551 Madison Avenue, 10th Floor,
New York, NY 10022

MAR 27 2013

Re: FOIA-2013-00436
Herbalife

Dear Mr. Wise:

This is in response to your request dated January 31, 2013, under the Freedom of Information Act seeking access to documents regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of January 31, 2013, the date we received your request in our FOIA office.

In your request, you sought records regarding:

- 1) All emails between the FTC and Dr. Peter Vander Nat regarding Herbalife over the past three years. – The responsive records are enclosed.
- 2) All records related to any ongoing or closed FTC investigations of Herbalife over the past ten years. – No records located.
- 3) All emails among FTC Commissioners and FTC Senior Staff regarding Herbalife over the past three years. – The responsive records are enclosed.
- 4) All correspondence between the FTC and Herbalife over the past ten years. – No records located.
- 5) Any inter-government letters between the FTC and other federal agencies or offices of state attorney generals over the the past three years. – No records located.
- 6) Any correspondence between the FTC and international government agencies over the past three years. – No records located.
- 7) List of all FOIA requests made to the FTC regarding Herbalife over the past two years. – The responsive records are enclosed.
- 8) Generic question: does the FTC advise against investing in Herbalife? - Agencies are not required to answer questions in response to FOIA requests. *See Zemansky v. EPA*, 767 F.2d 569 (9th Cir. 1985).
- 9) Consumer complaints against Herbalife over the past three years. – The responsive records are publicly available and can be located here:
<http://ftc.gov/foia/frequentrequests/1301herbalifecmpts.pdf>
- 10) Procedural question: If the FTC were conducting an active civil or criminal investigation into Herbalife, would the existence of such investigation be a matter of public record? - Agencies are not required to answer questions in response to FOIA requests. *See Zemansky v. EPA*, 767 F.2d 569 (9th Cir. 1985).

We have located the above referenced records and I am granting partial access to the accessible records. Portions of these pages fall within the exemptions to the FOIA's disclosure requirements, as explained below.

Some responsive records contain staff analyses, opinions, and recommendations. Those portions are deliberative and pre-decisional and are an integral part of the agency's decision making process. They are exempt from the FOIA's disclosure requirements by FOIA Exemption 5.5 U.S.C. § 552(b)(5). See *NLRB v. Sears, Roebuck & Co.*, 421 U.S. 132 (1975).

I am denying access to individuals' names and addresses and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because an individual's right to privacy outweighs the general public's interest in seeing personal identifying information. See *The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

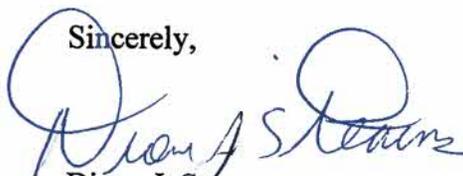
Please make checks payable to U.S. Treasury and send payment to:

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

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

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,



Dione J. Stearns
Assistant General Counsel

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

FTC Daily Clips Banner

January 3, 2013 (Thursday)

Today's Clips Alert is available at https://ftcintranet.ftc.gov/clips/pdfs/Clips_010313.pdf

COMPETITION

FTC Chairman Pushing for a Google Antitrust Decision This Week. [All ThingsD](#) 1/2

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

Federal Trade Commission to end antitrust investigation of Google. [WaPo](#) 1/2

Google Said Poised to Resolve FTC Antitrust Probe Today. [Bloomberg](#) 1/3

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

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

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

Microsoft urges FTC to crack down on Google. [The Hill](#) 1/2

Microsoft criticizes Google's proposed settlement with FTC. [LA Times](#) 1/2

CONSUMER PROTECTION

Energy shot's 'no crash' claim is disputed by Watchdog. [NY Times](#) 1/2

OF INTEREST

Antitrust focus turns to FTC helm, Senate panel. [The Deal](#) 1/2

U.S. Senate approves FTC, FCC nominees. [Reuters](#) 1/2

FTC nominee Joshua Wright to skip Google cases. [Politico](#) 1/3

Senate Confirms FCC, FTC Nominations. [Ad Week](#) 1/2

New FAA head among appointments approved by Senate. [Reuters](#) 1/2

Senate confirms Baer as AAG as deadline approaches. [GCR](#) 1/2

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

TWEETS

Google

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

[Hlirdc13](#) (via [@TIMEBusiness](#)) (4,142,000+ followers)

[@washingtonpost](#): FTC to end antitrust investigation of Google <http://t.co/nhV9PggL> (1,358,700+ followers)

[@mashable](#): [@Google](#) to Resolve [@FTC](#) #Antitrust Case Today, Report Says <http://flip.it/auRpr> (1,300,000+ followers)

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

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

[@lastcompany](#): Steamy Google, FTC Smackdown Ends Today, Likely Without A Lawsuit <http://t.co/6cbV16SF#FastFeed> (634,100+ followers)

[@sengineland](#): Google-FTC Antitrust Settlement Imminent, Microsoft Preemptively Objecting by [@gsterling](#) <http://t.co/LHwis7yB> (144,750+ followers)

[@latimes](#): Microsoft criticizes Google's proposed settlement with FTC <http://t.co/NTdqZB3M>

Reports: [@FTC](#) will resolve its antitrust investigation of [@Google](#) today <http://tinyurl.com/aajmowu> (1,100+ followers)

New Commissioner

[@TheHill](#): Senate confirms [@FTC](#), [@FCC](#) picks <http://bit.ly/TwBO60> by [@HilliconValley's](#) [@brendansasso](#): (288,200+ followers)

Miscellaneous

[@consumerreports](#): FTC makes appliance energy information easier to find online <http://t.co/KmFIQq3w> (227,900+ followers)

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

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

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

The [@FTC](#) offering \$50,000 in contest to end robocalls <http://cnnmon.ie/TwW0Vx> (via [@CNMoney](#)) (200+ followers)

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

THE WALL STREET JOURNAL

FTC May Strike Deal With Google This Week
By BRENT KENDALL

January 2, 2013

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

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

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

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

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

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

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

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

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

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

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

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

POLITICO PRO

Industry on alert for FTC's pending Google decision

By Michelle Quinn

1/2/13

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

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

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

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

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

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

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

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

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

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

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

Congress took up the issue with [a hearing on the ITC](#) and exclusion orders, and the FTC pursued an investigation of the issue. It is unclear if the FTC agreement with Google would include Google's cases in front of the ITC, which blocks products from crossing the border. U.S. courts have rarely issued injunctions in cases involving standards-essential patents, and in recent months judges have indicated a lack of interest in pursuing injunctions in cases involving patents that are part of standards.

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

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

they pursue injunctions on standards-essential patents.

“The FTC settlement will be perceived rightly by all patent-owners as a de facto per se rule limiting their legitimate property and contract rights if they choose to enter into” a standards setting organization, said Adam Mossoff, associate professor of law at George Mason University School of Law. That will lead to fewer patent owners making their technology part of a standard, he said.

Jon Potter, president of the Application Developers Alliance, noted in [a blog post](#) on PandoDaily: “If the Google-FTC agreement establishes a patent injunction framework, and other technology companies make the same commitments — which seems prudent in order to avoid their own FTC problems — then smartphone patent litigation could actually decrease in 2013.”

The industry, however, will likely see some benefit in any resolution given that Motorola Mobility has been the one to stir up the patent world with the pursuit of injunctions, said Jorge Contreras, associate professor at American University’s Washington College of Law.

“Google has had enough time to think about how they want to situate Motorola within the larger Google organization. And as old-line Google was fairly cool on patents, I think they’ll start to fall into line with Apple and Microsoft as far as their public positions on FRAND,” he said, referring to the acronym for licensing standards-essential patents on a fair, reasonable and non-discriminatory basis.

POLITICO PRO

FTC seeks Google case resolution

By STEVE FRIESS

1/2/13

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

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

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

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

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

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

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

Others include Google’s use of “snippets” of content from other websites — like reviews

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

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

Neither Google nor the FTC would comment for this article.

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

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

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

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

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

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

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

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

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

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

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

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

THE WALL STREET JOURNAL

WSJ: Microsoft Lawyer Pans Reported Google Antitrust Agreement

By Shira Ovide

January 2 2013

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

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

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

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

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

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

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

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

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

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

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

THE WALL STREET JOURNAL

Regulators Cut J.P. Morgan Community-Lending Grade

By DAN FITZPATRICK

January 2 2013

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

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

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

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

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

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

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

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

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

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

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

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

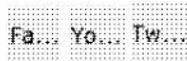
outstanding debt if the borrower fell into trouble. The bank didn't admit or deny wrongdoing but consented to the \$2 million penalty and said it would distribute nearly \$25 million to affected customers.

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

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COMPETITION

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

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

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

Rep. Issa Demands Investigation Of FTC Over Google Leaks. [TPM News](#) 1/7

Rosch: "I was always willing to litigate" against Google. [GCR](#) 1/7

Microsoft Contends FTC-Google Deal Kills Pending Motorola Patent Cases. [All Things D](#) 1/7

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

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

What Google's FTC Deal Means for the Patent Wars. [TIME](#) 1/7

Congressman: Google FTC probe results were leaked illegally. [C-Net News](#) 1/7

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

FTC Says It Won't Investigate Why Vt. Gas Prices Are High. [VPR News](#) 1/7

Avis and Hertz Acquisitions Raise Questions Over Rate Trend. [NY Times](#) 1/7

CONSUMER PROTECTION

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

FTC offers restitution to supplement ad victims. [RBR News](#) 1/8

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

Bill Ackman Says Just Getting Started Exposing Herbalife. [Bloomberg](#) 1/7

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

BofA reaches \$11.6 billion settlement with Fannie Mae. [Reuters](#) 1/7

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

OF INTEREST

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

TWEETS

Food Marketing

@bayareabites: App, crackle, pop: Junk food marketers target your kids online @tlaskawy
@grist<http://owl.li/gCwYE> @FTC (66,100+ followers)

Google

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

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

@Engadget: Editorial: FTC and Google -- why the right decision feels so wrong to so many
people -<http://t.co/K9CecSGQ> #EngadgetCES (571,900+ followers)

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

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

@allthingsd: Microsoft Contends FTC-Google Deal Kills Pending Motorola Patent Cases -by
@LizGannes <http://t.co/lb6oT2yU> (96,200+ followers)

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

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

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

Miscellaneous

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

CHICAGO DAILY LAW BULLETIN

Google's FTC agreement may bring help to Apple

January 7, 2013

By Roy Strom — rstrom@lbpe.com

Law Bulletin staff writer

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

Inc. remain sworn enemies.

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

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

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

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

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

"The FTC's decision is, of course, not binding on a judge at the ITC or any other court. ... But I hope that it will exert some sway."

In this case, standard-essential patents cover such technology that lets cellphones connect to wireless networks.

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

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

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

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

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

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

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

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

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

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

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

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

POLITICO PRO

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

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

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

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

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

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

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

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

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

THE WALL STREET JOURNAL

Do Coconut Shells Make Towels Less Germy?

By LAURA JOHANNES

January 7, 2013

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

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

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

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

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

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

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

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

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

called Tencel, made from eucalyptus trees by Austria's [Lenzing AG](#). Sacred Sleep says its claims are based on studies by the manufacturer.

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

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

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

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

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

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

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COMPETITION

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

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

Google Withdraws Patent Claims Against Microsoft. [All Things D](#) 1/8

Microsoft says FTC settlement should end claims over essential patents. [GCR](#) 1/8

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

Americans may face rising gasoline prices again in 2013. [LA Times](#) 1/8

Clearwire bid drives shares above deal price with Sprint. [Kansas City Star](#) 1/9

Oil slips as gasoline, distillate supplies jump. [Market Watch](#) 1/9

CONSUMER PROTECTION

Advocate: IRS does poor job on identity theft. [USAT](#) 1/9

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

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

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

OF INTEREST

Editorial: Another Slap on the Wrist. [NY Times](#) 1/9

A Financial Service for People Fed Up With Banks. [NY Times](#) 1/9

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

TWEETS

Competition

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

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

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

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

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

Google

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

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

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

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

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

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

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

Identity Theft

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

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

Josh Wright

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

Miscellaneous

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

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

THE WALL STREET JOURNAL

Google Drops Microsoft Patent Claim
By SHIRA OVIDE
January 9 2013

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

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

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

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

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

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

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

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

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

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

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

THE WALL STREET JOURNAL

OPINION: The EPA Is Politicized—So Make It Official

This federal regulatory agency, like many others, would be better run by a bipartisan commission.

By STEVEN F. HAYWARD

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

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

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

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

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

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

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

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

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

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

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

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

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

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

POLITICO PRO

Apple, Facebook, Microsoft unite on app privacy front

By Michelle Quinn

1/9/13

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

CONSUMER PROTECTION

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

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

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

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

TWEETS

Google

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

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

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

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

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

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

Bamboo

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

Herbalife

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

Miscellaneous

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

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

POLITICO PRO

Wyden: Google leaks 'particularly troubling'

By Tony Romm
1/9/13

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

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

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

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

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

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

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

POLITICO PRO

What happens to Google's other patent cases?

By Michelle Quinn
1/9/13

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

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

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

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

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

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

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

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

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

POLITICO PRO

FTC's Rosch wanted to sue Google for lying

By Steve Friess

1/10/13

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

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

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

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

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

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

A Google spokesperson declined comment on Wednesday.

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

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

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

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

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

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

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

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

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

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

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COMPETITION

Editorial: FTC shows restraint in probing Google's product promotion. [Boston Globe](#) 1/11

FTC Chairman Defends Google Settlement: We Did What The Law Required. [TPM](#) 1/11

EU still wants to challenge Google "diverting traffic" to its own services. [All Things D](#) 1/10

European Version of FTC Accuses Google of Abusing Its Dominant Search Results. [Atlantic Wire](#) 1/11

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

EU says Google must change search results presentation. [Reuters](#) 1/11

FTC boots merger review trigger. [B&C News](#) 1/10

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

FTC announces 2013 merger filing thresholds. [Daily Deal](#) 1/10

CONSUMER PROTECTION

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

Avoiding loan-modification hoaxes. [NY Times](#) 1/10

Herbalife Defends Itself Against Pyramid Allegations. But Does the Market Believe? [TIME](#) 1/11

Connecticut officials deny false warnings that cell phone numbers going public. [Register Citizen](#) 1/11

OF INTEREST

Nixon 100th Attracts Kissinger, Ben Stein: D.C. Scene. [Bloomberg](#) 1/10

When to call for help after a data breach. [Network World](#) 1/10

TWEETS

HSR

@BCbeat: FTC Boosts Merger Review Trigger bit.ly/WVT93Qs (6,000+ followers)

Google

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

COPPA

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

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

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

Kids' Apps

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

THE WALL STREET JOURNAL

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

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

You might associate antitrust lawsuits with industry titans like Microsoft, Visa and Mastercard, but the Department of Justice chases after small fry too. Today, it launched an action against [Bazaarvoice](#) BV-11.26%, a relatively low-key social media marketing company that went public in February 2012.

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

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

WASHINGTON — The Department of Justice filed a civil antitrust lawsuit today against Bazaarvoice Inc. challenging the company's June 2012 acquisition of PowerReviews Inc. The department said that the \$168.2 million transaction substantially lessened competition in the market for product ratings and reviews platforms in the United States, resulting in higher prices and diminished innovation.

The department's lawsuit, filed in the U.S. District Court in the Northern District of California, in San Francisco, seeks to restore the competition that was extinguished by the transaction.

Bazaarvoice's acquisition of PowerReviews was not reported under the Hart-Scott-Rodino Antitrust Improvements Act of 1976, which requires companies to notify and provide information to the department and the Federal Trade Commission before consummating certain acquisitions. The department began its investigation shortly after the transaction closed.

"Bazaarvoice bought PowerReviews knowing that it was acquiring its most significant rival and hoping to benefit from diminished price competition," said Bill Baer, Assistant Attorney General in charge of the Department of Justice's Antitrust Division. "Without competitive pressure from PowerReviews, Bazaarvoice will be able to increase prices to retailers and manufacturers for its product ratings and reviews platform. This lawsuit seeks to prevent one firm from dominating the product rating and review platforms market, and demonstrates that transactions that are not reported to us are not immune from scrutiny."

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

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

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

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

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

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

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

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

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

POLITICO PRO

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

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

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

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

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

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

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

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

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

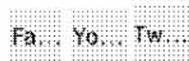
As far as more guidance from the FTC, pamphlets or memos may not cut it, app advocates said. They want the commission to go on an education tour across the country and talk directly with app makers about COPPA. Whether or not that happens, though, stakeholders can expect more direction from the agency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

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

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Supreme Court to Hear Generic Settlement Cases. [Pharmacy Times](#) 1/14

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

FTC Fires Back at Microsoft, et al. Regarding Google Antitrust Ruling. [Daily Tech](#) 1/14

CONSUMER PROTECTION

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

Harry Reid Disavows Report Linking Him to Bribery Case. [Roll Call](#) 1/13

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

Mobile Developer Settles With FTC Over Background-Check App. [Media Post](#) 1/14

Minnesota looks to toughen laws for pugnacious bill collectors. [Star Tribune](#) 1/15

FTC's proposed used-car rule a lemon, critics claim. [NBC News](#) 1/15

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

FTC Proposes Revised EnergyGuide Label Rules. [Courthouse News Service](#) 1/14

OF INTEREST

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

Critics attack Coke's anti-obesity ad. [USAT](#) 1/14

VIDEO: Computer scam accuses you of viewing child porn. [USAT](#) 1/15

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

TWEETS

Filaquarian

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

Email Scam

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

Antitrust

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

@Corp_Laws: FTC Announces Increases to Thresholds for Pre-Merger Notification and Limitations on... [bit.ly/V056RE](#) | by @DWTLaw (500+ followers)

Google

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

THE WALL STREET JOURNAL

UPS Quits Takeover in Europe

By ROBIN VAN DAALEN, VANESSA MOCK and BETSY MORRIS

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

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

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

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

Both DHL and FedEx lobbied against the deal being approved.

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

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

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

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

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

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

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

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

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

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

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

FedEx officials declined to comment.

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

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

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

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

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COMPETITION

Gas prices near January record, but there are some positive signs. [LA Times](#) 1/24

CONSUMER PROTECTION

Operators of alleged time-share scam settle with government. [LA Times](#) 1/24

Recognize foreclosure scams for what they are. [Chicago Tribune](#) 1/24

Icahn Says No Respect for Bill Ackman After Herbalife Bet. [Bloomberg](#) 1/25

FTC Warns of New E-mail Scam. [Kiplinger](#) 1/24

Federal Trade Commission holds forums on avoiding fraud. [Portland Press Herald](#) 1/24

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

Sony Slapped With \$390,000 U.K. Data Breach Fine. [Information Week](#) 1/42

OF INTEREST

Record Foreign Takeovers Mean Scrutiny for Davos Bankers. [Bloomberg](#) 1/25

TWEETS

Timeshare

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

Privacy

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

COPPA

Privacy Update: Complying With COPPA Under The FTC's New Children's Online Privacy... <http://ft.co/Btthqtpj> | by @polsinelli (10,200+ followers)

@arentfox: FTC Tech Blog Suggests Solution for Plug-In COPPA Compliance: <http://t.co/6zBF453i> (650+ followers)

Miscellaneous

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

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

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COMPETITION

Pfizer, Lilly profit hurt by generic competition. [USAT](#) 1/29

CONSUMER PROTECTION

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

Federal, state regulators shut down Fortune Hi-Tech [USA Today](#) 1/28

Direct-Seller Fortune Hi-Tech Marketing Accused of Fraud [Bloomberg BusinessWeek](#) 1/28

Fortune Hi-Tech Marketing shut down as pyramid scheme [Reuters/Chicago Tribune](#) 1/28

Madigan, other AGs, sue Kentucky company for pyramid scheme [Chicago Sun-Times](#) 1/28

Cord blood bank to improve data security. [Reuters](#) 1/28

Blood bank settles FTC charges for failing to protect personal information. [The Hill](#) 1/28

FTC Online Privacy Protection Campaign Kicks into High Gear. [CIO.com](#) 1/28

FOIA release from FTC outs Yelp as 'Internet Mafia'. [Daily Caller](#) 1/28

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

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

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

TWEETS

Fortune Hi-Tech Marketing

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

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

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

@herbgreenberg: Fortune Hi-Tech's website now replaced w/this. <http://t.co/3cQcGrJ2> (40,650+ followers)

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

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

Data Security/Cbr

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

@pogowasright: Glad to see @FTC went after entity where #privacy policy promised one thing, but PII was left in & stolen from car. <http://i.mp/Wxvt6v#n> (2,800+ followers)

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

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

Privacy

FTC Online Privacy Protection Campaign Kicks Into High Gear #privacy #FTC @kencorbin shar.es/CxreH via @C1Online (900+ followers)

9/11 Coins

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

Miscellaneous

@OM: It is time FTC/DOJ anti-trust to start investigation Facebook practices on abusing its platform, like Microsoft in 90s <http://t.co/5Yhaa1Yv> (1,329,600+ followers)

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

TV HITS

Fortune Hi-Tech Marketing

WCBS-NY radio

WLEX (NBC) Lexington

WPSD (NBC) Paducah

CNBC

WTVF (CBS) Nashville

WDKY (FOX) Lexington

THE WALL STREET JOURNAL

FTC Says: Pyramid Scheme, Prepare To Be Busted

By Tom Gara

January 28 2013

(This post has been updated – see below)

From this morning's [FTC announcement](#)

The Federal Trade Commission will co-host a press conference in Lexington, KY, today at 1 p.m. ET (Noon Central Time), with the Kentucky Attorney General's office, to announce a major action against an allegedly illegal pyramid scheme.

Steve Baker, Director of the FTC's Midwest Region Office, and Kentucky Attorney General Jack Conway will be available to answer reporters' questions.

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

Update: From the [Lexington Herald Leader in Kentucky](#):

Officials with Kentucky Attorney General Jack Conway's office and the Federal Trade Commission were inside the Lexington headquarters of Fortune Hi-Tech Marketing Monday morning, sending employees of the multi-level marketing firm home.

Conway is scheduled to hold a news conference with FTC Midwest region director Steve Baker at 1 p.m.

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

Baker and other officials at the company's headquarters, located at 860 Corporate Drive, declined to comment. Lexington police were seen leaving the building at 11:45 a.m., along with people unloading boxes marked with the FTC logo.

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

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

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COMPETITION

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

FTC Revises Hart-Scott-Rodino Thresholds for 2013. [Lexology](#) 1/30

Google's Increased Lobbying Belies Cut in Total Spending. [Bloomberg](#) 1/30

CONSUMER PROTECTION

Data privacy -- not always as 'private' as you think. [KOMO News](#) 1/31

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

[Wall Street Journal](#) 1/30 (blog)

FTC Blames Banks for Faulty Debt Collection Docs. [American Banker](#) 1/30

(pasted below)

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

[National Law Journal](#) 1/30

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

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

Settlement for breach involving 300,000. [Healthcare IT News](#) 1/30

Seeds of Truth from the Pom Wonderful FTC Case. [Natural Products Insiders](#) 1/30

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

DeWine warns businesses about fake FTC emails. [Cantonrep.com](#) 1/30

Ackman Ahead in Herbalife Bet. [New York Post](#) 1/31

OF INTEREST

My Turn: Why the Federal Trade Commission? [Washington Post](#) 1/30

Validity of Consumer Bureau at Stake in Legal Challenge. [Bloomberg](#) 1/31

TWEETS

Debt Buyers Report

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

COPPA

@McAfeeNews: Blog: 5 Ways to Ensure Online Privacy for Kids: Congress and the Federal Trade Commission (FTC) have taken speci... <http://bit.ly/11E2cK>

(11,450+ followers)

Privacy

@JuliaAngwin: AKA Julie & Julia: My interview with FTC Commissioner Julie Brill on Technology and Privacy bit.ly/11E2cK

SUsUQN (10,300+ followers)

Miscellaneous

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

@sustainbrands: Four Key Takeaways from the FTC's Recent Crackdown | <http://t.co/U6Zyv9Uj> (17,350+ followers)

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

Please submit comments to the FTC opposing the amendment. It will help MLM and harm consumers <http://t.co/ZbwrV2gL> (850+ followers)

TV HITS

Fake FTC emails

WLWT-CIN (NBC) Cincinnati, OH

Made in USA

Fox Business Network

Debt Buyer Study

KTNV-LV (ABC) Las Vegas, NV

WTVA (NBC) Columbus, MS

Credit Reports

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

Jeremy Johnson

KSTU-SLC (FOX) Salt Lake City, UT

AMERICAN BANKER

FTC Blames Banks for Faulty Debt Collection Docs

By Jeff Horwitz, January 30, 2013

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

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

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

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

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

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

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

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

debts.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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COMPETITION

U.S. Clears DNA Firm's Acquisition by Chinese [NYT](#) 12/30

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

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

William Baer Confirmed as Justice Department Antitrust Chief. [NYDealBook](#) 12/30
(Blog)

Baer Confirmed as U.S. Justice Department Antitrust Chief. [Bloomberg](#) 12/30

Top 10 Business Stories of 2012: Auto Recovery Leads the Way. [Equities.com](#) 12/30

FTC Investigation Regarding The Vitamin Shoppe's Planned Acquisition of Super Supplements. [Noodles](#) 12/31

CONSUMER PROTECTION

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

Thanks, Internet, for the 2012 Memories. WSJ (Opinion) 12/30 (pasted below)
New Rules on Debit-Card Processing Start to Pinch Small Banks, Credit Unions.
[Washington Post](#) 12/30

Facebook Feature Allowed Strangers To Read And Delete Private Messages.
[Business Insider](#) 12/31

Payday Lender Settles Charges with Minnesota. [ConsumerAffairs](#) 12/30

Children's Privacy Rule Could Have Wider Effect. [Star Tribune](#) 12/30

PSU: Social Security Numbers Compromised due to Malware. [GantDaily.com](#) 12/31

State Warns of Charity Scams Related to Newtown Tragedy. [Greenwich-Post](#) 12/31

OF INTEREST

Source Still Optimistic Clyburn Could Be Confirmed this Congress. [Multichannel News](#) 12/30

TWEETS

Privacy

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

Green Guides

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

Food Marketing

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

COPPA

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

Miscellaneous

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

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

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

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

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

TV HITS

Gift Cards

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

Food Marketing

KOKI (FOX) - Tulsa, OK

Privacy

CSPAN2 - U.S. Cable

Kids Mobile Apps

YNN -Binghamton, NY

Health Claims

CHSJ -Canada National

Of Interest

CSPAN3 - U.S. Cable

THE WALL STREET JOURNAL

Thanks, Internet, for the 2012 Memories

Federal judge Richard Posner dismissed as 'silly' the patent spat between Apple and Google.

By L. GORDON CROVITZ, December 30, 2012

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

- To low capital-gains taxes: The low rates on profits made from investing in sometimes speculative ideas funded many years of entrepreneurial activity. Money flowed into U.S. venture capital as returns were taxed at a modest 15% rate—though this is still 15% higher than in countries with no capital gains taxes, such as South Korea and New Zealand. It looks like next year will bring higher taxes, including on capital gains. Expect less capital to fund the next new things.
- To Ecuador and Russia Today: WikiLeaks founder Julian Assange became a self-caricature, seeking asylum in Ecuador's Embassy in London rather than face criminal charges in Sweden, and doing television shows for Russia Today, a network run by Vladimir Putin's government. For any remaining fans, this clarified that he is no journalist or friend of freedom. His now-dormant WikiLeaks simply made it easy for a low-level military officer-turned-traitor to leak U.S. intelligence.
- To the United Nations: When the International Telecommunications Union, a U.N. agency, held its conference in Dubai, its leaders promised not to claim power over the Internet and pledged to operate by consensus, not by voting. Late one night, there was a vote of 89 authoritarian regimes against 55 free countries to give governments the U.N.'s blessing to censor the Internet, monitor traffic and lock up online troublemakers.

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

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

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

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

- To Judge Richard Posner: When one of the many software-patent cases was heard by this federal jurist, he declared that the patent emperor has no clothes. Judge Posner dismissed as "silly" lawsuits and countersuits between Apple and Google over the 250,000 claimed patents in today's smartphones. "Patents in the field of information technology," he said, "often have little if any value except defensively." Congress should get the hint and start treating patents in different industries differently.
- To YouTube: This subsidiary of Google protected the First Amendment by refusing a White House demand that it remove an anti-Muslim video the administration blamed for sparking the violence that led to the death of an ambassador and other American officers in Benghazi, Libya. The video played no part in the attack by an Islamist terror group.
- To optimistic entrepreneurs: We still don't have the personalized jetpacks featured in the 1960s television show "The Jetsons," but imaginative technologists made progress in other jaw-dropping areas. Self-driving cars are speeding to reality, with several auto makers testing vehicles and some states approving their use. We could soon be wearing glasses with built-in computer displays. Electronic health records may finally bring health care into the modern era.
- Finally, to the many foreign-born people with technology degrees now living in visa limbo in the U.S.: Thanks for being patient while Washington dithers on more open immigration. One quarter of U.S. high-tech companies have at least one foreign-born founder, and an immigrant or a first-generation American created 40% of the Fortune 500 companies. But there was a decline in the percentage of Silicon Valley firms started by foreigners—the first time this happened. People grew impatient and went home to be entrepreneurs. American policy always returns to its roots of open immigration, at least eventually. Let's make more-open immigration the top New Year's resolution for 2013.

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

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From: Matties, Deborah J. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/
CN=RECIPIENTS/CN=DMATTIES>
Sent: Tuesday, January 29, 2013 2:17 PM
To: Worthman, Katherine <kworthman@ftc.gov>
Subject: FW: Daily Clips 01.29.13

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

More on Herbalife:

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

<http://www.businessinsider.com/herbalife-shares-fall-below-ackman-short-2013-1>

From: Federal Trade Commission [mailto:subscribe@subscribe.ftc.gov]

Sent: Tuesday, January 29, 2013 12:13 PM

To: Matties, Deborah J.

Subject: Daily Clips 01.29.13

FTC Daily Clips Banner

January 29, 2013 (Tuesday)

Today's Clips Alert is available at https://ftcintranet.ftc.gov/clips/pdfs/Clips_012913.pdf

COMPETITION

Pfizer, Lilly profit hurt by generic competition. [USAT](#) 1/29

CONSUMER PROTECTION

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

Federal, state regulators shut down Fortune Hi-Tech [USA Today](#) 1/28

Direct-Seller Fortune Hi-Tech Marketing Accused of Fraud [Bloomberg BusinessWeek](#)

1/28

Fortune Hi-Tech Marketing shut down as pyramid scheme [Reuters/Chicago Tribune](#) 1/28

Madigan, other AGs, sue Kentucky company for pyramid scheme [Chicago Sun-Times](#) 1/28

Cord blood bank to improve data security. [Reuters](#) 1/28

Blood bank settles FTC charges for failing to protect personal information. [The Hill](#) 1/28

FTC Online Privacy Protection Campaign Kicks into High Gear. [CIO.com](#) 1/28

FOIA release from FTC outs Yelp as 'Internet Mafia'. [Daily Caller](#) 1/28

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

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

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

TWEETS

Fortune Hi-Tech Marketing

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

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

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

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

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

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

Data Security/Cbr

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

@pogowasright: Glad to see @FTC went after entity where #privacy policy promised one thing, but PII was left in & stolen from car: <http://j.mp/Avxvt8v> #n (2,800+ followers)

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

Privacy

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

9/11 Coins

Private mint to pay FTC \$750,000 settlement: By Jeff Starck An issuer of commemorative coins and me... bit.ly/VrnwF0Q #coin #news

Miscellaneous

@OM: It is time FTC/DOJ anti-trust to start investigation Facebook practices on abusing its platform, like Microsoft in 90s <http://t.co/5Yhae1Yy> (1,329,600+ followers)

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

TV HITS

Fortune Hi-Tech Marketing

WCBS-NY radio
WLEX (NBC) Lexington
WPSD (NBC) Paducah
CNBC
WTVF (CBS) Nashville
WDKY (FOX) Lexington

THE WALL STREET JOURNAL

FTC Says: Pyramid Scheme, Prepare To Be Busted

By Tom Gara

January 28 2013

(This post has been updated – see below)

From [this morning's FTC announcement](#):

The Federal Trade Commission will co-host a press conference in Lexington, KY, today at 1 p.m. ET (Noon Central Time), with the Kentucky Attorney General's office, to announce a major action against an allegedly illegal pyramid scheme.

Steve Baker, Director of the FTC's Midwest Region Office, and Kentucky Attorney General Jack Conway will be available to answer reporters' questions.

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

Update: From the [Lexington Herald Leader in Kentucky](#):

Officials with Kentucky Attorney General Jack Conway's office and the Federal Trade Commission were inside the Lexington headquarters of Fortune Hi-Tech Marketing Monday morning, sending employees of the multi-level marketing firm home.

Conway is scheduled to hold a news conference with FTC Midwest region director Steve Baker at 1 p.m. to "announce actions relating to an alleged global pyramid scheme operating in Kentucky."

Baker and other officials at the company's headquarters, located at 860 Corporate Drive, declined to comment. Lexington police were seen leaving the building at 11:45 a.m., along with people unloading boxes marked with the FTC logo.

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

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

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

previous versions of [Daily Clips](#) available in PDF format on the intranet.

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From: Matties, Deborah J. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=DMATTIES>
Sent: Wednesday, January 23, 2013 1:40 PM
To: Wagman, Jillian <jwagman@ftc.gov>
Subject: Fw: Issues from Davos

Not Responsive

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

(b)(5)

CH

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

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

Thanks Chuck.

(b)(5)

Not Responsive

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

(b)(5)

-- Debbie

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

(b)(5)

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

(b)(5)

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

News

10 new results for "Federal Trade Commission" FTC

[Taiwan's Fair Trade Commission slaps Samsung with a small fine for misleading ...](#)

Android Authority

Samsung is in trouble with the **FTC** once again. It seems that the Taiwanese **Federal Trade Commission** has now slapped the company with a small fine due to a misleading advertisement. To be honest, the sum charged was pretty paltry at just NT\$300,000.

...
[See all stories on this topic.](#)

[Did Google's Promise to 'Do No Evil' Persuade the FTC to Do Nothing About Its ...](#)

TIME

Has the **Federal Trade Commission (FTC)** been seduced by Google's famous promise to "do no evil"? That's the question a lot of critics are asking in the wake of the Internet search giant's antitrust settlement with the **FTC** last week. The problem, critics ...

[See all stories on this topic.](#)

[Joshua Wright begins term at the FTC #thecircuit](#)

Washington Post (blog)

FTC's Wright begins term: Joshua Wright started his term at the **Federal Trade Commission** Friday, replacing outgoing **FTC** commissioner J. Thomas Rosch. Wright, formerly a professor of law at George Mason University, has previously served as a visiting

...
[See all stories on this topic.](#)

[FTC Sues to Shut Down Alleged \\$220 Million Scam](#)

Bloomberg

The **Federal Trade Commission** sued to shut down an alleged \$220 million telemarketing scheme operating out of the Empire State Building, saying it has victimized thousands of people, including the elderly and disabled. The Tax Club Inc. has duped ...

[See all stories on this topic.](#)

[FTC Clears Google for Monopoly Abuse, But Will the EU?](#)

Business 2 Community

Last week the **Federal Trade Commission (FTC)** announced that it would not be taking legal action against Google for monopolistic abuses provided that Google changed some of its business practices relating to mobile patents. Interestingly, it found that ...

[See all stories on this topic.](#)

[FTC shows restraint in probing Google's product promotion](#)

Boston Globe

The **Federal Trade Commission** showed a wise level of restraint last week when it ended an antitrust investigation of Google without filing a lawsuit against the company. The commission's 5-0 decision to let Google off doesn't mean that the Internet ...

[See all stories on this topic.](#)

[Economists with Charles River Associates \(CRA\) Assist Google with Closing ...](#)

PYMNTS.com

... in providing economic, financial, and management consulting services, today announced that economists in the Antitrust & Competition Economics Practice assisted Google in its response to the **Federal Trade Commission's (FTC)** antitrust investigation.

[See all stories on this topic.](#)

[Amazon, Macy's, Sears Fined For False Bamboo Claims](#)

SustainableBusiness.com

The **Federal Trade Commission (FTC)** seems to be serious about stopping false green marketing claims - it fined four high-profile retailers for falsely claiming that clothing, fabrics and textiles were made from bamboo fiber. Amazon.com, Leon Max, Macy's ...

[See all stories on this topic.](#)

[Background Screening Industry Focused on Accuracy after Stories of ...](#)

ESR NEWS

This increased attention included a **Federal Trade Commission (FTC)** report recommending regulations on data brokers and the **FTC** charging companies with alleged Fair Credit Reporting Act (FCRA) violations. In March 2012, the **FTC**, the nation's chief ...

[See all stories on this topic.](#)

[Herbalife Defends Itself Against Pyramid Allegations. But Does the Market ...](#)

TIME

... presentation during which he accused Herbalife of being nothing more than a complex pyramid scheme that would either collapse under the weight of its own fraudulence or fall apart due to regulatory action by the **Federal Trade Commission (FTC)**.

[See all stories on this topic.](#)

Blogs

2 new results for "Federal Trade Commission" FTC

[Liveblog: ABA Panel on FTC Google Settlement | Firedoglake](#)

By Jane Hamsher

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

[Telemarketers Stole \\$200 Million, FTC Says - Courthouse News ...](#)

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

Web

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

[FTC to Consumers - Federal Trade Commission](#)

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

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

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

News

3 new results for "Federal Trade Commission" FTC

[FTC Goes After MLM Fortune Hi-Tech Marketing, Is Herbalife Next?](#)

Benzinga

The **Federal Trade Commission (FTC)** announced that it had seized the assets of Fortune Hi-Tech Marketing on Monday. The FTC called the company a "classic pyramid scheme." FHTM describes itself as "direct selling company." On its website, it states that ...

[See all stories on this topic.](#)

[Madigan joins FTC, states to shut down global pyramid scheme](#)

The Rock River Times

CHICAGO ---- Joining the U.S. **Federal Trade Commission (FTC)** and attorneys general from Kentucky and North Carolina, Illinois Attorney General Lisa Madigan (D) announced Jan. 28 legal action against Fortune Hi-Tech Marketing (FHTM), an alleged ...

[See all stories on this topic.](#)

[Herbalife, NuSkin Drop Ahead of FTC Pyramid Scheme Announcement](#)

Benzinga

The **Federal Trade Commission (FTC)** will host a press conference later today in Kentucky to announce a major action against an allegedly illegal pyramid scheme. Bill Ackman of Pershing Square has called Herbalife a "well-managed pyramid scheme" and ...

[See all stories on this topic.](#)

Blogs

1 new result for "Federal Trade Commission" FTC

[Following FTC fines, UK iPhone users sue Google for bypassing...](#)

By Jordan Kahn

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

9tc5Mac

Web

3 new results for "Federal Trade Commission" FTC

[FTC Brings Seventh Action in Three Months Against Debt Relief...](#)

FTC Brings Seventh Action in Three Months Against Debt Relief Companies ...

www.ftc.gov/opa/2013/01/finwealth.shtm

[FTC bars POM juice's health claims - IFT.org](#)

According to the Los Angeles Times, the U.S. **Federal Trade Commission (FTC)** has upheld a judge's finding that the owners of POM Wonderful pomegranate ...

www.ift.org/food/ftc-bars-pom-juices-health-claims.aspx

[FTC Closes Antitrust Investigation of Google - Wilson Sonsini...](#)

On January 3, 2013, the **Federal Trade Commission (FTC)** announced that it has closed its 18-month investigation of Google, with the five commissioners ...

www.wsgr.com/WSGR/Display.aspx?SectionName=clients/...

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From: Matties, Deborah J. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/
CN=RECIPIENTS/CN=DMATTIES>
Sent: Thursday, January 10, 2013 6:39 PM
To: JDL <JDL@ftc.gov>
Subject: Herbalife - SEC Investigation?

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

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

(b)(5)

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

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

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

.....
Debbie Matties
Attorney Advisor
Office of Chairman Jon Leibowitz
Federal Trade Commission
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(202) 758-7697 (mobile)

From: Matties, Deborah J. </O=FTCEXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/
CN=RECIPIENTS/CN=DMATTIES>
Sent: Wednesday, January 9, 2013 12:56 PM
To: JDL <JDL@ftc.gov>
Cc: Prewett, Cecelia <cprewett@ftc.gov>; Kaplan, Peter P. <pkaplan@ftc.gov>; Lupovitz, Joni
<JLUPOVITZ@ftc.gov>; DeLorme, Christine Lee <cdeLorme@ftc.gov>
Subject: Pyramid Scheme case

(b)(5)

Debbie Matties
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dmatties@ftc.gov
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(202) 758-7697 (mobile)

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

(b)(5)

-- Debbie

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

Not Responsive

(b)(5)

CH

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

Not Responsive

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

(b)(5)

Duplicate

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

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

(b)(5)

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

Duplicate

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

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

-- Debbie

Duplicate

From: NYTimes.com <nytdirect@nytimes.com>
Sent: Thursday, January 10, 2013 3:54 AM
To: Matties, Deborah J. <DMATTIES@ftc.gov>
Subject: Today's Headlines: New York Is Moving Quickly to Enact Tough Curbs on Guns

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Today's Headlines

Version 1.0.0.0

IN THIS EMAIL

Headlines | Today's News | Today's Events | Today's Recommendations | Today's Photos | Today's Videos | Today's Audio

TOP NEWS

New York
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QUOTE OF THE DAY

Quote of the day: "The Obama Administration is working to pass tough curbs on guns."

Quote of the day: "The Obama Administration is working to pass tough curbs on guns."



HOME & GARDEN

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The Great Walling's Europe Friends

By FAX 11-13-88
The president has a plan for the world's most popular, the most beautiful, the most...

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

Report Date: 02/11/2013

Time: 9:34:34 AM

Requests Report
 Received between 01/31/2011 and 01/31/2013

Request ID	Requested Date	Requester Name	Requester Type	Organization	Request Description
FOIA-2011-00888	05/06/2011	Wagschal, Gerry	News Media	ABC News	Complaints against Herbalife
FOIA-2012-00806	04/18/2012	Frayter, Karina	News Media	CNBC	Herbalife
FOIA-2012-01131	07/15/2012	(b)(6)	Private Individual	-	Herbalife International, Inc.
FOIA-2012-01252	08/17/2012	(b)(6)	Private Individual	-	Herbalife
FOIA-2013-00280	12/26/2012	Celarier, Michelle	News Media	New York Post	Herbalife
FOIA-2013-00321	01/09/2013	(b)(6)	Private Individual	-	Consumer Complaints re: Herbalife
FOIA-2013-00339	01/14/2013	Jacobovitz, Yitzchak	Commercial Organization	Capstone LLC	Herbalife
FOIA-2013-00341	01/04/2013	(b)(6)	Private Individual	-	Herbalife

FOIA-2013-00376	01/17/2013	(b)(6)	Private Individual	-	Herbalife International
FOIA-2013-00398	01/25/2013	Muchanic, Christine	Law Firm	Height Analytics	Herbalife, etc.
FOIA-2013-00416	01/29/2013	Sole, Andrew	Commercial Organization	Esopus Creek Advisors	Herbalife
FOIA-2013-00417	01/29/2013	Daftary, Krish	Commercial Organization	New Mountain Capital	Herbalife
FOIA-2013-00426	01/29/2013	Eavis, Peter	News Media	The New York Times	Herbalife
FOIA-2013-00429	01/30/2013	Tang, Carol	News Media	dealReporter	Herbalife
FOIA-2013-00434	01/31/2013	Celarier, Michelle	News Media	New York Post	Herbalife
FOIA-2013-00436	01/31/2013	Wise, Aubrey	Commercial Organization	One East Partners	Herbalife

Total No of Cases : 16

Vera, Elena R.

From: Greisman, Lois C.
Sent: Tuesday, February 05, 2013 11:59 AM
To: Ammerman, Janet; Todaro, Christine; Vander Nat, Peter J.; Vaca, Monica E.
Subject: FW: Herbalife
Attachments: Herbalife.pdf

(b)(5)

From: Baker, Steven
Sent: Thursday, January 10, 2013 2:23 PM
To: Greisman, Lois C.; Vaca, Monica E.
Cc: Kossow, Todd M.; Atleson, Michael; O'Toole, David A.
Subject: RE: Herbalife

(b)(5)

Steve

From: Greisman, Lois C.
Sent: Thursday, January 10, 2013 1:21 PM
To: Baker, Steven; Vaca, Monica E.
Cc: Kossow, Todd M.; Atleson, Michael; O'Toole, David A.
Subject: RE: Herbalife

(b)(5)

From: Baker, Steven
Sent: Thursday, January 10, 2013 11:00 AM
To: Greisman, Lois C.; Vaca, Monica E.
Cc: Kossow, Todd M.; Atleson, Michael; O'Toole, David A.
Subject: Herbalife

(b)(5)

Steve

C. Steven Baker
Director, Midwest Region

Federal Trade Commission
55 West Monroe, Suite 1825
Chicago, IL 60603
(312)960-5628

Vera, Elena R.

From: Vander Nat, Peter J.
Sent: Tuesday, January 15, 2013 1:04 PM
To: Ippolito, Pauline M.
Subject: RE: Herbalife

Tracking:	Recipient	Delivery
	Ippolito, Pauline M.	Delivered: 1/15/2013 1:04 PM

We do what we can. Thanks too.

From: Ippolito, Pauline M.
Sent: Tuesday, January 15, 2013 12:00 PM
To: Vander Nat, Peter J.
Subject: RE: Herbalife

Peter, Thanks for the quick response.

Pauline

From: Vander Nat, Peter J.
Sent: Thursday, January 10, 2013 9:31 PM
To: Greisman, Lois C.
Cc: Ippolito, Pauline M.
Subject: Herbalife

Lois,

(b)(5)

(b)(5)

Peter

(Pauline, I am cc'ing you on this since the query to me was passed on through your email.)

Vera, Elena R.

From: Greisman, Lois C.
Sent: Friday, January 11, 2013 10:34 AM
To: Vander Nat, Peter J.
Cc: Ippolito, Pauline M.
Subject: RE: Herbalife

(b)(5)

Duplicate

Vera, Elena R.

From: Vander Nat, Peter J.
Sent: Thursday, January 10, 2013 11:26 AM
To: Ippolito, Pauline M.
Cc: Pappalardo, Janis K.
Subject: Re: Wall Street Erupts Over Charges of Multi-level Marketing Fraud

(b)(5)

From: Ippolito, Pauline M.
Sent: Thursday, January 10, 2013 10:58 AM
To: Vander Nat, Peter J.
Cc: Pappalardo, Janis K.
Subject: FW: Wall Street Erupts Over Charges of Multi-level Marketing Fraud

Peter,

(b)(5)

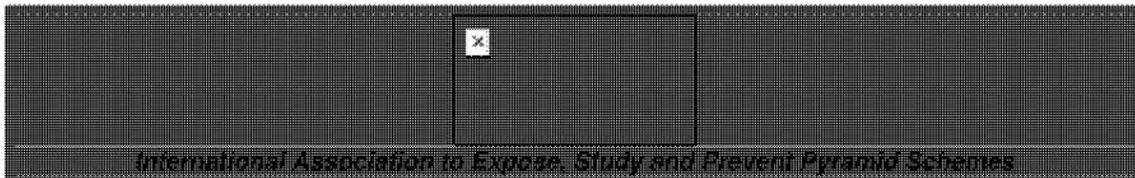
Pauline

From: Greisman, Lois C.
Sent: Thursday, January 10, 2013 10:28 AM
To: Ippolito, Pauline M.
Subject: FW: Wall Street Erupts Over Charges of Multi-level Marketing Fraud

I stopped by before but you were not in.. Can you give me a call when you return re below?

From: PyramidSchemeAlert.org [<mailto:info@pyramidschemealert.org>]
Sent: Wednesday, January 09, 2013 11:10 PM
To: Greisman, Lois C.
Subject: Wall Street Erupts Over Charges of Multi-level Marketing Fraud

This Update is Available as a Webpage for Linking [Webpage Version of this Update](#)



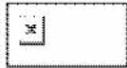
Pyramid Scheme Alert

Pyramid Scheme Alert is a non-partisan, non-profit, all-volunteer consumer education group.

Website Update - January 2013 Update
All Previous Update Editions Are Available for Viewing

Herbalife Is Focus

Wall Street Erupts Over Claims of MLM Fraud



After years of willful ignorance or neglect about a business sector worth \$17 billion in stock value and that has solicited money from virtually every household in America, Wall Street has suddenly taken notice of multi-level marketing (MLM). One major hedge fund manager, William Ackman of Pershing Square Capital, has blown the whistle on one iconic member of the MLM field. Ackman charged that Herbalife International is not a business, but a harmful fraud. He charged that its true stock value is zero. Herbalife's stock quickly plunged into volatility in the ensuing debate.

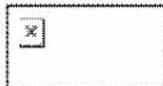


Wall Street Leader, William Ackman, Says Herbalife Is an Illegal Pyramid Scheme

Whatever this heated controversy brings forth, finally there is a real focus on and investigation of what previously was kept in the dark. Those who had dared to raise questions were personally vilified or sued by MLM lawyers or even harrassed by government regulators. The MLM industry is one of the largest influence-buyers and lobbyists in Washington. Ackman stated that his position against Herbalife is "patriotic" based on the enormous harm that Herbalife does to the country and the public, especially those who are financially struggling. He has purchased a "short" position (if Herbalife's stock value goes down, he makes money) and he said he will donate all personal gains to charity.

See William Ackman's in-depth analysis of Herbalife.

What's *Your* Herbalife Story?

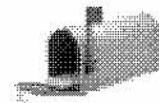


Herbalife is at the center of headline news stories. Major investors are calling Herbalife a "pyramid scheme" and a money trap. The news media are investigating.

You can help regulators, attorneys, and investors better understand this controversial company by adding your experience and opinion. Please let us hear from you.

•

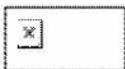
- Are you an Herbalife distributor? Supervisor?
- Have you ever been involved in Herbalife as a distributor in the past?
- Did you personally retail the products? Did you recruit others to join up?
- Did you try to sell or recruit and but were not successful? Why?
- Did you make a lot of money? Lose money?
- Did you buy "leads"? Go to conferences?
- Why did you join up? Make money? Retail products? Get the products yourself at a discount?
- Are you still buying the products even if you are no longer a distributor?
- Would you recommend others to join up too?



Email Us Your Herbalife Story

Email us with your story, comments, thoughts. Your voice makes a difference!

SEC Staff Reportedly Opens Investigation of Herbalife



The business media is reporting that the staff of the U. S. Securities and Exchange Commission, the watchdog over the stock market, is opening an investigation of the multi-level marketing company, Herbalife. Hedge Fund manager, William Ackman of Pershing Squarte, publicly laid out charges against Herbalife, which may have prompted the investigation. Earlier questions, claims and complaints about deception and fraud from consumers, a Belgian court ruling that Herbalife is an illegal pyramid, two class action lawsuits against Herbalife for fraud, and the findings of other fraud investigators regarding Herbalife have been ignored by the SEC and FTC.



Among the charges made by William Ackman:

- Herbalife is an unsustainable pyramid scheme in which funds are gained by constantly recruiting salespeople
- Salespeople are the main source of Herbalife's sales, not consumers.
- Herbalife's products - diet shakes - are purchased because they are bundled with a deceptive income promise. Standing alone, the products are over-priced, unknown and unadvertised and are no different from many other less-expensive and more conveniently available products. They would not sell without the income scheme attached.
- Virtually no one who signs up under Herbalife's pay plan ever makes a profit
- The commissions on sales to the new recruits are transferred and concentrated to a tiny few at the very top.
- Most people fail and quit the Herbalife scheme in less than a year, after suffering financial losses, but are convinced that their failure is their own fault, not that of the flawed and deceptive scheme.

Business Media Investigating MLM



Stock analysts, business writers and television financial networks are focusing on MLM. They are going undercover to MLM recruitment meetings. They are looking at MLM payouts, interviewing distributors and asking the big question, where does MLM money come from, distributors or end-user retail buyers? Retail defines a sales company, recruiting distributors is the hallmark of an "endless chain" fraud.

Business Media have seen that MLM deception, secrecy and manipulations are bad for Wall Street. Will the mainstream media recognize the harm to *Main Street*?

CNBC Documentary on MLM: "[Selling the American Dream](#)"



Click on the Image to See the Documentary

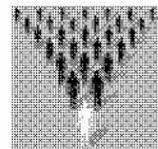
Donations Make It Possible



Pyramid Scheme Alert is all-volunteer and non-profit, but it still has many costs to maintain its website, to help with legal defense, publicize its research and analysis and to assist thousands of individuals worldwide. PSA's costs are covered by contributions from courageous private citizens. You can support PSA's work by making a [donation](#).

Special Reports for Consumers...

[What About This One?](#) Now Available! Free! The new audio and written report published by Pyramid Scheme Alert is the product of years of research and direct experience of analysts, former insiders of multi-level marketing companies and veterans of direct selling. The audio is a down-to-earth, conversational dialogue that hits the key points for evaluating income opportunities and avoiding pyramid scams. The companion written report outlines the information for easy reference.



Click on the image to receive "What About This One?"

[The Main Street Bubble:](#) (free) The financial bubble is composed of in



To receive a copy, click on the logo and insert "Main Street Bubble" in the subject line.

vestments by millions of Main Street people in MLM "business opportunities" that depend, for their worth, on bringing in new investors. As millions "fail" each year, their individual bubbles collapse. But as millions of other new hopefuls take their places in the schemes, the MLM bubble is re-inflated, year after year. The *Main Street Bubble* report details how the FTC has become corrupted by close ties to the MLM industry, with key FTC leaders working as MLM lobbyists and "experts."



False Profits Blog: Discussion of the Economics, Politics, Legalities, Ethics and Sociology of Pyramid Schemes and multi-level marketing. The False Profits Blog, published by author, Robert FitzPatrick, is a sane, rational and fact-based forum. Read, get podcasts, make comments,

subscribe.

Contact Information

Pyramid Scheme Alert

Tel: 704-334-2047

Fax: 888-334-1944

Email: info@pyramidschemealert.org

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Pyramid Scheme Alert.org | 1800 Camden Rd. Ste. 107, #101 Charlotte NC | 28203

Chender, Julian M.

FOIA-2013-00456

From: Jason Miller <Jason.Miller@ionicap.com>
Sent: Monday, February 04, 2013 10:44 AM
To: FOIA
Subject: foia request

FEDERAL TRADE COMMISSION
RECEIVED

FEB 04 2013

FOIA BRANCH
GENERAL COUNSEL

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

Dear Sir/Madam:

This is a request under the Freedom of Information Act. I request that a copy of the following document(s) be provided to me:

File Request log from 2005 through 2013 for Herbalife International.

The number of complaints from 2012 through 2013 filed against Herbalife International.

The number of complaints from 2006 through 2013 filed against Avon Products (produces cosmetics and beauty related products via direct selling)

The number of complaints from 2006 through 2013 filed against GNC Holdings (produces nutritional products and sells on line and via retail stores)

In order to help determine fees, you should know that I am a financial analyst.

I am willing to pay fees up to \$100.00. If you expect the fees will exceed this, please contact me before proceeding.

If you need to discuss this request, I can be reached at 212 294 8585. Thank you for your consideration of my request.

Sincerely,

Jason Miller

Ionic Capital

366 Madison Avenue 9th Floor

New York, NY 10017

==== This email and the attached documentation, if any, are confidential and access by anyone other than the intended addressee(s) is unauthorized. Due to the confidential nature of any attached documentation, its use for any other purpose might involve serious legal consequences. Therefore, any attached documentation may not be reproduced in whole or in part, and may not be delivered to any person without the prior written consent of Ionic Capital Management LLC ("Ionic Capital"). This email may not be forwarded or otherwise provided to any other party. If you are not the intended recipient, any disclosure, copying, forwarding or distribution of this email is strictly prohibited and this email and any attached documentation should be deleted immediately. This message is provided for informational purposes and should not be construed as a solicitation or offer to buy or sell any securities or related financial instruments.



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

Jason Miller
Ionic Capital
366 Madison Avenue, 9th Floor
New York, NY 10017

FEB 12 2013

Re: FOIA-2013-00456
Herbalife, Avon, and GNC

Dear Mr. Miller:

This is in response to your request dated February 04, 2013 under the Freedom of Information Act seeking access to the number of complaints received against Herbalife, Avon Products and GNC holdings. In addition, you also asked for a request log regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of February 04, 2013, the date we received your request in our FOIA office.

We have located the responsive records. You are granted full access to the responsive records, which are enclosed.

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

If you have any questions about the way we handled your request or about the FOIA regulations or procedures, please contact Alexander Seery at (202) 326-2736.

Sincerely,

Dione J. Stearns
Assistant General Counsel



NETWORK

The enforcement's source for consumer complaints

[PRINT](#)

565 Search Results

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

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

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

Provided by the Federal Trade Commission



NETWORK

Law enforcement's source for consumer complaints

[PRINT](#)

80 Search Results

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

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

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

.....
Provided by the Federal Trade Commission



NETWORK

The enforcement's source for consumer complaints

[PRINT](#)

87 Search Results

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

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

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

Provided by the Federal Trade Commission



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

Report Date : 02/07/2013

Time : 1:14:53 PM

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

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

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

Select Fields
Received Date
Request ID
Request Description
Requester Name
Organization

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

Total No of Cases : 20

Chender, Julian M.

FOIA - 2013-00484

From: Apache server <apache@hq1-webdmz-s3.ftc.gov>
Sent: Thursday, February 07, 2013 4:58 PM

name = Michelle Celarier
staddr = 1 Nordica Dr
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917-971-0279
faxno =
email = mcelarier@nypost.com
coinfo = I am requesting all investigations and regulatory actions against Herbalife
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Contact me if above \$100
B13 = Submit

FEDERAL TRADE COMMISSION
RECEIVED

FEB 07 2013

FOIA BRANCH
GENERAL COUNSEL



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

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

FEB 12 2013

Re: FOIA-2013-00484
Herbalife

Dear Ms. Celarier:

This is in response to your request dated February 7, 2013 under the Freedom of Information Act seeking access to documents regarding Herbalife. On January 11, 2013, you spoke with Elena Vera and at that time, narrowed your request to include documents dated between 2006 to present. In accordance with the FOIA and agency policy, we have searched our records, as of February 11, 2013, the date you narrowed your request with our FOIA office. Our search of the FTC's records did not identify any record that would respond to your request.

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

If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

Dione J. Stearns
Assistant General Counsel

SULLIVAN & CROMWELL LLP

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

FOIA-2013-00568

125 Broad Street
New York, NY 10004-2498

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FEB 27 2013

FOIA BRANCH
GENERAL COUNSEL

February 22, 2013

Via Certified Mail

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

Re: FOIA Request re Herbalife Lead Generation Firms

Dear Sir or Madam:

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

1. Shawn Dahl
2. Centurion Media Group
3. Herbal Hub
4. Online Business Systems
5. IncomeAtHome.com
6. IncomeAtHomeTV.com
7. Income@home.com
8. Great Shape Today
9. Networx Online
10. The Lead Store
11. Deborah Stoltz
12. Global Online Systems
13. Doran Andry
14. HB International Group, Inc.
15. Financial Success System
16. Financial Success System, LLC

17. FSSDomains.com
18. BusinessCenter.com
19. Ignite Global Communications LLC
20. The Nutrition Coach
21. Dan Waldron
22. Michael Burton
23. Michelle Burton
24. Sydney Mercedes
25. Atomic Nutrition
26. Nutrition Addiction
27. Merelle Worldwide
28. Line Logix
29. Nutrition Clubs Worldwide
30. OBTDomains.com
31. Global Home Business System
32. iOffice
33. Anthony Powell
34. John Beall
35. Carla Berg
36. Rick Berg
37. eTeam Marketing
38. Crazy Fox
39. Home Based Business (HBB.com)
40. Home Sweet Income
41. Kurt O'Connell
42. Cindy O'Connell
43. Herbalink
44. Touchfon International Inc.
45. DWS International
46. Susan Peterson
47. John Peterson
48. Recruit System
49. Peak Success System
50. Success Connection
51. Steve Combs
52. Debbie Combs
53. 96billion.com
54. David DeSaegher
55. Karen DeSaegher
56. Home Employed
57. A&A International
58. Donte Andry

59. John Tartol
60. Leslie Stanford
61. Herbal-leads.net
62. Geri Cvitanovich
63. Small Planet Online
64. Work At Home Tycoon
65. Elkton Nutrition Inc.
66. First Data
67. GoHerbalife
68. CCS Services
69. www.theonlinebusiness.com
70. www.incomeforever.com
71. www.theonlinebusinesspro.com
72. www.14incomeathome.com
73. www.growyourincome.com
74. www.growyourincome48.com
75. www.online-business-systems.shopmybbb.com
76. online-business-systems.com
77. www.incomeathomela.com
78. www.incomeathomeradio.com
79. www.earnincomeonline.com
80. www.homeincomematch.com
81. www.earnrealincome.com
82. www.homebusinessmatch.com
83. At Home Business System
84. Body Basics
85. Cash Mail Box
86. CWIG Health
87. Discount Club New Jersey
88. eHome Business Network
89. eHome Distribution
90. Freedom Connection System
91. Freedom Lifestyles Group
92. Gateway2Wealth
93. Kay-Lee Enterprises
94. Magnetic Sponsoring
95. My Diet Basics
96. My Success System, LLC
97. Network Consultants
98. O'Connell System
99. Online Business Mentors
100. Online System

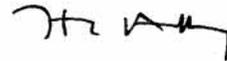
101. Power Queue Inc.
102. Premiere Team International
103. 60 Minute Money
104. Skip Ahead Tech
105. The Home Business Solution
106. VSM
107. Work From Home Business Center
108. Work From Home, Inc.

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

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

Thank you in advance for your assistance.

Sincerely,



Steven L. Holley



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

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

MAR 11 2013

Re: FOIA-2013-00568
Herbalife Lead Generation Firms

Dear Mr. Holley:

This is in response to your request dated February 22, 2013 under the Freedom of Information Act seeking access to consumer complaints regarding Herbalife. On February 28, 2013, you spoke with Elena Vera and stated your willingness to pay fees up to \$300.00 for processing your request. In accordance with the FOIA and agency policy, we have searched our records, as of February 27, 2013, the date we received your request in our FOIA office.

We have located approximately 100 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. See *The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

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

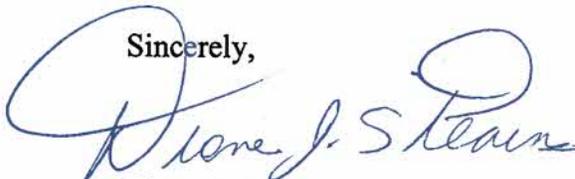
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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

that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

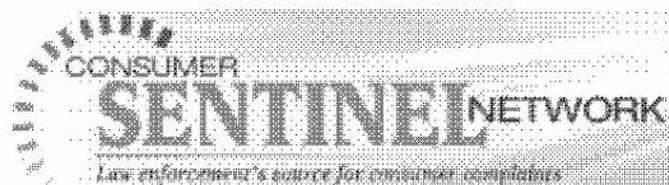
If you have any questions about the way we are handling your request or about the FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in blue ink, reading "Dione J. Stearns". The signature is fluid and cursive, with a large initial "D" and "S".

Dione J. Stearns
Assistant General Counsel

Enclosed:
One CD



CIS COMPLAINT

Record 1 of 72	
Reference Number	12549068
Created Date	01/03/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	GHORTON
Entered Date	01/03/2008
Updated By	JOB: Upd_internet_related
Updated Date	01/04/2008
Agency Contact	Internet
Complaint Date	12/29/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	fallbrook
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	b(6)
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	

Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$40.00
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	(Product Name: herbalife) they keep stringing you along i kept asking about the system what your selling they keep trying to push you go little further then when i finally found out what their really pitching i told them i want my money back now i cant get ahold of personal coach at all his phone was disconnected and he has wife or somebody answering cell phone
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 2 of 72	
Reference Number	28686508
Created Date	12/29/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/29/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/29/2010
Transaction Date	05/20/2010
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	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	b(6)
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd
Company Address, Line 2	#166
Company Address, Line 3	
Company Address, City	Colorado Springs, CO
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4940985
Company Phone, Extension	
Company Email	support@theonlinebusiness.com
Company Website	http://online-business-systems.com/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	05/20/2010
Complaint Info Initial Response Method	Phone: other

Complaint Info Initial Response Date	05/20/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Visa 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	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	<p>I just want to inform you about Online Business Systems. This company is marketing Herbalife. I signed up, but I was very disappointed in the way this company advertises. They advertise on the radio, internet and even sites like Carear Builder dot com, Syracuse Help Wanted dot com and so forth. Their ads only tell you about people's stories in making a lot of money. The only thing they mention is a 3 billion dollar in sales in a (Health and Nutriotn Comany). They don't tell you It's Herbalife. The web site mentions "Herbalife" at the botton of the website. I also noticed on Syracuse Help Wanted dot com they false advertise by "Looking for office assistance, construction workers" and the like. They make it look like a "job opportunity" when it is a business. Online Business Systems should not be allowed to advertise work from home opportunities on job banks. They are just misleading the public. Online Business Systems doesn't tell you what you will be doing in their "decision package" kit either. The booklet, video and audio cd is the same repetitive stories over and over. They hide "Herbalife". I just wanted to mention the poor advertising that this company uses.</p>

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

Record 3 of 72

Reference Number	29112585
Created Date	01/18/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037019916
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/18/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	01/11/2011
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	MADERA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I ordered a packet from Online Business Systems that was to contain a CD and a DVD with information about online businesses. The packet contained the CD and DVD but they were both 99% testimonials and nothing about actual business there were 14 other pages that I never read because after listening to the CD and The DVD I decided I was not interested and read no further. On a separate sheet of paper I discovered that I would be billed \$39.95 if I did not cancel in 2 weeks. I did not discover this until my credit card was charged \$40.18 plus a \$1.20 'foreign transaction' fee from this company. I feel I was charged the above fees for nothing and that this is a very deceptive way of doing business. I just found out I was charged \$40 and change plus an additional processing fee of \$1.20 because I did not read the fine and I mean fine print on the stuff you sent me. So I paid over \$50 to get a cd and a dvd of testimonials from people and absolutely no solid 'how to' info. I think this is a rip off and am going to file a complaint with my credit card carrier and the BBB. Then I find out you are just another 'funnel' group. Shame on you, you take \$50 from people for nothing..Richard's Online Business Systems Reviews Is Online Business Systems a Scam? Online Business</p>

Complaint Info Comments

Systems is a company that works as a lead generation and marketing tools developer for one of the largest public companies around. If you find yourself at online-business-systems.com, you'll notice that there is very little upfront information about the actual online business opportunity they're offering. This is one of the reasons that some people who are looking for a way to make money online accuse Online Business Systems' marketing techniques as a 'scam'. Once someone makes their way through the sign up process at their website, they are very surprised when they get to the end and see what the opportunity really is. After you sign up for the work at home information kit you will be charged \$9.95 for shipping and handling. When you receive the kit you will have 14 days to decide if you want to proceed with the business opportunity, after which you will be charged \$39.95 for the kit. It's only after this that you find out that the business opportunity they're looking at is actually the multi level marketing company Herbalife. This is a company that manufactures vitamins and health supplements and markets them through independent distributors. And Online Business Systems is basically a 'lead generation' website for Herbalife, meaning they find people who are interested in making money and refer them to Herbalife. Many people complain about the Online Business Systems package saying that it doesn't contain useful information, and that it's just basically a bunch of testimonials. There are also many additional products to buy in order to get your vitamin selling business off the ground. They don't tell you these things until your coach calls to explain what's really going on. It's because of these shady marketing practices that Online Business Systems is often called a scam. There are many different ways to start an online business but you should learn from companies that are forthcoming and don't hide what they really sell. The network/multi-level marketing industry itself is full of controversy and can be endlessly debated. By law these types of companies are required to reveal how much and what percentages of their distributors make

money. The results reveal that usually less than 5% of people working for companies like Herbalife make a profit and within that less than 1% make above a livable wage. I'm not going to go into a whole argument for or against MLMs here, but understand that most people do fail to make real money with that sort of setup. If selling Herbalife is what you want to do then that's your choice, but know that you don't have to go through Online Business Systems to do it. Technically what OBS is doing is legal and not a scam, I just --- Additional Comments:

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 4 of 72

Reference Number	29112587
Created Date	01/18/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037019752
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/18/2011
Updated By	BBBCOCO-USER
Updated Date	02/21/2012
Agency Contact	External Agency
Complaint Date	12/28/2010
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	NORTH LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I have been looking for a way to earn extra income by working from home. I discovered incomeathome.com. Their site offered an information package on how to earn income by working from home. I ordered the package for \$9.95 to cover shipping. I understood the package was going to explain this business opportunity and how to make money from my home. After receiving the package, there was no information on how to earn money from home, no information about a product or service I would be providing, no information on how to set up the business, no information about a multi-level marketing or Herbalife, and no helpful information whatsoever. What I received was printed literature, a CD, and a DVD that contained nothing but testimonials and arbitrary statistics. My complaint is false advertising, double charge by the representative, and returned product with no refund. Details from my American Express card statement: There were two entries with the same information below. Date of purchase: 12/03/2010 Associate: BERNICE WRONSKI ABBOTSFORD BC Amount of purchase: \$9.90 MISC FOOD STORE BERNICE WRONSKI Foreign Spend Amount: 9.95 Canadian Dollars Doing Business As: HERBALIFE Merchant Address: 33321 GEORGE FERGUSON</p>

WAY, SUITE 7, ABBOTSFORD, BC,
ABBOTSFORD, V2S2L6,
CANADA
Reference Number:
320103380490119140
Category:
Merchandise & Supplies - Groceries ---
Additional Comments: A full refund of the
double charge \$9.90 twice (\$19.80)A full
refund of the international fees \$0.54 (each
charge \$0.27)A full refund of the shipping
costs to send package back (\$4.95)Total
refund: \$25.29'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOLA only

Record 5 of 72

Reference Number	29112649
Created Date	01/05/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037019685
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/05/2011
Updated By	BBBCOCO-USER
Updated Date	02/21/2012
Agency Contact	External Agency
Complaint Date	12/22/2010
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	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	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area	

Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	

Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$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	
	<p>Hello,</p> <p>I heard a commercial for income at home on Dr. Laura's am radio show. I went to the website and agreed to pay the \$9.95 to get more information about the company. I received an envelope with 2 cd's in them. The cd's contained no information about what the actual company did to make money, just more stories of successes.</p> <p>I then received a call from the woman assigned to be my trainer. It turns our that the income you could make was selling diet/health products called Herbalife. I certainly would not have dreamed that this is what the business involved. I</p>

Complaint Info Comments

then asked her how to receive a refund. She told me that if I had the cd's original, undamaged packaging I could then send it back for a refund...otherwise I would then be charged an extra 39.95 to keep the cds.

I went back to the website and it does say something about Herbalife at the very bottom of the page, after scrolling to the end and in the fine print. There is nothing else listed on the site that is noticeable to the consumer when first glance on the website about Herbalife and the extra 39.95 being charged.

I had no idea that I was falling for either and trusted that a nationally advertised company would be a good company. They also say they are endorsed by you. It is really sad that you would endorse a 'scam'. I'm sure the folks that sign up do make some money, because they got almost \$50.00 from me for sending me a \$.50 cd in the mail and tricking me into taking my money. This really shouldn't be allowed. It is not stated in an obvious way on the website.

www.incomeathome.comDesiredSettlementID:
RefundProduct_Or_Service: Business
opportunityPurchase_Price: 49.90 --- Additional
Comments: Would like a full refund on \$ 49.90
and most importantly...this company to go out of
business and stop tricking people into losing
money.'

Complaint Info CRA Dispute
Flag

Complaint Info CRA Dispute 45
Days Flag - FOIA only

Record 6 of 72	
Reference Number	29112653
Created Date	01/07/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037019846
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/07/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	01/06/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	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	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Online Business Systems has to be watched. There is a lot of complaints on the Complaint Boards and the FTC has a lot of complaints about Herbalife. --- Additional Comments: I Said It!!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 7 of 72

Reference Number	29533303
Created Date	02/24/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020272
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/24/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	02/15/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	INDEPENDENCE
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$600.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I responded to a radio ad by signing up online and agreeing to pay to receive an information kit and to receive contact from a company rep. After the initial presentation I was excited about the opportunity but was reluctant to join because of the high cost of membership (\$399). I was also informed of a one-time \$100 initial charge and \$49.95 recurring monthly charge to use the business website. After I was told there would be no further expenses to utilize the program, I paid to become a member. Afterwards, I was informed that to 'climb the ladder of success' within the company I'd have to sell thousands of dollars worth of volume points within one month to advance to the next level of membership. This is usually done by investing thousands of dollars to purchase Herbalife products for personal use and to use as the start-up kits for new members. It is highly unreasonable to expect that a new member would sell that much Herbalife product in one month without investing their own money to do it. Also, I was promised guidance and one-on-one training and coaching to help get my business started. After going through the online training, I was counting on the promised coaching but was completely abandoned for about three months while I continue to pay various charges for various websites associate with the business. My complaint is in regard to</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 8 of 72

Reference Number	29533315
Created Date	02/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020201
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/08/2011
Updated By	BBBCOCO-USER
Updated Date	02/10/2012
Agency Contact	External Agency
Complaint Date	02/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	REDDING
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>MLM marketing scheme. They won't reveal their product is Hebalife, which is a pyramid organization that gets much of its money from 'new' distributor investors, who lose, instead of make money with this scam.I entered my email, but no other info, to find out what the product was. But, instead, they began inundating me with email after email, telling me about how to be a successful person, but NEVER telling me what was the product I would be expected to buy and sell. They asked me to tell them why I would not respond further. So, I did, but they simply ignored my legitimate Email response to them. Just kept getting more and more computer-generated Emails from Tanya Davis, that ignored my response.(I also started getting hordes of other Spam Emails, from other sources, after that. So, I suspect they also make money by selling Email addresses, that are entered at their website, by those making honest inquiries.)Instead, they wanted me to send them almost \$50 to buy a packet from them. If one does that, they still won't reveal what the product is. The scheme requires considerably more investment by the suckers that respond to their website, before the sucker ever finds out what the product is (Herbalife Vitamins), or how he is supposed to sell it, to recoup the money. It is NEVER revealed to him that the Herbalife market was fully saturated</p>

Complaint Info Comments

with distributors years ago, nor that most dropped out after losing money (not making money) by joining up with Herbalife. Nor, that with so many money-losing distributors trying to dump the products they were required to buy, that the market is swamped with Herbalife products being sold at prices far-below what each new distributor has to pay for them (check Ebay and other such sites, for the 'dumping' prices.) Nor, that the product claims to help consumers lose weight, which is a total scam, without any scientific evidence at all to support that fraudulent claim. (Herbalife used to have ephedrine in its weight-loss, body-building capsules, but had to take it out, because it was so dangerous). Without that ingredient, there is no scientific evidence that the product actually helps the consumer lose weight.)Nor do they reveal that a great percentage of the prices charged for their products, goes to MLM commissions, and not for the cost of the product itself.Nor do they reveal that it is an illegal pyramid marketing scheme, that charges prices far, far higher for the actual products, than one has to pay for competitive brands in local stores (because so many levels of commission have to be paid).I am astounded that a scam organization like this claims to have your BBB Plus A rating? Is that for real? Did you bother to investigate how this company actually operates and how many sucker new distributors get ripped off by them?The only way that one can really make money with this company, is to join them in their scheme of recruiting new distributors that have to 'Invest' considerable sums of money, before they finally realize it is almost impossible to sell the Herbalife products, in a profitable way that is also an ethical way.There is a long history of both criminal and civil court cases against this MLM pyramid marketing scheme. BBB should know above all others, that their tactics are immoral, dishonest and that most who respond to their offer to enable you to 'make money from your home.' will end up losing considerable sums of their own money, not making any.Herbalife executives get rich by ripping off masses of new suckers. That is how it works and BBB

should be condemning that kind of operation; not recommending it so that the crooks can keep ripping off innocent ones who really want to make an honest buck. ---
Additional Comments: I ask that you remove your BBB rating and stop them from claiming that you approve their fraudulent marketing scheme. You should be openly condemning this organization, as you should all MLM scam operations. I am sure you are aware of the constant claim

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOLA only

Record 9 of 72

Reference Number	29929712
Created Date	03/11/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020503
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/11/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	03/07/2011
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	ALEXANDER
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	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Payment was made to Online Business Systems through Jane Musgrove for employment in selling Herbalife Products. Was told that I could request my money back at any time if this program did not work for me. It did not. I requested my money back and was told that was not possible and all communication has been closed to Online Business Systems. All I want is to be refunded for the charges to Jane Musgrove. The CardService charge for \$50.00 was to use their Merchant Account System that was completely unnecessary. The other costs are for a \$399.00 training manual and Decision Package. Have offerend to return these items for my refund and OBS has not replied. Distributorship papers are with Herbalife, Ind. --- Additional Comments: Want the money paid out to the company Online Business Systems Paid back in full. That's all.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 10 of 72

Reference Number	29929737
Created Date	03/22/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020350
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/22/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	02/22/2011
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	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	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The advertisement described a kit representing a value in exchange for my money. The so-called kit was mere well produced testimonials. The amount was \$9.95 which won't break me, but to me and others this is a SCAM. All they are doing is recruiting for Herbalife a business I choose to avoid. They use obscurity to promote and make money from the process of advertising itself and the tout that they are members in good standing of the BBB. Were t not for the BBB mention, I would never have opted in. --- Additional Comments: I wonder if this is legal? If it is perhaps it should be proposed to legislators that a recruiting campaign be forced to reveal what lies beneath the surface otherwise it is pure nonsense and in my view FRAUD!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 11 of 72

Reference Number	29929787
Created Date	03/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020271
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/08/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	02/15/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIRAMAR
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I ordered a kit from Incomeathome.com. I paid 9.95 on January 9th. I was contacted by Debbie Kallevig from Minnesota and she said I had to watch the DVD in the kit and make an appointment with her. I watched the DVD and no information about the kind of business yet. I made an appointment and my wife and I talked to her. We told her we had the speaker phone and she said it was OK. In this conversation she explained that you have to work hard and you get leads to sell Herbalife. Someone above you gives you the leads. She also said I could become a leader and have my own people getting leads. She did not explain what happens in my team leader drops. During the phone conversation she called another number and had a recording to explain the business. It was just to say I would make a lot of money and it explain the leadership system. It sounded like the pyramid scam to me. Well I told her I did not want the business she never mentioned I had to return the kit. I thought that was the end of it so I threw the kit away. Today, I see my bank statement and I have a charge for \$39.95. I called Debbie and she said it was the price of the kit. If I return the kit I would get the money back. Who keeps a kit if you are not doing business with them? My wife called later to ask about the \$9.95 because when they advertise they make it look like that's the</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 12 of 72	
Reference Number	30388296
Created Date	04/19/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020703
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/19/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	03/24/2011
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	UTICA
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	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>They advertise as a Work from Home Business but the only way they tell you what product you will be selling is when you pay them \$9.95+ 2.00 ship charge. I even called the phone number given on the web site to find out first what the product was and they would not tell me. The customer representative said I would have to commit to the \$9.95 chrg. & I will get a kit that will then tell me what it is! Which I did. I need work. I found out it was Herbalife. I am not interested in selling Herbalife, want to send the kit back and now find that even though you have a 15 day period to send it back w/o being charged an additional \$39.95, this company never enclosed a return postage label so THEY would be responsible to cover the return postage and not have it come out of my pocket again. I feel they intentionally withhold information, charge you to find out who they are, and if your not quick enough sending it back, they will put another 39.95 on you credit card. ---</p> <p>Additional Comments: First: No one, including myself, should be charged anything to find out the name of the company whose product they would be selling. They deliberately withhold the name of the product. Second, I am disputing the return postage fee under the circumstance. '</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 13 of 72

Reference Number	30388396
Created Date	04/25/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020985
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/25/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	04/16/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	MIDDLETOWN
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In February of this year, I looked into joining incomeathome.com. I received that starting package with the dvd included and made contact with the recruiter, Arra Nelsen (arranelson@live.com). We went over the steps and I paid the \$199.95 to continue through the process, which included being sent product from Herballife. After I had watched the second part of the dvd. I began to shy away from the business after I learned how much effort and money would be employed and after speaking with Arra Nelsen and her coach Denise I decided to halt any further action. In my e-mail correspondence with Arra I apologized for having wasted her time and kindly requested a refund. On February 26 in an e-mail, Arra advised me to reject the packages containing the herballife trail products and they would be returned to her so that she could refund \$179.95 to my account (which is the amount I paid to them minus shipping). On March 21, Arra confirmed to me that she did receive the packages that were sent back to her and she assured me that the \$179.95 would be deposited in my account in a few days. However, over the weeks since then I ended up emailing her to ask why the refund has not yet gone through. She kept assuring me that it would go through. Finally, this past week in an e-mail dated April 11, I wrote to Arra giving her one last opportunity</p>

to resolve this problem, I have not received a response and so I have no choice but to assume that the e-mail was totally ignored and that there never was an intention to refund the money as she stated she would in an e-mail dated February 26. --- Additional Comments: All that I am asking is that the \$179.95 is refunded to me as it was promised by one of your personal mentors/distributors.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 14 of 72	
Reference Number	30388416
Created Date	04/12/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020673
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/12/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	03/21/2011
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	ELGIN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Ordered a decision pack. Had 14 days to return. If not returned 14 days they will charge credit card. Returned within 14-days, but charged my credit card for \$39.95. Requested they reverse charges, said they would on March 17th, 2011. Charged have not been reverse. Was told charge would be reversed March 21, 2011. Not charge reversed yet. Dealing with Mark Lieberman Independent Herbalife Distributor 718 650-1480 --- Additional Comments: Want my \$39.95 back.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 15 of 72

Reference Number	30388427
Created Date	04/18/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020677
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/18/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	03/22/2011
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	POST FALLS
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I have heard on the radio about incomeathome.com for months. So one day I was going to check it out. All they talk about is all this money you make at home. They never tell you what it is. They talk about their great rating with the BBB. After registering on the web site for the 'free' information pack (and giving them my credit card info) I was listening to the video testimonials. One lady slipped up and mentioned the name Online Marketing Systems. I googled that and found out it was Herbalife. They overnighted their info pack to me. It too just talks about all this money you can make. Thomas Blackwood gives me a call a couple of days later. I mentioned that I did not like the veil of secrecy in the advertisements. After I told him no I did not want to pursue this 'opportunity' he would not give up his sales tactics. I told I was not going to treat my friends and family this way. He would not give up so I hung up. A few days later I emailed him asking for instructions for how to return this information packet and avoid the \$39.95 charge. I remembered from the web site I had 90 days to return it for free. It turns out that no I had 14 days to return it. I received the packet on or about Feb 09. Per the USPS tracking email that I have a copy of it was delivered on 2/28/11. USPS Priority mail took 6 days for the delivery from 2/22 to</p>

2/28. That is longer than 14 days. What I am upset about is the deceptive advertising, the \$9.95 charge to send me the information packet and the \$39.95 charge for being a few days late on sending it back in unused condition. Blackwood's phone number is 760 297 4067
DesiredSettlementID: Other (requires explanation) --- Additional Comments: A return of \$9.95 and \$39.95 Blackwood's phone number is 760 297 4067'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOLA only

Record 16 of 72

Reference Number	30604922
Created Date	04/07/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020856
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	04/07/2011
Updated By	BBBCOCO-USER
Updated Date	02/10/2012
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	SAN MARCOS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$3369.06
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	<p>When I found out that IncomeatHome.com is not the business they portray to be I requested a refund by e-mail and Pat, of IncomeatHome, stated:</p> <p>We are a Marketing System vendor and not part of Herbalife? If you wish to cancel your business agreement or future product orders with Herbalife, you must contact them directly.</p> <p>IncomeatHome.com advertises that we can make money from home and will not have to make any Cold Calls, and they will send the customers to us. They tell us it cost only \$9.95 to view their business and if we choose to stay it then costs another \$39.95.</p> <p>They do not tell you that you need to be a Sponsor, nor that you have to purchase the customers for a minimum of \$500.00 for 10 people that might be interested in becoming Distributors or Sponsors, nor do they tell you that you have to purchase their website to sell on for \$100.00 for the set up fee then \$79.00 a month.</p> <p>I cancelled my \$79.00 a month website and</p>

Complaint Info Comments

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

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 17 of 72

Reference Number	30761096
Created Date	05/04/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021206
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/04/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	05/04/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	METAIRIE
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$50.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Hello,</p> <p>I followed a radio advertizing about 'incomeathome.com'; in the shawn hannity show (New Orleans,LA, WRNO-FM 99.5) and decided to give it try. After the registration, I received a call from a 'tutor', paid \$50 with a credit card and received a booklet and DVD... The tutor set up a phone appointment but never showed up, has not returned my calls or emails, his web page disappeared.. I know that they work with Herbalife and seemed to be a real business. There is no actual direct phone to customer service at 'incomeathome.com', just the person that contacts you. I have called to the phone listed in BBB with no answer, have contacted the radio shows several times by email to help me with a direct number but have not receive response. I have been doing this for a month! and none of the phones (only answering machines..) and messages is responded.</p> <p>I applied on March 25. Charged \$9.95 on March 26 Charged \$39.95 on March 28 buySAFE Certificate of Guarantee 09GRT 006792-00053137 Purchase Date: 3/25/2011 8:05:48 PM Store: IncomeAtHome.com Order ID: 999952</p>

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

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

(b)(6). Web page: newhomewebbiz.com

Phone numbers:

888-367-7241, 443-293-7870

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

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

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

Thanks in advance or your help.

(b)(6) DesiredSettlementID:

RefundProduct_Or_Service: incomeathome online systemPurchase_Price: 50.00 ---

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 18 of 72

Reference Number	30985052
Created Date	04/26/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001426289
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	
Consumer First Name	b(6)
Consumer Middle Name	
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	
Company Name	The Online Business Systems Herbalife
Company Address, Line 1	6086 Germania Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PARK HILLS
Company Address, State Code	MO
Company Address, State Name	Missouri
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	Manager
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On April 20, 2011 an agent for this company (_____)made an unauthorized charge to my checking account Via Debit transaction. On or about February 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</p>

response at all. I have since closed out the debit card used in the original transaction but I was informed that there may be more attempts that may be charged to me. This must not happen again. He must be stopped. I attempted to contact Herbalife International by phone today by the listed number on the BBB website but was told I had the wrong number (573-225-3137). This company boldly posts by banner on their website that they are accredited by the BBB, and they are not. I feel that the site should be shutdown on that fact alone. I am not sure if this is an isolated incident or not, but it is clearly intentional. --- Additional Comments: I would like the return of all monies taken without authorization. '

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

Record 19 of 72

Reference Number	31141401
Created Date	06/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021602
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/08/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LA VERGNE
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I purchased a business package from Mr McManus on 5/19/11 for \$399 with a 30-day return policy. By following this system, Mr McManus claimed I could avoid the pitfalls that some beginning marketers face and go right to making a good income with Herbalife. When I received my kit a couple of days later, Mr McManus called immediately to review the contents. He instructed me to start taking the supplements right away (which I did) so I could recommend them. In my opinion, this was scam #1. Mr McManus also instructed me to check my phone messages on my obs office. When I did this, I was immediately charged \$100. Mr McManus said it would be 'more than worth the cost'. In my opinion, this was scam #2. Within 24 hours, I realized OBS continually asks you to purchase more information and more products in order to 'really' make money with Herbalife. I returned my package on 5/23/11 and was credited only \$260.65. I contacted Mr McManus twice with no response. I contacted Online Business Systems in Colorado with no resolution either. --- Additional Comments: 238.35 (\$138.35 is the remainder of \$399 and \$100 for the OBS office site that I logged on to one time at the direction of Mr McManus).I will not accept less. I suspect this is a way they make money if you elect to return the business</p>

package (charging for an open bottle of supplements and logging in to the obs office site). '

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 20 of 72	
Reference Number	31226375
Created Date	05/31/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021483
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/31/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/31/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHICO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I learned about incomeathome.com through radio advertising by Dr. Laura and became interested. I went to their website and obtained the information to find out more. I was put in contact with a representative for retail sale of Herbalife. I was then put on a conference call with this representative and one other salesperson (the closer). I was pressured to spend approximately \$3900.00 to get this at home business started, of which I chose to think about. I paid a \$199.95 fee to get the training package prior to this phone call. Anyway, I decided not to go forth with this venture and requested a refund of the \$199.95. The training package was returned by myself to Stephanie Reisdorf 15124 Watermill Lake Trail Midlothian, VA 23112 (the 'mentor') who sent me the package in mid April. I was told by this mentor that a refund had be sent to me vis US mail. To this day I have not received that refund. I have made many attempts to contact this mentor with no response by phone and email. Now, the phone number has been disconnected or no longer in service.DesiredSettlementID: RefundProduct_Or_Service: herbalife training packagePurchase_Price: 199.95 --- Additional Comments: a refund of the \$199.95'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 21 of 72

Reference Number	31511201
Created Date	06/15/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021694
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/15/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/15/2011
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	GREENVILLE
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	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The cost are already mounting \$78 a month for OLB , Then \$100 to upgrade the account \$500 for leads. It's just to much.. I do need to get a refund on my Credit Card on the \$78 and \$100 for the Online Business System account. I would also like to send back the Decision package for refund. I do thank you for your time and I'm sorry it will not work out at this time. I have not seen the credit for the decision package \$399 nor the \$180. I need your to help me get this stuff returned for my refund.</p> <p>According to you all I was only responsible for is the \$9.99 . Everything else is refundable if I was not satisfied and I was not.Please get this resolved soon. I have informed the Credit card company to that I will dispute the payment on the grounds i was mislead. I thought this was a sales job and it certainly is not. I will be giving your info as well as all my documented calls to the better business bureau. I want what was promised my refund all but the \$9.99 I agreed to. I have all the merchandise and Training Guide ready to ship back. I need a packing slip and my refund to my Discover card. After I sent this email (b)</p>

(b)(6) my coach Phone: (b)(6) Phone:

(b)(6)

(b)(6) she stated I could not get a refund. This company thrives on people signing up more people, not selling product from home. the more people you sign up, the higher rank or level you receive. The only way to make money is sucker people into signing up to sell Herbalife which puts them in the place of signing more people up and so on and so on. Scheme !! All I asked for was my refund, which totals nearly \$400 and was promised to make at least \$500 by my first week, I was in the -\$400 in cost, not one sale. I was Lied to. --- Additional Comments: I do need to get a refund on my Credit Card on the \$78 and \$100 for the Online Business System account. I would also like to send back the Decision package for refund. I have not seen the credit for the decision package \$399 nor the \$180. I need your to help me get this stuff returned for my refund. I was only responsible for is the \$9.99 initial charge which I am fine with.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 22 of 72

Reference Number	32043327
Created Date	07/23/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037022212
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	07/23/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/23/2011
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	DAVENPORT
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	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>At the beginning of July 2011 I signed up to receive the basic information starter package (with money back guarantee) for online business systems. After reviewing the initial video (which had no information) I received a call from a 'mentor' who indicated that in order to move further I had to pay an additional \$199.00 I did so and was given a code to access LineLogix (their online business site) which then cost me an additional \$19.99- all with a money back guarantee. Once I was able to access the site, I realized that it was a scam for Herbalife- it really seemed more like a pyramid marketing scheme. I indicated on July 6 that I did not want to continue with this company and wanted my money refunded. On July 13 I found that they did not process my cancelation request, so I filed another request for termination and for a full refund of all of my money (as was indicated by them). They indicated that it would take up to 7 days to refund my account. It is now July 23rd (10 days later) and I have not been refunded for any of the fees (39.95 for starter package, \$199.00 for training package, or \$19.99 for LineLogix account). I am very frustrated and angry with this company. In fact I have tried to contact them, but am not able to get any email through to them since cancelling my account with them. I also am not able to</p>

reach them by phone. I believe that your bureau needs to fully investigate this company as I think it is a scam rather than a legitimate opportunity. I also would like them to refund my money. --- Additional Comments: I would like to be refunded for all of the money that I have given them.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 23 of 72

Reference Number	32121321
Created Date	08/22/2011
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001236387
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	
Consumer First Name	b(6)
Consumer Middle Name	
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	
Company Name	Herbalife Online Business Systems
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	http://ozzygirl.theonlinebusiness.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I responded to an email for online work from home today 8/20/11. The website link took me to a page that listed a woman's (Kelly Richards) success story of online work at home, it also stated that this online business opportunity was advertised on MSNBC,CNN,ABC,USA Today and BBC. It also showed the BBB symbol and stated that it was a BBB approved business. The article instructed the viewer to fill out a short form which I did. The information given in the article stated that the form was to receive a starter kit that cost \$3.00 (actually \$2.97) and that was the entire cost; it also stated that this work at home opportunity was performed online only and that there was nothing to buy and nothing to sell. If it had not made that statement, I would not have gone any further, as I have checked into these offers before soon to find they were just scans. When I filled out the form to order the work at home kitthe cost for the kit was suddenly offered for freebut the shipping had been upgraded to priority mail for \$9.95 for faster delivery. This article also stated there was a money back guarantee.</p>

Complaint Info Comments

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

	that sell their products are saying and doing.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 24 of 72

Reference Number	32440220
Created Date	09/02/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037022817
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/02/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/02/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NAPLES
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I got online and communicated with people that said you received a pack for an income at home information package. It was \$9.95. I charged it to a credit card. I received the package, the instructions were to call your 'mentor' and have a phone conversation about the package. I did as directed. Basically, I found out it was a pyramid scheme with Herbalife and I told the woman I was not interested, thank you for your time. Now, I paid \$10 for this. A couple days later it occurred to me that they had my credit card # and I called, did not get an answer, left a message and asked that they would please destroy my card. Never heard another word. Then the next month there was an unauthorized charge for \$39.95. I called several times and left email messages for 2 weeks to no avail. I had to cancel my credit card and dispute the charges, a pain. Finally, I left a not so nice message to call and she finally called back a week later. Telling me that they charged my account because I didn't send the booklet back, which I was not instructed to do. I asked why they didn't answer my calls and she made many excuses. The bottom line is they misrepresented themselves and made an unauthorized charge to my account. I closed the account so they can't do it again, with much trouble to me. They got their \$10 for nothing as far as I'm</p>

concerned. Who knows what else they would charge to my account. I was very angry. I also notified the radio station that promotes them.

Product_Or_Service: Internet business starter pack
 Order_Number: 366944
 Purchase_Price: 10.00
 IsB2BComplaint: false
 HasComplainedToBusiness: false
 IsBusinessProblemAdjusted: false
 IsAcceptedByConsumer: false ---

Additional Comments: DesiredSettlementID: Other (requires explanation)
 I've disputed the charges and if that is settled then I will be fine. But otherwise, I want my money back. And I don't want them to be able to continue to rip off other people.

You pay \$10 to find out it's something you don't want to get involved with and then they have your number. I won't fall for that again. Tired of these rip off people. I work too hard for my money. You hear an advertisement on a reputable radio station and think it may be an opportunity and this is how it works out'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 25 of 72

Reference Number	32874373
Created Date	09/29/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023165
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/29/2011
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	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	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>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 hesitant. 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</p>

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 45 Days Flag - FOIA only	

Record 26 of 72

Reference Number	32895012
Created Date	09/24/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	701013
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	09/24/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/24/2010
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	DELAWARE
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	
Company Name	Online Business Systems
Company Address, Line 1	13701 S 42ND AVE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BELLEVUE
Company Address, State Code	NE
Company Address, State Name	Nebraska
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	68123
Company Address, ZIP Code Extension	6234
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	9141765
Company Phone, Extension	
Company Email	kmunds@theonlinebusiness.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	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	\$49.90
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$49.90
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>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. --- Briefly describe what you would consider a reasonable resolution to your complaint: I would like the refund of \$39.95 that I was informed I would get if unhappy with the initial packet of information. --- Topic Description: Describe the transaction and your complaint.: I was told I was getting information about beginning a home-based online business. What I actually received was a DVD and a CD with absolutely no instructions at all. It merely has more of the same testimonials and success stories that were present in their radio advertisement. Upon further research, I found that this was a recruitment tool for the HERBALIFE brand of vitamins and not only would selling be involved, but also a significant investment of funds would also be needed on my part. I was told that I could return the initial packet for a refund (minus shipping)if I were unhappy for any reason, but no representatives seem to want to assist me with that undertaking.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45	

Days Flag - FOIA only

Record 27 of 72	
Reference Number	33119041
Created Date	08/26/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037022702
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	08/26/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	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	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I reply to initial radio add from reputable station and radio host about income at home .com which turn to be Online Business System which is really Herbalife multy level marketing entity, This fact was never disclosed or stated until I pay \$9.95 and receive starter package that also never disclose or reveal who is really behind this 'incredible' good to be truth opportunity. I listen to all their cd,dvd and written testimonial not a single mention of Herba Life concept. This is fraud Online Business Systems get 'A' rating for clearly and intentionally misrepresenting who they really are, fake front window for infamous MLM Herba Life --- Additional Comments: This is total bogus and should be clearly disclosed upfront that this Online Business System is nothing but milty level marketing offered by Herbalife and client will be ask to buy their distribution \$400 package and attend their training before and if you will ever make any money as they advertise. I am very disappointed that BBB issue any rating for misrepresented entity. How much did they pay to get this unjust rating'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 28 of 72

Reference Number	33119088
Created Date	09/27/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023128
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/27/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/27/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILAN
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$45.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I went to the website hoping to find several options for an online business and they said they would get back to me. What I got was a packet with all these claims and two cds. At that time they asked for a payment of \$9.99 for a 30 day try. I played the cds and they told me nothing. I called the number on the packet but had trouble catching up with her to get more info. During that time the trial period ended and I was charged an additional \$35.00 and I hadn't even talked to anyone yet. Well, here recently I finally reached her and guess what the great business opportunity was? Herbalife!!!! Diet aids & supplements. That was the great opportunity? It was all about recruiting more suckers like me to pay money to a coach, create a downline, recruit more people to recruit more people and so on. Can you say pyramid scheme? sure you have the option to sell stuff but in her own words she made most of her money from her downline. Ripoff. Oh, and to get started it cost \$399.00 to do it right. I originally contacted them because I was strapped for money. started with income at home.com, ended with onlinebusiness systems.Product_Or_Service: information on business --- Additional Comments: DesiredSettlementID: Refund\$9.99 & \$35.00'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 29 of 72

Reference Number	33646110
Created Date	10/31/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023576
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/31/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/31/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
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	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I recieved the decision package for Online Business Systems and went over the information. I still was left wondering what exactly this business was about. Then I was contacted by my 'coach' who made it sound like a 'ligit' business opportunity. I then was asked to spend \$400 on some business package. After being mislead into spending the money, I was then told what I would be doing, selling Herbalife products. My account was charged \$402 on October 12, 2011. I have tried contacting the Online Business System multiple times and leave voicemails in which nobody has yet to return my call. I have sent emails and made multiple phone calls to my 'coach' and get no response. I told him that I was not going any further with this 'scam' business and I will be sending the products back and want my money back. After all of that, I was charged another \$100 that was unauthorized. I do not know what this charge is for. They have my credit card information and I think they believe they can charge what the want to it. I am disputing the charges with my bank right now. This 'business' has been a nightmare. I have not been on the 'business website' since I have been trying to get a refund and I am still getting random emails for the website. --- Additional Comments: I would just like the \$402 I was scammed out of for the business package, plus the \$100</p>

for unknown charge. I would like people to know what kind of 'scam' this is.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 30 of 72

Reference Number	33857025
Created Date	11/10/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023715
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/10/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/10/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAKEHILLS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	97pct. of the decision pack leads requested total refunds. 100pct. of the Herbalife shake leads requested total refunds. Herbalife would not refund \$99.00 for the Extravaganza ticket for Las Vegas that I did not attend. --- Additional Comments: I spent more then \$14,000. I am requesting refunds for the leads, since they requested refunds for decision packs and shakes!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 31 of 72	
Reference Number	34146862
Created Date	12/15/2011
Complaint Source	BBB NJ Trenton
Originator Reference Number	02210080218188
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBTRNJ-USER
Entered Date	12/15/2011
Updated By	BBB-CommentsUpdate
Updated Date	07/26/2012
Agency Contact	External Agency
Complaint Date	12/15/2011
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	HAMPTON
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	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	220 Broad St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	WASHINGTON
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	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.myobsoffice.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I answererd an ad for workathome .com I pd the 9.95 for the decision pakageand the \$399.00 dollars to Join. \$100.00 for the website. what the advertise is no cold calling but they don't tell you is that it cost an additional \$500.00 to get the leads also I asked my sponser Stephen Booth to get me registerd at Herbalife. He said they woud do it online 3 times he has refused me I can not sell the product becuse they don't know I exist. also when you pay the \$500.00.the want you to jump to supervisor right away for an additional \$4000.00 more if you can't it seems that they don't want anything to do with you. my web site has been up for three weeks now and I still can not process an order.another \$79.00 is due in a week for my website.Account_Number: 101145174 --- Additional Comments: DesiredSettlementID: Other (requires explanation)I want to be registered with herbalife I want my next months website fee waved and it would be nice to get some leads free of charge also I want a new coach.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 32 of 72	
Reference Number	34406969
Created Date	01/09/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024348
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/09/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SACRAMENTO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	In October 2011, I accessed the Income at Home website operated by Online Business Systems to acquire an Herbalife distributorship. It listed an A+ BBB rating - which it actually did not have at the time; the product manufacturer Herbalife Corporation had that rating while OBS had only an A rating. The E-Home Business Network that directly contacted and engaged me did not have a BBB accreditation at all. I found this information weeks after becoming entangled with EHBN. This struck me as being disturbingly dishonest; I eventually dissolved all association with Herbalife in November 2011 because of it. All three entities are involved in this deception though OBS is directly in charge of the website content. --- Additional Comments: These companies should cease this deceptive listing of BBB accreditation when the party that contacts the public does not have any.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 33 of 72	
Reference Number	34407005
Created Date	01/09/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024372
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/09/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EDMONDS
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	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I recently responded to 'Income at Home' advertising to learn more about their opportunity. Not being interested in Herbalife or their multi-level marketing, I declined to pursue it. However ever since that time, I've received dozens of other phone calls from different, unrelated companies pitching home business opportunities, because (according to them) I 'recently indicated an interest in home income opportunities.' I did not knowingly give Herbalife (or whatever entity it is that operates under 'Income at Home') permission to sell or distribute my contact information. My phone now rings several times a day from companies pitching credit card services products, online retail stores, etc. I ask each caller to remove my name and number from their list, but the calls just keep coming. --- Additional Comments: I'd like to see Herbalife/Income at Home called out for selling this information. This is really a despicable way to milk every last dime out of a consumer contact.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 34 of 72	
Reference Number	34747837
Created Date	11/29/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023910
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/29/2011
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	PARMA
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	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I decided that Herbalife which is marketed by Online Business Systems wasn't for me I cannot get a refund for upgrading from 'Distributor' to 'Supervisor'. My initial request was made to my 'Coach' and she gave a phone number to call which I did within 30 days of my purchase. This number I called (866-866-4744) did not have my ID number (101167223) or my name on file. I have Emailed Customer service several times and they keep referring me back to my Coach (Lori Ganser). She is also new at this 'Business' and doesn't have nor can she get the proper information I need to finalize this nightmare. I have the forms to return my products to Herbalife for a 90% refund which I intend to do shortly. Please help. Thank you. --- Additional Comments: DesiredSettlementID: Other (requires explanation) A complete and total refund for upgrading to Supervisor. Desired Settlement: Refund'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 35 of 72

Reference Number	34748484
Created Date	12/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024021
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	12/08/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	THE COLONY
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Back on October 11th I received the 'Decision Package' I ordered and contacted my coach after reviewing the contents included. I was very motivated and convinced that I was going to engage in a business venture that promised me 'guaranteed' results. According to what my coaches coach (Mrs. Lucy Keogh) told me: 'If I invested a couple of thousand dollars (\$2,337.07 to be exact) on an order of Herbalife products I would become a 'Supervisor' which would then grant me a 50% discount on future orders.' So I agreed since it made sense to me at the moment and she herself arranged the order for me and charged the amount mentioned above using her merchant account. She also indicated that I would achieve that 'Supervisor' qualification as of Nov. 1st. Today is Dec. 8th and Herbalife has NO knowledge what so ever of me placing an order that would qualify me as a 'Supervisor'. After several attempts to try to get a refund and return the products (which I did not receive directly from Herbalife) this person has only blamed everyone from Herbalife saying that they have been slow in processing my status and my immediate coach or sponsor for not 'submitting' the correct paperwork and has failed to respond to my request of a refund and return of the products. That's only the first issue. Online Business Systems sold me</p>

a set of 'leads' for \$500.00 that according to Mrs. Keogh should have been an investment in advertising that would recycle itself month to month. The first problem is that for that to happen every lead would have to sign up and do the same thing I did. And second all the 'leads' I received none were quality leads in other words their contact info was bogus and the few that i could contact all denied having requested any information. So that was another \$500.00 down the drain. The lack of communication is awful they say one thing and it really turns out to be another. Very Very Very BAD business ethics. Very disappointed. --- Additional Comments: I want a full Refund for the amount of \$2,337.07 I paid in products that were supposed to make me a supervisor. This refund would be from Lucy Keogh. A refund from Online Business Systems for \$500.00 I paid for leads that were NO GOOD. And a refund for the amount of \$100.00 I paid for a for a 'setup fee' when I opened my OBS account which I already canceled. After all they have a '100% money back Guarantee' sticker on the site when you sign up.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 36 of 72

Reference Number	34804141
Created Date	01/17/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024448
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/17/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/17/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GREENSBORO
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>First the website claims there is no money risk and all money is 100% risk free. That is completely not true, no matter what you do, you will always be out the \$10 shipping/handling that costs this company less than \$2 to ship. Second problem is this business is claiming people are actually earning between \$500-\$5000 a month. I clicked on a small link at the bottom of the page and it gave me the first honest information this company has claimed. 75% of people waste hundreds of dollars and will not make any extra income only lose money (this is a fact on their chart). Only 25% of people will reach \$16 a week for a short period of time, but required to spend hundreds (also another fact on the chart given below) so this group will also be out of their money. Bottom line - if you invest in this BBB A+ scam of a company, you will end up wasting your time, money and end up with nothing. I wish they would tell customers when they order this \$50 instruction packet, that only supervisors earn any extra income, so unless they have hundreds of extra dollars to gamble, they will be in more debt and no extra income. BBB has this company at A+, but with over 190 complaints just this past year and over 300 in just 3 short years. Please lower this companies rating or drop them all together, because they are a SCAM!! Please</p>

Complaint Info Comments

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 37 of 72

Reference Number	35215825
Created Date	01/17/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024453
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/17/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/17/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BOILING SPRINGS
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I heard an ad on the radio for an 'online business'. I went to the web site and was given very little real information. They make you pay to get a packet in the mail that is SUPPOSED to tell you all about it. The cost was \$9.95 and was charged to my credit card. The packet STILL did not tell me what kind of business it is. I had to call someone who was my 'mentor.' When I called him initially he STILL would not disclose any information. He said I had to get called AGAIN. I set up a time and he asked me a few more questions about myself then played a recording (the same guy on the video?) and FINALLY he let it out....it's HERBALIFE. I do not wish to sell Herbalife ESPECIALLY after I found out the HUGE start up costs associated with the company. \$399 for the 'online business package', \$79 per month for a web page, \$50 for a merchant account, and so on...so I asked the man I spoke with 'how do I return the packet?' He said just put it back in the envelope, tape it up and take it to the UPS store, and they would not charge me to send it back. I did as he instructed and they DID charge me! \$9.12 to send that worthless information back to them. If I did not send it back, they would charge me an additional \$39.95. So, now I am out \$19.07 and all of my time spent trying to find out the information just to find out that the company</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 38 of 72

Reference Number	35392471
Created Date	01/31/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024574
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/31/2012
Updated By	BBBCOCO-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	01/31/2012
Transaction Date	
Consumer First Name	b(6)¶
Consumer Middle Name	¶
Consumer Last Name	b(6)¶b(6)¶b(6)
Consumer Salutation	¶
Consumer Address, Line 1	b(6)¶
Consumer Address, Line 2	¶
Consumer Address, Line 3	¶
Consumer Address, City	RANCHO SANTA FE¶
Consumer Address, State Code	CA¶
Consumer Address, State Name	Californial
Consumer Address, Country Code	USA¶
Consumer Address, Country Name	UNITED STATES¶
Consumer Address, ZIP Code	¶
Consumer Address, ZIP Code Extension	¶
Consumer Home Phone, Country Code	¶
Consumer Home Phone, Area Code	¶
Consumer Home Phone, Number	¶
Consumer Work Phone, Country Code	¶
Consumer Work Phone, Area Code	¶
Consumer Work Phone, Number	¶
Consumer Work Phone, Extension	¶
Consumer Fax, Country Code	¶

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I ordered a promo packet on line for the \$9.95 shipping and handling. Packet was sent 12/19/11 and card was charged 12/17/11. Due to Xmas holidays, I received packet on 12/27/11 and spoke to Mykaela Simmons on 1/2/12. The next day, I sent an email advising her that I was not interested because their advertising did not mention the fact that this was a marketing arm of Herbalife selling weight control products. Advised her not to charge my card (agreement gives you 15 days to decide) and asked for a return address. This, and subsequent phone messages and emails were ignored, though she continued to send me mass emails regarding the fabulous opportunity at onlinebusinesssystems. All she had to do was tell me that my card had already been charged and that a credit would be issued. This business seems like a scam, where distributors make money off packet sales. --- Additional Comments: credit on my credit card of \$39.95'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 39 of 72

Reference Number	35670237
Created Date	01/13/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024426
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/13/2012
Transaction Date	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	b(6)ll
Consumer Address, Line 3	ll
Consumer Address, City	LISTOWELll
Consumer Address, State Code	ONll
Consumer Address, State Name	Ontario, Canadall
Consumer Address, Country Code	CANll
Consumer Address, Country Name	CANADAll
Consumer Address, ZIP Code	ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	b(6)ll
Consumer Home Phone, Number	b(6)ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	b(6)ll
Consumer Work Phone, Number	b(6)ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	All that is given is the wonderful opportunity to sign up. It costs to do so, but if you don't like it, you have to send there product back and this costs in total \$20.00 plus for the shipping both ways. Since shipping from their side is about \$5.00 this is a racket, a scheme. I have heard about Herbalife since my early 20's, and I have never even considered this company. If I had known right from the beginning, I would never have considered it. This company should refun ALL the money and pay for ALL the shipping if they refuse to even put what their company is about. --- Additional Comments: Full shipping refund, from them and back for this so called garbage the call a kit.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 40 of 72

Reference Number	35934398
Created Date	02/15/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024767
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/15/2012
Transaction Date	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	MESAll
Consumer Address, State Code	AZll
Consumer Address, State Name	Arizonall
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	b(6)ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	b(6)ll
Consumer Work Phone, Number	b(6)ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>In August, 2011 I was searching for an online part-time home business opportunity and, based on the widespread radio advertising for the site, requested information on the opportunity at www.incomeathome.com. What the site promised was a turnkey online home business, great income potential (always with the careful legal disclaimer, results not typical for the constant stream of testimonials in each succeeding video), no door-to-door sales, no sales experience, etc, ad nauseum. What I got instead was three months of increasing expenses not previously disclosed when I originally signed up at the Supervisor level, time away from my family and regular job on weekends and during the week, three boxes of unsellable products, no support or encouragement at all from my upline manager, and the final realization by the first week of December that I could not begin to afford the exorbitant fees necessary to pay for the paid sales leads needed to make the online business function. At that point I canceled my membership and shut down the business, having to pay all the third-party cancellation fees not previously disclosed, which now are harassing me and my family. The website www.incomeathome.com is simply the online gateway to the multi-level marketing</p>

Complaint Info Comments

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 41 of 72

Reference Number	36103384
Created Date	02/22/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024850
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/22/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/22/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AMARILLO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Nowhere in the initial description or any of the pages and links you are able to access is Herbalife mentioned. It only references online work and several of the comments mention online posting. Only after paying the non-refundable shipping charges can you learn (after clicking several links) that you can only make money if you sale, buy and/or resale Herbalife products and that the majority of people only make an average of \$800 per year -- nowhere near the \$500 daily they claim you can make. You also don't learn until after you've paid that your '14-day free trial' begins today, but they have 72 hours to ship your kit, after which you must review the materials and DVDs and return the kit, all within 14 days, or your credit card will be charged \$34.95 for the kit. This is extremely misleading advertising. I have absolutely no desire to buy and/or sell Herbalife products. I was looking for work that I can do online to earn money since I was recently laid off and have no income to devote to buying products that I don't want or need. I do not want their kit after learning what it's really all about, but there is no contact information for the company on their website. On the BBB website, there is a toll-free number listed, but you are only able to leave your name, number & email address and 'someone will call you within 72 hours.' I do not want my</p>

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

Record 42 of 72

Reference Number	36349429
Created Date	02/17/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024795
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/17/2012
Updated By	BBBCOCO-USER
Updated Date	02/16/2013
Agency Contact	External Agency
Complaint Date	02/17/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SANTA CRUZ
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$49.90
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>This company offered a 'work from home' type of offer, but wouldn't give any information about what the product was unless I provided a refundable \$9.95 payment that was charged to my credit card. The company then send me an information packet which contained a DVD, which didn't work, and an audio CD. The audio CD contained nothing but testimonials about how much money I would make, but still no information about what the product was, or who the actual company was behind it. After much more research I finally discovered that the product was Herbalife... a pyramid scheme. I returned the materials to the address they were sent from, as instructed. I mailed them certified mail. Rather than refunding my 9.95, the company charged me an additional \$39.95. Although the materials came from this address: Online Business Systems 203 East 35th Avenue Suite B Bellevue, NE 68005 The charge on my credit card appeared as 'ELIZABETH & LAWRENCE MESA AZ D' Their email address is EandL@theonlinebusiness.com - but they refuse to respond to my email messages. Order_Number: 2476501D461BRAFEK --- Additional Comments: DesiredSettlementID: RefundI want a refund for both of the charges that were made to my credit card. One for 9.95</p>

and one for 39.95. '

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

Record 43 of 72

Reference Number	36738373
Created Date	03/28/2012
Complaint Source	BBB KS Wichita
Originator Reference Number	07840000020707
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIKS-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OMAHA
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	23 17th Crestview
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	67502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In late January 2012 I responded to an income-at-home radio ad which turned out to be for online-businss-systems. During the application process I agreed to the option of purchasing a box of herbalife products for \$399.99 I received the box February 3,2012. When I opened and read that I would get started by selling herbalife products to my friends and relatives I decided that this wss not something I wanted to do. I called my 'coach', John Ball the same day and told him I didn't wish to continue. I asked him if I could receive a refund if I returned the box of product. He said he could refund \$300.00 only, not the postage and that he could not refund the money until he had resold what I returned to a new applicant. I agreed and returned the box the very same day I received it (February 3).I asked what a reasonable lag time would be and he replied 'about a month'. On March 14,2012 I emailed Mr. Ball and said I expected a refund of \$300.00 within a week or I would file a complaint with the bbb. He emailed back that I had to wait until he resold it and that he also had to work my 'online business'. This makes no sense as I had not yet received complete training and certainly did not have an online business established. It is now March 28 and I am still waiting for a \$300.00 credit to my credit card. Of course it is his word against mine but rest assured,</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 44 of 72	
Reference Number	36738375
Created Date	02/08/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024692
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/08/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ARCADIA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was pressured into purchasing the training model. When I was told that I would be selling Herbalife, I felt very uncomfortable and after further investigation on the process, I opted to cancel. I told this to my coach, but she never called me back. When we had our first coaching session, she completely disregarded the fact that I was not the appropriate match to this business venture since I could not endorse the product. They were rude and would not listen to me. They only wanted their money and kept talking about the product. They never called back again to complete the coaching process. I am not able to get the coach to return my calls, nor does she return my email messages. --- Additional Comments: I would like to be refunded my payment of \$399.56 as soon as possible.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 45 of 72

Reference Number	36848002
Created Date	02/16/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140300077297
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	02/16/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	SANTA CRUZ
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

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

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$49.90
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>This company offered a 'work from home' type of offer, but wouldn't give any information about what the product was unless I provided a refundable \$9.95 payment that was charged to my credit card. The company then send me an information packet which contained a DVD, which didn't work, and an audio CD. The audio CD contained nothing but testimonials about how much money I would make, but still no information about what the product was, or who the actual company was behind it. After much more research I finally discovered that the product was Herbalife... a pyramid scheme. I returned the materials to the address they were sent from, as instructed. I mailed them certified mail. Rather than refunding my 9.95, the company charged me an additional \$39.95. Although the materials came from this address: Online Business Systems 203 East 35th Avenue Suite B Bellevue, NE 68005 The charge on my credit card appeared as 'ELIZABETH & LAWRENCE MESA AZ D' Their email address is EandL@theonlinebusiness.com - but they refuse to respond to my email messages. Order_Number: 2476501D461BRAFEK --- Additional Comments: DesiredSettlementID: RefundI want a refund for both of the charges that were made to my credit card. One for 9.95</p>

and one for 39.95. '

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

Record 46 of 72

Reference Number	36848053
Created Date	03/21/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025186
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/21/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/21/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	METHUEN
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I requested the Online Business Systems Decision Package with the promise of a money back guarantee if I decided the program was not for me. After finding out that the program was to sell Herbalife products I sent the program back (return receipt signed for package number 8000 0940 0002 3733 0685 USPS) well within the 15 day time period. Grissel Matos tried to contact me several times by e-mail trying to push the sale. When I responded back saying I had returned the package all communication ceased. I've tried to contact this person by e-mail still with no response. They refuse to acknowledge my attempts at contact and refuse to credit my credit card the \$9.95 shipping costs promised in their advertisement. --- Additional Comments: I want the company to honor the promise in their advertisement and credit back my credit card the \$9.95 they charged me for.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 47 of 72	
Reference Number	36901536
Created Date	06/06/2011
Complaint Source	BBB WA DuPont
Originator Reference Number	12960022293490
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSEAT-USER
Entered Date	06/06/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/06/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LA VERGNE
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	support@online-business-systems.com
Company Website	www.incomeathome.com
Company Rep First Name	Amanda
Company Rep Middle Name	
Company Rep Last Name	Schaffer
Company Rep Salutation	
Company Rep Comments	Customer Support Manager
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I purchased a business package from Mr McManus on 5/19/11 for \$399 with a 30-day return policy. By following this system, Mr McManus claimed I could avoid the pitfalls that some beginning marketers face and go right to making a good income with Herbalife. When I received my kit a couple of days later, Mr McManus called immediately to review the contents. He instructed me to start taking the supplements right away (which I did) so I could recommend them. In my opinion, this was scam #1. Mr McManus also instructed me to check my phone messages on my obs office. When I did this, I was immediately charged \$100. Mr McManus said it would be 'more than worth the cost'. In my opinion, this was scam #2. Within 24 hours, I realized OBS continually asks you to purchase more information and more products in order to 'really' make money with Herbalife. I returned my package on 5/23/11 and was credited only \$260.65. I contacted Mr McManus twice with no response. I contacted Online Business Systems in Colorado with no resolution either.</p> <p>--- Additional Comments: 238.35 (\$138.35 is</p>

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

Record 48 of 72

Reference Number	37296716
Created Date	05/02/2012
Complaint Source	BBB KS Wichita
Originator Reference Number	07840000021030
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIKS-USER
Entered Date	05/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LITTLETON
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	23 17th Crestview
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	67502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was seeking a company to assist me in establishing my own online business. I have my own products and needed to create an online avenue for sales opportunity. After speaking with a rep that would not disclose the fact that Online Business Systems is just an Herbalife distributor, I had to view their sales propaganda for 34 minutes and give them a Credit Card number first. Then had a 30 minute phone call with a rep who was trying to qualify me to work with them. That rep. again did not disclose that this was an Herbalife distributor. I made it clear that I was looking to establish my own web page for my own sales. I was put in contact with a business coach who was going to assist me in establishing the online business. This Coach would not disclose the Herbalife garbage either. I had to again listen to a prerecorded sales pitch. At that point I finally learned they are Herbalife. I immediately told them I had no interest in Herbalife sales. I was told it was too late. They had already shipped me their sales package and I was charged for the shipping. They are also threatening to charge me \$39.95 for their sales package if not returned in a specific way in a specific amount of time. I will be charged to return the package as well. I said I didn't want it and still I am charged to receive it. I want my money back now. This was clearly bait and switch and I</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 49 of 72

Reference Number	37298153
Created Date	04/26/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140300079279
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	04/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/26/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	ORLANDO
Consumer Address, State Code	FL

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

Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company	

Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint	

Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint	

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

Record 50 of 72

Reference Number	37298182
Created Date	03/29/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025279
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OMAHA
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In late January 2012 I responded to an income-at-home radio ad which turned out to be for online-businss-systems. During the application process I agreed to the option of purchasing a box of herbalife products for \$399.99 I received the box February 3,2012. When I opened and read that I would get started by selling herbalife products to my friends and relatives I decided that this wss not something I wanted to do. I called my 'coach', John Ball the same day and told him I didn't wish to continue. I asked him if I could receive a refund if I returned the box of product. He said he could refund \$300.00 only, not the postage and that he could not refund the money until he had resold what I returned to a new applicant. I agreed and returned the box the very same day I received it (February 3).I asked what a reasonable lag time would be and he replied 'about a month'. On March 14,2012 I emailed Mr. Ball and said I expected a refund of \$300.00 within a week or I would file a complaint with the bbb. He emailed back that I had to wait until he resold it and that he also had to work my 'online business'. This makes no sense as I had not yet received complete training and certainly did not have an online business established. It is now March 28 and I am still waiting for a \$300.00 credit to my credit card. Of course it is his word against mine but rest assured,</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 51 of 72

Reference Number	37298193
Created Date	05/01/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025633
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/01/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ORLANDO
Consumer Address, State Code	FL

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

Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA

Company

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint	

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

Record 52 of 72	
Reference Number	37307173
Created Date	05/03/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025667
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/03/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LITTLETON
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was seeking a company to assist me in establishing my own online business. I have my own products and needed to create an online avenue for sales opportunity. After speaking with a rep that would not disclose the fact that Online Business Systems is just an Herbalife distributor, I had to view their sales propaganda for 34 minutes and give them a Credit Card number first. Then had a 30 minute phone call with a rep who was trying to qualify me to work with them. That rep. again did not disclose that this was an Herbalife distributor. I made it clear that I was looking to establish my own web page for my own sales. I was put in contact with a business coach who was going to assist me in establishing the online business. This Coach would not disclose the Herbalife garbage either. I had to again listen to a prerecorded sales pitch. At that point I finally learned they are Herbalife. I immediately told them I had no interest in Herbalife sales. I was told it was too late. They had already shipped me their sales package and I was charged for the shipping. They are also threatening to charge me \$39.95 for their sales package if not returned in a specific way in a specific amount of time. I will be charged to return the package as well. I said I didn't want it and still I am charged to receive it. I want my money back now. This was clearly bait and switch and I</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 53 of 72	
Reference Number	37594293
Created Date	03/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024963
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STANFIELD
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Very deceptive practices. I have to give them my billing info, they will send me an info pack, I will pay \$10 S&h, and if I cancel and send it back, within 14 days I will not be billed \$50.00 for the (Testimonial Packet). After the 14 days expire, they then tell me I can distribute Herbalife for \$80.00 but I probably won't earn anything because I will have to sell by hand door-to-door, or \$449.99 to put the business online. So I say well isn't this supposed to be an online business and tell them to go ahead and set me up (Feb 29/2012). According to our bank statement, we were charged \$451.26. After I hang up, I discuss with my wife and find we don't have that much money. We called them back and say to cancel the whole thing, we can't afford it. On Mar 2/2012, I checked my bank statement and find that \$453.98 was credited, but later that day I checked again and find I was billed again, but this time for \$455.85. So now they are into my bank account for \$907.11. Here it is the weekend and I will be facing overdraft charges. I want to sue them for fraudulent misleading practices. I have since tried to call my (OBS) representative but they don't return my call. I went online to some other complaint cites and discovered I would have to buy 25 business leads for \$2500.00, plus \$30.00 or more for each package that I have to send to my leads & \$100.00 set-up fee</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 54 of 72	
Reference Number	37741379
Created Date	05/10/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025762
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/10/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HUEYTOWN
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I started out wanting to start working from home with OBS, I ordered all the materials by walmart moneycard (debit card)with number: 4470917627518028 on April 20th,2012. I decided after a week that I changed my mind on starting an online business. I called my personal business coach(Jim Stahl)and asked to get a full refund of the business materials(Herbalife product samples, and training materials). He said that I would get a full refund of the materials when they arrive to the listed facilities:3-ring binder with ticket attached to letter inside and Decision PackageOnline Business SystemsAttn: Laurie Sweetland203 E 35th Ave.Suite BBellevue, NE 68005Products, Black bag w/ brochures and other itemsHerbalife International of AmericaLos Angeles Distribution Center930 E 233rd St.Carson, CA 90745I shipped all the items back via USPS on April 25th, 2012 by Receipt Bill number 1000303805435. Its now been almost 3 weeks and still no refund on my debit card or by check in the mail --- Additional Comments: I want the \$350 refund promised sent by check via USPS to my home address. I want my refund sent back withing 24 hours of this complaint'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days	

Flag - FOIA only

Record 55 of 72

Reference Number	37776936
Created Date	03/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024966
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/05/2012
Updated By	BBBCOCO-USER
Updated Date	09/26/2012
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NEWPORT BEACH
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>The program states that you can try the business for 14 days and if you decide within 14 days that you don't want to proceed, they will refund all of your money with the exception of the initial shipping charge of \$9.95 for the 'Decision Pack'. I received the Decision Pack on Jan. 28th, 2012 and cancelled on Feb. 1st, 2012. My contact person Mandy Lewis called my home phone 2 times on Feb. 2, 2012 and left mssgs saying she would call back. I had given her my cell phone as well and asked that she contact me on that # if she couldn't reach me at home as I have 3 kids in 3 different schools and 3 different drop-off times in the mornings. I did not hear from her again that day. I called Mandy Lewis by phone 6 times leaving messages on an 800# voice mail and at her home phone #, I also sent her 3 e-mails and she did not respond. I then sent her 1 more e-mail and copied her supervisor Diane Masel and Shawn Dahl. I also contacted the Online Business Systems help desk via e-mail on Feb. 1, 2012 trying to get someone to respond to me. On Feb. 4, 2012 Mandy Lewis finally responded claiming she tried to contact me, but that is not the truth and I have proof from her voice mails with time and date on them and from e-mails with time and dates. Once Mandy Lewis responded, she said to send back the materials to her which I did on Feb. 4th,</p>

Complaint Info Comments

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
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Record 56 of 72

Reference Number	38162066
Created Date	03/27/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025250
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/27/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAWRENCEVILLE
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>ON NOVEMBER 29 2011 WE SPOKE WITH CAROLYN WILHER WHO PRESENTED HERSELF AS A TEAM MEMBER AND COACH WITH ONLINE BUSINESS SYSTEMS/HERBALIFE. SHE OFFERED THE INTERNATIONAL BUSINESS PACKAGE AT A COST OF \$399.95 (\$400.00) SHE STATED THE PACKAGE HAD THE INCREASED PRICE FROM THE BASIC PACKAGE BECAUSE IT CONTAINED MARKETING TOOLS SUCH AS PHONE BURNER (A VALUABLE MARKETING TOOL TO DOUBLE PHONE CALL TOTALS INCREASE MESSAGES LEFT AND CONTACTS/CLIENTS REACHED) AND ADDITIONAL INTERNET ADVERTISING TOOLS. AFTER A SHORT TIME WE WERE UNABLE TO REACH CAROLYN AND WENT SOME TIME WITHOUT CONTACT. ON MARCH 3, 2012 WE WERE CONTACTED BY RALPH SMITH THRU EMAIL AT WHICH TIME WE SET UP A TIME TO DISCUSS AND PURCHASE THE PACKAGE, MARCH 13, 2012 AT WHICH TIME WE WERE ASSURED THAT EVERYTHING PREVIOUSLY DISCUSSED TO BE INCLUDED IN THE PACKAGE WAS THE SAME AND NO CHANGES HAD BEEN MADE SINCE OUR LAST CONTACT AND IN GOOD</p>

Complaint Info Comments

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

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 57 of 72

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

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have call my coach with this online business systems/Herbalife... to get my money back from them and haven't herd anything out of anybody about itI paid \$400.00 to get into this Online business systems/Herbalife and I haven't sold anything so all I want is my money back is all I want but every time I call my coach all I get is she waiting 2 here from her coachs(yeah right) I have no money to promote this and they want me 2 pay another \$100 to have a so call back office I spent my last \$400.00 just to get into this and now I got 2 seend more(don't think so) I cancelled my back office and now I want my hard earn money I payed these people is all I want --- Additional Comments: i just want my \$400.00 back is all I want nothing more.... I have call my coach with Online business systems/Herbalife and ask her several times about getting my money back and yet I haven't herd a word out of these people, I just want my money back'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 58 of 72

Reference Number	39027242
Created Date	06/15/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037026213
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/15/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TARPON SPRINGS
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Online Business Systems masks a Network Marketing Scheme for Herbalife Vitamin supplements. The practice is to hard sell the idea of a work from home business, however the practice is not concentrated around the products they sell but more around the network of levels to pay for before tje business is profitable. The products are sub-standard and poorly packaged. The online Business system they sell coerce you into free trials merchant and online services to get you setup with affiliates that do not follow what is promis or advertised. (See Complaint #75172183) If you choose not to participate during the trial period the practice seems to give run around and misrepresent the refund policies until you are frustrated and give up. --- Additional Comments: Close all account affiliations and discard contact info for advertising or any other purposes refund the distributor fee which was the subject of the misrepresentation. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 59 of 72	
Reference Number	39049953
Created Date	07/06/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037026468
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	07/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/06/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KANNAPOLIS
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>When I first went into business with online business systems I was told that all funds spent for the companies advertising would be refunded to me as I processed the cards for the decision packages sent out. However, after joining I find out that this is not true that in fact most of the cards that are charged deny the charges even when they say that they are approved. I had one instance where they told me that they would credit my account for the 39.95 shipping fees so I asked if that was standard. No one has yet to get back to me regarding this and that was several weeks ago. I had a total of 5 cards that would not accept charges at all always said denied. In addition to that I spent at least 2000 dollars buying leads because according to the coach this is what had to be done to be successful however there was very little if any turn around in regaining the funds spent. The business also charges 100.00 sign up fee for opening the online account and a 79.95 a month fee for the online account. Therefore you would think when you contact customer service you would get an answer. However, I would not hear anything, nor did I see credits back to my account for the amount of shipping already paid. When I signed up they told me the products were herbalife and that I could not receive a refund. However, thankfully after much research I found that I was able</p>

Complaint Info Comments

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 60 of 72	
Reference Number	39150835
Created Date	06/26/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037026344
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/26/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DIX HILLS
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Website didn't present any connection to Herbalife or any association to that product. My wife sign up to the offer through a private e-mail send to er on 5/1 2012. and decided to cancel the contract on the following day, after she found out it is a MLN, despite of numerous attempts for request refund of the purchase price. No replay has received as of this day. and they ahve fail to contact us as discripted on the website. --- Additional Comments: refund to of the purchase price, plus compensation for time spend for research and filling dispute on different agancies.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 61 of 72

Reference Number	40659753
Created Date	08/27/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027251
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	08/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/27/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NEW BRAUNFELS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>After hearing about Income At Home (A rating on BBB) on Glenn Beck, we sent for an info packet on or about 8-3. Our coach, Patrick Cobb (P), was in touch in a few days. He is from Atlanta, GA. (770-433-2167, patrick.cobb@att.net)</p> <p>During this interview, I asked P many questions and he played a call from Tonya McDowell that explained if you joined, you have 2 options. 1.\$69.95 charge for joining Herbalife. 2.\$399.00 for Income At Home business package. My husband and I said we had to think and talk about it. The next day we called P back and said OK. P told me to sign on to myobsoffice.com. He gave me my ID number to enter and check out the system for no cost. I was given the prompt 'moveon' to go through the material quickly. In the second module they start taking about your back office. The cost is \$79.99 a month! We immediately called P on speaker. He got his coach (b)(6)</p> <p>(b)(6) also on the phone. P apologized that we didn't understand about the cost but assured us that the cost was well worth it. At about the 4th module, a video from Shawn Dahl gave me a start. He started talking about the extra costs involved... for marketing. They ranged from \$500 to \$25,000! By this time they had charged us the \$399.00. Because we were give misinformation from the very start, we</p>

Complaint Info Comments

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

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

Record 62 of 72

Reference Number	41075926
Created Date	03/28/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140000020707
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OMAHA
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	23 17th Crestview
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	67502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	620
Company Phone, Number	6638584
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In late January 2012 I responded to an income-at-home radio ad which turned out to be for online-businss-systems. During the application process I agreed to the option of purchasing a box of herbalife products for \$399.99 I received the box February 3,2012. When I opened and read that I would get started by selling herbalife products to my friends and relatives I decided that this wss not something I wanted to do. I called my 'coach', John Ball the same day and told him I didn't wish to continue. I asked him if I could receive a refund if I returned the box of product. He said he could refund \$300.00 only, not the postage and that he could not refund the money until he had resold what I returned to a new applicant. I agreed and returned the box the very same day I received it (February 3).I asked what a reasonable lag time would be and he replied 'about a month'. On March 14,2012 I emailed Mr. Ball and said I expected a refund of \$300.00 within a week or I would file a complaint with the bbb. He emailed back that I had to wait until he resold it and that he also had to work my 'online business'. This makes no sense as I had not yet received complete training and certainly did not have an online business established. It is now March 28 and I am still waiting for a \$300.00 credit to my credit card. Of course it is his word against mine but rest assured,</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 63 of 72	
Reference Number	41076070
Created Date	05/02/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140000021030
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	05/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LITTLETON
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	23 17th Crestview
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	67502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	620
Company Phone, Number	6638584
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was seeking a company to assist me in establishing my own online business. I have my own products and needed to create an online avenue for sales opportunity. After speaking with a rep that would not disclose the fact that Online Business Systems is just an Herbalife distributor, I had to view their sales propaganda for 34 minutes and give them a Credit Card number first. Then had a 30 minute phone call with a rep who was trying to qualify me to work with them. That rep. again did not disclose that this was an Herbalife distributor. I made it clear that I was looking to establish my own web page for my own sales. I was put in contact with a business coach who was going to assist me in establishing the online business. This Coach would not disclose the Herbalife garbage either. I had to again listen to a prerecorded sales pitch. At that point I finally learned they are Herbalife. I immediately told them I had no interest in Herbalife sales. I was told it was too late. They had already shipped me their sales package and I was charged for the shipping. They are also threatening to charge me \$39.95 for their sales package if not returned in a specific way in a specific amount of time. I will be charged to return the package as well. I said I didn't want it and still I am charged to receive it. I want my money back now. This was clearly bait and switch and I</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 64 of 72	
Reference Number	41076218
Created Date	09/04/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027329
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/04/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GOFFSTOWN
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I contacted this company called The online Business that sell herbalife supplements and before I decided if I wanted to sell the supplements they sent me a Decision Package and if I kept the Package they would charge me 39.95 on my Discover card but if I returned the package they wouldnt charge me anything. I received the package on May 24th and returned the package on May 31st of 2012. I have not received my refund at this point. I have been in contact with Dan Rodgers who is with the company through email at danrodgers@theonlinebusiness.com and by phone 877-295-0229 a number of times. The last time was on July 19th and I told him to refund my 39.95 to my Discover or I would report them to the BBB. He emailed me back Stating ' I put the credit in, let me check on it.' I then gave him one more month to fix the problem and still no refund on my credit card Statement. --- Additional Comments: I just want my refund of 39.95 put back on my Dicover credit card.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 65 of 72

Reference Number	41641788
Created Date	10/29/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037028016
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/29/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ABBOTSFORD
Consumer Address, State Code	BC

Consumer Address, State Name	British Columbia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer

Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA

Company

Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint	

Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint	

Info Topic Description	
Complaint Info Comments	<p>When I followed the links to apply for the job I was led to http://www.gpienterprises.com/ a simple form I was then automatically forwarded to http://www.projectincomeclub.com/, I v http://www.partnerwithpaul.com/. The pressure to sign up (15 minute time limited offer, no r now) increased. More links: http://www.theonlinebusiness.com/previewms.php?p=popup920 https://www.theonlinebusiness.com/hbpage.php?p=index9283&PHPSESSID=b27f2dabae71&id=B22040925&password=white45. Finally, when I got to the link http://www.theonlinebusiness.com/previewms.php?p=popup9203&9203-popup=2088, I four Herbalife. Herbalife is an MLM program that has nothing to do with administrative clerk/virt absolutely of no interest to me. The sophisticated promotion almost led me to sign up for the it was Herbalife. --- Additional Comments: Cease and desist from this misleading advertising</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 66 of 72	
Reference Number	41703499
Created Date	11/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/13/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/13/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Butte
Consumer Address, State Code	MT
Consumer Address, State Name	Montana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Centurion Media Group Online Business Systems
Company Address, Line 1	6946 North Academy Boulevard
Company Address, Line 2	Suite 166
Company Address, Line 3	
Company Address, City	Colorado Springs
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	support@theonlinebusiness.com
Company Website	http://online-business-systems.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$4000.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$4000.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>The purpose of this complaint is to provide the FTC with my consumer experience and business dealings with Online Business Systems, owned by Centurion Media Group. I purchased 4000.00 worth of advertising (40 sales leads @ 100.00 each). I purchased this advertising as a business method to grow and expand my Herbalife Independent Distributor business, which I launched in August 2012. The Online Business Systems Rep., who is also an Herbalife Distributor neglected to inform me of an Herbalife required document, "Business Methods Disclosure Registration," which discloses to new distributors the definition of an MLM and indemnifies Heritable from any fraudulent business activity or unfair business practice by affiliates such as CMGOnline Business Systems who offer "Business Methods for promoting Heritable brand and products for distributors. Of the 40 sales leads I purchased from CMG through Online business Systems, one was fraudulent consumer information that set me up to look like I frauded the consumers credit card. Many of the leads had bad contact information, bad email, bad or out of service phone number, incomplete</p>

Complaint Info Comments

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45

Days Flag - FOIA only

Record 67 of 72	
Reference Number	41799363
Created Date	10/10/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027798
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/10/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PENFIELD
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On or about 2-25-12 I received an e-mail from one of my trusted friends recommending that I check out 'Online Business Systems' (I subsequently learned that my friend's e-mail account had been 'hacked into' and that he had not sent me any e-mail recommending Online Business Systems). I responded to the initial e-mail and agreed to receive a so-called Decision Package. I paid an initial charge of \$9.95 on 2-21-12. After reviewing the Decision Package I next agreed to become a 'Distributor' for Online Business Systems (hereinafter referred to as OBS) & Herbalife by paying \$399.00 to Mr. Brian Frazier/OBS. On 3-5-12 I paid \$100.00 to OBS for the set-up on my 'Back Office' on the OBS internet website. On 3-7-12 I paid an additional \$39.95 to Brian Frazier/OBS. On or about 3-28-12 I received a phone call from Ms. Cathy Callahan, Brian Frazier's 'Coach', informing me that I could become a 'Supervisor' if I was willing to pay \$819.05 to OBS by 4-3-12. On 4-2-12 I called Cathy and told her that we were willing to pay the money. So, on 4-3-12 my bank withdrew \$839.05 from my account and the money was wire transferred to OBS (see copy of the wire transfer included with attachments). I now needed to complete my training with OBS and become familiar with the OBS internet 'back-office'. I wasted</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 68 of 72	
Reference Number	42197832
Created Date	11/19/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037028271
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/19/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KEIZER
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>We heard this ad on the radio for an income source. Ad is very misleading. We heard this ad on the radio about an online source of income. how several people make several \$1000 a month. You only have to pay \$20 to order the info on it. So we did. The info (booklet and CD) is a lot of hype on the money the people make (altho it says in small letters briefly that this is not typical income) And they still don't tell you what you are getting into. So you call the number. Then they tell you it is Herbalife. A diet product and try to coerse you into signing up for only \$500!!!. We did not. So he says we keep \$10 of your money and if don't send back the packet of info (at your own expense) we keep more of your money. This is wrong. Any company of any integrity tells you upfront what you are 'buying'. Even the info we paid for did not tell us what it was. Then you are stuck losing your \$20 for what you didn't want. --- Additional Comments: We want our \$20 back. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 69 of 72

Reference Number	42197841
Created Date	10/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027777
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/05/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WHITEHOUSE
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was contacted by Karen Graf with Online Business Systems after inquiring about Income At Home.I was adamant from the beginning that I did not want to be involved in a business where I would be contacting friends and family. Karen assured me that was not the case and told me several times not to worry about sales leads that she had access to plenty of leads. Karen told me if I wanted to get off to a good start I should join the OBS back office where I would recieve extra support. I gave her my Discover credit card number and was charged 397.43 on May 2, 2012.I did not know I would also be charged monthly for this service. I received an email from billing@myobsoffice.com on May 16, 2012 informing me of a up coming charge of \$100.00. I responded to the email that I had not authorized any more charges. A few days later Karen suggested that I should order a few thousand dollars in inventory. I told her I did not have money to purchase product. It was then that I was told I would need to make a list of friends and family. After thinking about this. I called Karen and told her I was not willing to contact friends and family. She asked for my password to the OBS back office so I would not receive emails I was expecting that she would keep her word, instead she has not contacted me again. I sent an email to Karen and OBS</p>

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

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

Record 70 of 72	
Reference Number	42425152
Created Date	09/18/2012
Complaint Source	National Consumer League
Originator Reference Number	595749
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CLGC-USER
Entered Date	09/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/18/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	RESEDA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	ONLINE BUSINESS SYSTEMS
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	UNK
Company Address, Country Name	UNKNOWN LOCATION
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$10000.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was looking for a work from home opportunity sometime last July 2012. I was surfing online and landed on careerbuilders.com and found there this job title 'work from home BBB accredited'. When I saw that it was BBB accredited, somehow it gave me a positive thought about this online job posting and so I went on and gave it a try. I paid \$9.95 and then the next day, one of the coaches called me and introduced herself to me and gave me the instructions what to do next while waiting for my Decision Pack. I am still hoping this will work for me. When the decision pack arrived, I watched the Video presentation and reviewed the materials and everything looked so promising and inspirational. After the instructions and the Business Introduction calls from the coaches, I joined the Online Business Systems for \$399.00 which turned out to be Herbalife which was never disclosed on the Job Posting. It was like a mystery or a puzzle that they will call you 3 or 4 times until they disclose that they are Herbalife. Since I like Herbalife I was still optimistic that this might work for me...again. I jumped to the Supervisor's level because they said to maximize and leverage the power of the internet and that cost nearly</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 71 of 72

Reference Number	42816398
Created Date	10/11/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027835
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/11/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WAYNESBORO
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On 8/3/12, I requested information at the WorkatHome.com website about their business opportunity. I was assigned to Ms. Rodriguez, who sent me a package with 2 DVDs from Online Business Systems at a cost of \$9.95. These DVDs just tout the fact that many people have earned lots of money using their system, but do not state what the system is. If I did not return that package within 14 days, I would have been charged an additional \$39.95. On 8/8/12, I received a very long phone call from Ms. Rodriguez, who played a long recording that revealed the name of the product being sold was Herbalife, and to continue with the program, I would need to spend an additional \$399. I was directed to a website where I read a lot of legalese. I mentioned to Ms. Rodriguez that I would not be able to remember everything read and would hopefully be able to get a copy of everything; I got a positive reply. I also asked if, in this business, I could be sued if someone had a bad reaction to the product. She specifically said, 'No.' I gave her my credit card number on the phone, my account was activated, and was told another package of items would be sent to me. I then got access to more information online. After reading the information, I discovered that I would have to put more money into the business, I would have to attend more meetings on the phone and in</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 72 of 72	
Reference Number	43863656
Created Date	02/15/2013
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037029163
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/15/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/15/2013
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MARSHFIELD
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>'Incomeathome.com is advertised on radio (WSAW 99.9) as a way to make money at home to supplement income or replace a current job. The claim states that this requires only 'spare time' from home, and does not 'involve selling soap'. This is false and misleading. In reality, this is a link to 'Herbalife' while in it's right arguably legitmate, Herbalife is a long known pyramid marketing scheme. Once enrolled a 'sponsor' or 'mentor' is assigned in this case (Connie Skelton, 1098 Venable Rd Waynesboro Tn 931 722-9255) who requires 'on line meetings' daily which required 4-6 hours a day in 'training'. On enrollment I made the expectation clear of 4-6 hours per week. The sponsor then sends dvd videos that urge you to become a 'supervisor' to put you on the 'road to success' by purchasing \$2400.00 in merchandise, and requiring you to purchase approximately \$500.00 in on line so called business and marketing tools ('I-Office') all this without ever specifying how income is generated. Finally once the 'tools' are bought, and the product is delivered to your home-a cost of apprixamtely \$3000.00 you are pretty well left to selling the diet potients consisting of 'milk shakes' and other packaged diet foods to your friends personally and on facebook. Great way to lose friends! So much for 'no selling soap'.</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

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

Provided by the Federal Trade Commission



PRINT

Consumer Sentinel Network Complaints

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

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

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

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





CIS COMPLAINT

Record 1 of 15	
Reference Number	30701817
Created Date	01/27/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008479531
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/27/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	01/27/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SANGER
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	

Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant

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

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

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

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

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

Record 2 of 15

Reference Number	30726513
Created Date	03/09/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008527386
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	03/09/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	03/09/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WESTLAND
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Incomeathome.com is a scam and a pyramid scheme. They sent me a DVD for \$9.95 which only consisted of success stories, then they took another \$39.95 from my account. I called to get a refund, they will not return my calls, and one of the girls said more charges will be forthcoming to my account. \$50.00 plus more is a bit much for a DVD. I did not agree to go further with them when I found out it was Herbalife, which my mother tried to sell their product 25 years ago and got no where. I can't believe Sean Hannity is promoting this. I'd like my money back and I will send them their DVD back too. I actually had to close my checking account and open another with fears of them making more charges to my account. --- Additional Comments: Refund'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 3 of 15

Reference Number	32873786
Created Date	09/12/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008734949
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	09/12/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	09/12/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DURAND
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$230.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I had looked into an online business training package for 30.00 and get the feeling that I am getting scammed. They had sent me a training pamphlet and DVD and most of the video and pamphlet talked about how you could make alot of money. So far it has been several phone calls and a webinar and the whole thing was about recruiting others and buying into larger levels within the organization. The whole thing sounded like a script and you heard the same stories about success in the business, of which I am still trying to figure out what that is. They did mention something about buying Herbalife products and loosing weight. Each time I have talked to them I hear the same thing do you want to make a change and are you willing to invest in that change. Now they want me to register on their ioffice website snd start their training. When I registered it took me to a page asking for my credit card information. It stated that I would have to pay 19.95 per month to stay registered. So far I have invested \$230.00 plus a phone bill I have yet to get. I don't feel comfortable confronting them, because all they do is try to convince me to spend more money. Please look into this. --- Additional Comments: I get the feeling that this is a pyamid scene and want them to stop cheating economically desperate people. Here is the email addresses and phone</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 4 of 15

Reference Number	33325466
Created Date	10/14/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008766493
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	10/14/2011
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LOS ANGELES
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In May of 2011, I decided to work for Ehome Business Network, I was assigned Personal Coach Marvin Beal who took my payment over the phone for a package of the product Herbalife that he would be training me to sell to consumers. After several tries of trying him sending it to me, I never received the package, I told him that I no longer wanted the product and to refund my money back. He sent me several emails explaining that he would refund the money. He explained he would put it back on the card I used for the payment, I explained to him that the card is no longer valid so he will have to send a check. He stated in a email that he would send me a refund by check on July 18, 2011. I never received it till this very day October 9, 2011. I can't believe how unprofessional this company is, I even called Herbalife but they don't have a record of a product purchase because its through the coach we deal with, they called Marvin Beal and explained that he needs to refund my money back but he never did. I'm completely unhappy with this company and I want my \$199.99 back from them. They stole my money!!! --- Additional Comments: I want my \$ 199.99 back ASAP. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 5 of 15

Reference Number	34752705
Created Date	01/03/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008865358
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/03/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	01/03/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WACO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was scammed for \$39.95 by a person claiming to be working for this company promoting FREE home business. For \$9.95 they sent me a very basic brochure promoting their system to get started . The brochure contained only testimonies of successful customers supposed to have made lots of money. There spokes person started calling me to set up an interview to see if I could qualify and was suited for their business. When I finally had time to discuss this business, and found out it was Herbalife I decided I didn't want to pursue this further. I told Mr. Carsten I did not want to continue. He said to keep the information in case things change in the future. A few days later they used the credit card information I supplied for the first transaction and got \$39.95 from my account. They said it was for the material they had sent me that was not sent back. They are actually promoting a program for \$199.95 that is suppose to get going toward your fortune in a home business. People need to know how they are working this. I am sure it is false advertising. --- Additional Comments: I only want the money they got from my account without authorization (\$39.95). I was aware of the \$9.95 and was willing to buy it to investigate the in Home business. '</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 6 of 15

Reference Number	35225780
Created Date	01/24/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008890003
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/24/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	01/24/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	NEWFIELDS
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>To the Better Business Bureau-I received two emails from an unknown source that I did not request. It requested I look at a Huffington Post article about a local woman that is making a lot of money at a home based internet business. I clicked on the link and found an article supposedly by CNBC media group about a woman named Emily Stewart who lives in my home town (Newfields, NH) and who is making \$3487/month by 'posting links on the internet for big companies.' In the supposed interview she states that it is not a scam and to click on the link provided with the article. Below the link it said that the home based business kit is BBB A+ rated. (I have since learned that the business I mention herein is NOT accredited by the BBB at all!) After I clicked on that link I filled in the form and gave my credit card info toward the shipping and handling (\$9.95) of this kit. What I received was a joke. I got a thin color booklet and DVD which contained testimonials of people (first names only and state they reside in) who are supposedly making a lot of money with this business (which was never named). I got an email from a woman in California: Helga Hufnagl of 26390 Harrisburg Dr. Sun City, CA 92586 (phone: 951-301-6598, email: helgahufnagl@verizon.net) saying she needed to talk with me ASAP to set up a</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOLA only

Record 7 of 15	
Reference Number	35682440
Created Date	02/23/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008925995
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	02/23/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	02/23/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DETROIT
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I signed on to the eHome Business Network expecting to be trained on selling Herbalife products. The program and training consisted of training and usage of the ioffice products. I only participated in the Part A training of step 1. Therefore I would like a refund of \$199.95. I contacted my Sponsor to let her know I did not want to continue. I contacted her via her home office phone and email starting February 14, 2012 but she has not returned my calls. Her name is Denise Drenning at 419-335-6980. The whole setup seems like a pyramid sceme for ioffice than helping develope a Herbalife distributor ship. Also the sponsor keep trying to push me to be a supervisor, which was not what I'm looking for. --- Additional Comments: I want a refund because I did not complete the training and their sponsor seems to be avoiding me. I believe she does not want to process my refund.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 8 of 15	
Reference Number	37973594
Created Date	04/02/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008973713
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	04/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FORT WORTH
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$50.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I returned the Work from Home program describing the Herbalife Business opportunity within the 14 day trial period and WFH International still took money out of my checking account. It was postmarked via Fed Ex Envelope on March 8, 2012 and returned via USPO postmarked March 21, 2012. They received the package via my delivery confirmation request. --- Additional Comments: Deposit the two amounts deducted from my account. It was a free trial offer and the DVD was returned in original package.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 9 of 15	
Reference Number	39726327
Created Date	08/09/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009152879
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	08/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/09/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DAVIS
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>To Whom It May Concern:I am writing to complain about a recent problem I have had with a fraudulent online company-an entity within the nutritional company Herbalife International. The name of the company is 'E-Home Business.' In January of 2012, following a large grand mal seizure, I was searching for jobs that would allow me to work from home. I impulsively signed up to receive an informational package from this business which spoke only of the ease and success that this company made to seem imminent once started. I continued to sign up to become a distributor for the cost of \$199 after which I was called constantly by my 'mentor' which I later found were completely scripted. I received more information about how to make the most money by buying in at the 'supervisor level' at which I would receive 50% profit. There was no mention of all the associated costs that I would incur and it was made to seem as though I would not have to continue spending my savings which I had left for medical emergencies as I have a brain tumor and epilepsy. The initial \$199 turned into almost \$10,000 within four months. This went mainly to recruiting others into the company, including those who had to wait until their next paycheck or welfare check in order to pay the \$9.95 for the training package. I left because of the unethical,</p>

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

Record 10 of 15

Reference Number	40114370
Created Date	03/12/2012
Complaint Source	Michigan, Attorney General
Originator Reference Number	2012-cp03120112258-A
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	MI01-USER
Entered Date	03/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/12/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CARLETON
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network Herbalife International of America, Inc.
Company Address, Line 1	804 Port America Place, Suite 400 800 W. Olympic Blvd., Ste. 406
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	GRAPEVINE LOS ANGELES
Company Address, State Code	TX CA
Company Address, State Name	Texas California
Company Address, Country Code	USA USA
Company Address, Country Name	UNITED STATES UNITED STATES
Company Address, ZIP Code	76051 90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	760 310
Company Phone, Number	5744746 4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>March 10, 2010 Attorney General My name is Deb. I am a 58 year old auto transporter making \$7.75 an hour, living in Michigan with a friend, Fred. He was in construction until he became unemployed in 2009, at which time he began receiving benefits from Michigan UIA that are now exhausted. In his line of work he had to lift weights to maintain upper body strength but in late 2010 he injured an already existing injury and tore his rota-tor cuff in three places. This caused so much pain he had to consult several physicians. Eventually he found out that the injury also included two disk in his upper back (6 and 7) that have lost the cushion of gel. He is unable to work and may never be able to again due to his lack of mobility. In the last quarter of 2011 out of desperation and the lack of jobs here in Michigan we decided to try and find an on line job as we would both be able to handle this. Amazingly in my personal e-mail a offer came to have a home based business a few days later. He had a little credit (approximately 15K) two cards he only used for emergencies. Both cards were showing a no balance. We ordered the 15 page pamphlet/DVD, the first part, a training pack, that was free except shipping and handling of \$9.95 to arrive next day air. We had 14 days to send this back or be charged \$39.95. After examining this info that</p>

Complaint Info Comments

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 11 of 15

Reference Number	40654730
Created Date	08/28/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009176483
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	08/28/2012
Updated By	BBBPHAZ-USER
Updated Date	10/17/2012
Agency Contact	External Agency
Complaint Date	08/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DAVIS
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Sales Issues - No Detail Provided Problem: To Whom It May Concern: I am writing to complain about a recent problem I have had with a fraudulent online company-an entity within the nutritional company Herbalife International. The name of the company is 'E-Home Business.' In January of 2012, following a large grand mal seizure, I was searching for jobs that would allow me to work from home. I impulsively signed up to receive an informational package from this business which spoke only of the ease and success that this company made to seem imminent once started. I continued to sign up to become a distributor for the cost of \$199 after which I was called constantly by my 'mentor' which I later found were completely scripted. I received more information about how to make the most money by buying in at the 'supervisor level' at which I would receive 50% profit. There was no mention of all the associated costs that I would incur and it was made to seem as though I would not have to continue spending my savings which I had left for medical emergencies as I have a brain tumor and epilepsy. The initial \$199 turned into almost \$10,000 within four months. This went mainly to recruiting others into the company, including those who had to wait until their next paycheck or</p>

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 12 of 15

Reference Number	42215497
Created Date	08/27/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009174049
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	08/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/27/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MARQUETTE
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I signed up for IOffice in order to run an Herbalife Business as a Distributor. The Herbalife products are okay but here is the issue. I was told that I could cancel my IOffice Membership Account by clicking cancel account. Instead what comes up is a page asking me to downgrade my IOffice Membership, so I clicked 'no thanks.' Then, the IOffice System takes me to a second page asking whether I want to downgrade to a lower price, I click 'no thanks.' Then, this takes me to a forced survey entitled, 'Exit Survey.' I filled out all the questions and clicked the 'Submit' but and nothing happened. I did this several times going through all the steps with the same results. I clicked the 'Help Desk' link and posted a message with no results. I looked everywhere on the site for a phone number. At this point, I decided to go to my bank. I gave the bank representative my sign-on and password for the IOffice so that she could see what I was talking about in terms of the system not allowing me to cancel my membership and in the hopes that she help me find a phone number. She found the following phone number associated with the IOffice for a EHome Business Network Inc. The number is toll free 866-599-2657. The bank representative called the EHome Business Network to see if I could cancel</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 13 of 15

Reference Number	42331722
Created Date	11/21/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009302821
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	11/21/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/21/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DALLAS
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Online Business Team is actually eHome Business which is a retail, multi-level marketing company which advertises itself as a get-rich-quick home based business. It is actually a multi-level plan for Herbalife and other products. They do not have a website. The 'business starter pack' was nothing but a shiny brochure and DVD which says nothing about the product(s). They say they will refund the 9.99 fee for the starter pack but renege on that promise if you don't join their team. They also don't tell you that there is a 39.95 monthly fee if you don't return the starter pack within 14 days. They also claim not to have any 'upfront fees' when in fact, you must purchase their products to be on their team.To me, this is the lowest form of false advertising. --- Additional Comments: I want the 9.99 fee I payed to be refunded to me.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 14 of 15

Reference Number	43786064
Created Date	12/31/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009355246
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	12/31/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/31/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAKE SAINT LOUIS
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$278.40
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Dear Sir, During the early of 2012, I was introduced as Independent Distributor for Herbalife by mentor. The EHome Business Network was suppose to work for advertisement, account Receivable/payable etc for which there were supposed to collect monthly fee of \$19.95. However subsequently , I figured it out, that Business was not for me and never made start nor utilized EHome Business Network that matter. However, The EHome Business Network, continued to charge \$19.95 and along the way, I went online and CANCELLED my Account with them. Yet, they continued every month and last monthly charge of \$19.95 was made on 12/26/2012. To my surprise, they levied another charge of \$39.00 on 12/30/2012 for which I have no what it for and why it was made. They have telephone Service No, 866 599 2657 and every time I call they take the message but nobody ever calls me. When I requested to give me the Business Phone number they would NOT and all that they take a message but nothing ever happened and it was frustrating to deal with them. I want my Monthly fees of total of \$239.40 +\$39.00 charges levied on 12/30/201 for the year 2012. Please take the issue with the Company and arrange reimbursement the first convenience and i thank you for the</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 15 of 15

Reference Number	44161036
Created Date	01/14/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009376119
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/14/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/14/2013
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WICHITA FALLS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>EHOME promoted their Bridge to Business aka B2B leads WITHOUT DISCLOSING that they were promoting UNREGISTERED BUSINESS METHODS WITH HERBALIFE INTERNATIONAL WHICH I WOULD NEVER, NEVER HAD PURCHASED IN THE FIRST PLACE IF I HAD KNOW THIS FACT. When EHOME was 'called on the carpet' for using UNRECOGNIZED BUSINESS METHODS AND PROMOTING THE PURCHASE OF LEADS FROM BRIDGE TO BUSINESS aka B2B TO ALL DOWNLINE DISTRIBUTORS, EHOME FAILED TO GET THESE METHODS RECOGNIZED WITH HERBALIFE INTERNATIONAL, resulting in unrecognized negative ramifications concerning all downline distributors. EHOME HAS NOW separated themselves from Herbalife International; EHOME has contacted me and I am NOW left without upline team support unless I also leave Herbalife International and continue with EHOME. I DO NOT AND, AGAIN, I STATE THAT I DO NOT HAVE ANY DESIRE TO DO FURTHER BUSINESS WITH EHOME AFTER THIS DECEITFUL BUSINESS TACTIC. I will not have anything to do with a business that is not transparent in their business practices AND WHO ALSO COMPEL YOU TO SIGN A 3</p>

Complaint Info Comments

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days

Flag - FOIA only

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

Provided by the Federal Trade Commission



PRINT

Consumer Sentinel Network Complaints

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

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

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	32022352	Originator Reference Number:	1108081527334532
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: A company called Herbalife was helping people start a online business with the help of a mentor. Once I figured out it was a MLM company I whated out. They canceled me like I wanted, but I'm still waiting for my refund. I am having problems with the merchant account company First Data. As soon as I started the account with First Data on 7/12/2011, I canceled EVERYTHING on 7/13/2011. First Data had already billed me for 39.00 which was a application fee. Rochelle S Harvey told me that I will not get that back. I said, fine just cancel. Rochelle S Harvey told me to send a email requesting cancelation and I did on 7/13/2011. On 7/13/2011 my bank account statment says Merchant bank od fee, \$0.00. Why I don't know, but it was from First Data. Then I got a email on 7/15/2011 saying, Dear Dorla Lake, Your closure letter has been received and will be submitted immediately for closure within 24-48 hours. Thank you Rochelle S. Harvey. On 8/4/2011 my bank account had only \$1.48 in it and First Data billed me for \$46.20. The bank charged me \$35.00 for NSF/OD fee. Now Rochelle S Harvey is not answering my calls.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	8/8/2011
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$120.00
Payment Method:	Bank Account Debit	Agency Contact:	External Agency
Complaint Date:	8/8/2011	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	(b)(6)
City:	LITTLE ELM	State:	Texas
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	First Data		
Address:	4000 Coral Ridge Drive		

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

Provided by the Federal Trade Commission



PRINT

Consumer Sentinel Network Complaints

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

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

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PRINT

Consumer Sentinel Network Complaints

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

Consumer Information

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

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

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

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

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

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

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

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

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PRINT

Consumer Sentinel Network Complaints

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

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

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

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

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

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

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

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

Provided by the Federal Trade Commission



CIS COMPLAINT

Record 1 of 13	
Reference Number	29529806
Created Date	02/04/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027176732
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/04/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/04/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LIVERMORE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	

Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 2 of 13

Reference Number	29529808
Created Date	02/08/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177194
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/08/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LEAWOOD
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>1) My main concern is that the company incomeathome.com is really Herbalife. It is a pyramid type scheme. When they get you on the phone, they first say you have to pay to get the DVD to find out what it is. In the DVD, they don't tell you what you are selling with your first \$9.95 purchase. You have to pay \$199.95 to find out what it is. Then, you get a giant box of Herbalife in the mail and listen to the next thing and they want you to spend anywhere from \$400 to \$5000 to move on. The way you generate income is by getting people to do what you just did - become an instant user of Herbalife - and to find others to sell it (instant distribution). They are more interested in you getting other people to sell it than they are in the actual selling of the product. In fact, they don't even tell you it is a giant box of Herbalife in the mail to you until it is too late. They tell you after you pay the \$199.95 and the box has already been shipped. This is completely misleading and a scam!</p> <p>2) I asked for a refund of my money on 12/20/10 and I still have not received the refund. I received a letter from the company telling me that I had to show proof of purchase. All they have to do is look it up on their computers to show that they shipped me the product. I already sent in my proof of</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 3 of 13	
Reference Number	29529813
Created Date	02/14/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177841
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/14/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/12/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIRAMAR
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I ordered a kit from Incomeathome.com. I paid 9.95 on January 9th. I was contacted by Debbie Kallevig from Minnesota and she said I had to watch the DVD in the kit and make an appointment with her. I watched the DVD and no information about the kind of business yet. I made an appointment and my wife and I talked to her. We told her we had the speaker phone and she said it was OK. In this conversation she explained that you have to work hard and you get leads to sell Herbalife. Someone above you gives you the leads. She also said I could become a leader and have my own people getting leads. She did not explain what happens in my team leader drops. During the phone conversation she called another number and had a recording to explain the business. It was just to say I would make a lot of money and it explain the leadership system. It sounded like the pyramid scam to me. Well I told her I did not want the business she never mentioned I had to return the kit. I thought that was the end of it so I threw the kit away. Today, I see my bank statement and I have a charge for \$39.95. I called Debbie and she said it was the price of the kit. If I return the kit I would get the money back. Who keeps a kit if you are not doing business with them? My wife called later to ask about the \$9.95 because when they advertise they make it look like that's the</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 4 of 13

Reference Number	29529815
Created Date	02/14/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177820
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/14/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/12/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	INDEPENDENCE
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$600.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I responded to a radio ad by signing up online and agreeing to pay to receive an information kit and to receive contact from a company rep. After the initial presentation I was excited about the opportunity but was reluctant to join because of the high cost of membership (\$399). I was also informed of a one-time \$100 initial charge and \$49.95 recurring monthly charge to use the business website. After I was told there would be no further expenses to utilize the program, I paid to become a member. Afterwards, I was informed that to 'climb the ladder of success' within the company I'd have to sell thousands of dollars worth of volume points within one month to advance to the next level of membership. This is usually done by investing thousands of dollars to purchase Herbalife products for personal use and to use as the start-up kits for new members. It is highly unreasonable to expect that a new member would sell that much Herbalife product in one month without investing their own money to do it. Also, I was promised guidance and one-on-one training and coaching to help get my business started. After going through the online training, I was counting on the promised coaching but was completely abandoned for about three months while I continue to pay various charges for various websites associate with the business. My complaint is in regard to</p>

the unfulfilled pre-membership promises of no further charges as well as personalized coaching. It was presented to me as if I wouldn't have to pay anything else and that I'd have a coaching every step of the way. I would have NEVER signed up if I'd been told that I'd need to invest more money past the initial fees, or if I'd known I'd be left on my own past the first two or three weeks. I feel tricked into joining and I'm very unhappy with the product and service I received. DesiredSettlementID:
RefundProduct_Or_Service: Membership to online business systems associated with herbalifeOrder_Number:
(b)(6) Purchase_Price: 399.00 ---
Additional Comments: Refund of the money I lost in this bad investment.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 5 of 13	
Reference Number	29925745
Created Date	03/03/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027179998
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/03/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	03/02/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WESTLAND
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Incomeathome.com is a scam and a pyramid scheme. They sent me a DVD for \$9.95 which only consisted of success stories, then they took another \$39.95 from my account. I called to get a refund, they will not return my calls, and one of the girls said more charges will be forthcoming to my account. \$50.00 plus more is a bit much for a DVD. I did not agree to go further with them when I found out it was Herbalife, which my mother tried to sell their product 25 years ago and got no where. I can't believe Sean Hannity is promoting this. I'd like my money back and I will send them their DVD back too. I actually had to close my checking account and open another with fears of them making more charges to my account.DesiredSettlementID: RefundProduct_Or_Service: incomeathome.comPurchase_Price: 9.95 --- Additional Comments: refund my money and put these people out of business.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 6 of 13

Reference Number	30384643
Created Date	04/06/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027184542
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/06/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/06/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN MARCOS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$3369.06
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	<p>When I found out that IncomeatHome.com is not the business they portray to be I requested a refund by e-mail and Pat, of IncomeatHome, stated:</p> <p>We are a Marketing System vendor and not part of Herbalife? If you wish to cancel your business agreement or future product orders with Herbalife, you must contact them directly.</p> <p>IncomeatHome.com advertises that we can make money from home and will not have to make any Cold Calls, and they will send the customers to us. They tell us it cost only \$9.95 to view their business and if we choose to stay it then costs another \$39.95.</p> <p>They do not tell you that you need to be a Sponsor, nor that you have to purchase the customers for a minimum of \$500.00 for 10 people that might be interested in becoming Distributors or Sponsors, nor do they tell you that you have to purchase their website to sell on for \$100.00 for the set up fee then \$79.00 a month.</p> <p>I cancelled my \$79.00 a month website and</p>

Complaint Info Comments

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

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 7 of 13

Reference Number	30658420
Created Date	05/03/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027188697
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	05/03/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	05/03/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	METAIRIE
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$50.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Hello,</p> <p>I followed a radio advertizing about 'incomeathome.com'; in the shawn hannity show (New Orleans,LA, WRNO-FM 99.5) and decided to give it try. After the registration, I received a call from a 'tutor', paid \$50 with a credit card and received a booklet and DVD... The tutor set up a phone appointment but never showed up, has not returned my calls or emails, his web page disappeared.. I know that they work with Herbalife and seemed to be a real business. There is no actual direct phone to customer service at 'incomeathome.com', just the person that contacts you. I have called to the phone listed in BBB with no answer, have contacted the radio shows several times by email to help me with a direct number but have not receive response. I have been doing this for a month! and none of the phones (only answering machines..) and messages is responded.</p> <p>I applied on March 25. Charged \$9.95 on March 26 Charged \$39.95 on March 28 buySAFE Certificate of Guarantee 09GRT 006792-00053137 Purchase Date: 3/25/2011 8:05:48 PM Store: IncomeAtHome.com Order ID: (b)(6)</p>

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

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

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

Phone numbers:

888-367-7241,443-293-7870

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

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

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

Thanks in advance or your help.

(b)(6) DesiredSettlementID:

RefundProduct_Or_Service: incomeathome online systemPurchase_Price: 50.00 ---

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 8 of 13

Reference Number	30838476
Created Date	05/26/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027193820
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	05/26/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	05/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHICO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I learned about incomeathome.com through radio advertising by Dr. Laura and became interested. I went to their website and obtained the information to find out more. I was put in contact with a representative for retail sale of Herbalife. I was then put on a conference call with this representative and one other salesperson (the closer). I was pressured to spend approximately \$3900.00 to get this at home business started, of which I chose to think about. I paid a \$199.95 fee to get the training package prior to this phone call. Anyway, I decided not to go forth with this venture and requested a refund of the \$199.95. The training package was returned by myself to Stephanie Reisdorf 15124 Watermill Lake Trail Midlothian, VA 23112 (the 'mentor') who sent me the package in mid April. I was told by this mentor that a refund had be sent to me vis US mail. To this day I have not received that refund. I have made many attempts to contact this mentor with no response by phone and email. Now, the phone number has been disconnected or no longer in service.DesiredSettlementID: RefundProduct_Or_Service: herbalife training packagePurchase_Price: 199.95 --- Additional Comments: a refund of the \$199.95'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 9 of 13

Reference Number	32277551
Created Date	08/31/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027213063
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	08/31/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	08/31/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	NAPLES
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I got online and communicated with people that said you received a pack for an income at home information package.</p> <p>It was \$9.95. I charged it to a credit card. I received the package, the instructions were to call your 'mentor' and have a phone conversation about the package. I did as directed. Basically, I found out it was a pyramid scheme with Herbalife and I told the woman I was not interested, thank you for your time. Now, I paid \$10 for this. A couple days later it occurred to me that they had my credit card # and I called, did not get an answer, left a message and asked that they would please destroy my card. Never heard another word. Then the next month there was an unauthorized charge for \$39.95. I called several times and left email messages for 2 weeks to no avail. I had to cancel my credit card and dispute the charges, a pain. Finally, I left a not so nice message to call and she finally called back a week later. Telling me that they charged my account because I didn't send the booklet back, which I was not instructed to do. I asked why they didn't answer my calls and she made many excuses. The bottom line is they misrepresented themselves and made an unauthorized charge to my account. I closed the account so they can't do it again, with much trouble to me. They got their \$10 for nothing as far as I'm</p>

concerned. Who knows what else they would charge to my account. I was very angry. I also notified the radio station that promotes them.

Product_Or_Service: Internet business starter pack
 Order_Number: 366944
 Purchase_Price: 10.00
 IsB2BComplaint: false
 HasComplainedToBusiness: false
 IsBusinessProblemAdjusted: false
 IsAcceptedByConsumer: false ---

Additional Comments: DesiredSettlementID: Other (requires explanation)
 I've disputed the charges and if that is settled then I will be fine. But otherwise, I want my money back. And I don't want them to be able to continue to rip off other people.

You pay \$10 to find out it's something you don't want to get involved with and then they have your number. I won't fall for that again. Tired of these rip off people. I work too hard for my money. You hear an advertisement on a reputable radio station and think it may be an opportunity and this is how it works out'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 10 of 13

Reference Number	32667026
Created Date	09/26/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027216751
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	09/26/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	09/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILAN
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$45.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I went to the website hoping to find several options for an online business and they said they would get back to me. What I got was a packet with all these claims and two cds. At that time they asked for a payment of \$9.99 for a 30 day try. I played the cds and they told me nothing. I called the number on the packet but had trouble catching up with her to get more info. During that time the trial period ended and I was charged an additional \$35.00 and I hadn't even talked to anyone yet. Well, here recently I finally reached her and guess what the great business opportunity was? Herbalife!!!! Diet aids & supplements. That was the great opportunity? It was all about recruiting more suckers like me to pay money to a coach, create a downline, recruit more people to recruit more people and so on. Can you say pyramid scheme? sure you have the option to sell stuff but in her own words she made most of her money from her downline. Ripoff. Oh, and to get started it cost \$399.00 to do it right. I originally contacted them because I was strapped for money. started with income at home.com, ended with onlinebusiness systems.Product_Or_Service: information on business --- Additional Comments: DesiredSettlementID: Refund\$9.99 & \$35.00'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 11 of 13

Reference Number	35147912
Created Date	02/15/2012
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027238717
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	02/15/2012
Updated By	BBBATGA-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	02/15/2012
Transaction Date	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	MESAll
Consumer Address, State Code	AZll
Consumer Address, State Name	Arizonall
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	b(6)ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	b(6)ll
Consumer Work Phone, Number	b(6)ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>In August, 2011 I was searching for an online part-time home business opportunity and, based on the widespread radio advertising for the site, requested information on the opportunity at www.incomeathome.com. What the site promised was a turnkey online home business, great income potential (always with the careful legal disclaimer, results not typical for the constant stream of testimonials in each succeeding video), no door-to-door sales, no sales experience, etc, ad nauseum. What I got instead was three months of increasing expenses not previously disclosed when I originally signed up at the Supervisor level, time away from my family and regular job on weekends and during the week, three boxes of unsellable products, no support or encouragement at all from my upline manager, and the final realization by the first week of December that I could not begin to afford the exorbitant fees necessary to pay for the paid sales leads needed to make the online business function. At that point I canceled my membership and shut down the business, having to pay all the third-party cancellation fees not previously disclosed, which now are harassing me and my family. The website www.incomeathome.com is simply the online gateway to the multi-level marketing</p>

Complaint Info Comments

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

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 12 of 13

Reference Number	38732796
Created Date	06/28/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009101155
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	06/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PACIFIC
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	IncomeAtHome.com
Company Address, Line 1	c/o
Company Address, Line 2	6946 N. Academy Blvd. Ste. 166
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I ordered an online package through incomeathome.com I heard about it on various radio stations. I was going through the training to sell a product called Herbalife, a weight loss product. I saw I had 90 days to ask for a refund. As soon as I found out I had to take their products as part of my training, I could not follow through it because I cannot vouch for a product to customers I would have need for. The 2nd package I purchased online cost me \$199.95. I have tried to contact the person who took my order for this package, Heidi Craig through email twice out of Scottsdale AR, and I have not heard from her. I don't think this was a scam because as I stated before I heard about it on the radio and sent both packages back over a week ago. I am still waiting for my refund. Now I found out this business is not accredited through the BBB. Is there anyway to get my money back? The total package cost \$229.95. Part of that cost includes the starter's kit for \$9.95 and a purchase from Experian protection on 6/21/12 866-5792218 CA 0000000078000. It appears I am going to be charged monthly for this protection. I need that to stop as well. I closed my account as soon as I found out I had to take this product as part of my training for reason's I just explained. --- Additional Comments: Just have the money refunded back into my debit account. That is</p>

all I have been asking for. '

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 13 of 13

Reference Number	43861651
Created Date	02/14/2013
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027292751
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	02/14/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/14/2013
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MARSHFIELD
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>'Incomeathome.com is advertised on radio (WSAW 99.9) as a way to make money at home to supplement income or replace a current job. The claim states that this requires only 'spare time' from home, and does not 'involve selling soap'. This is false and misleading. In reality, this is a link to 'Herbalife' while in it's right arguably legitmate, Herbalife is a long known pyramid marketing scheme. Once enrolled a 'sponsor' or 'mentor' is assigned in this case (Connie Skelton, 1098 Venable Rd Waynesboro Tn 931 722-9255) who requires 'on line meetings' daily which required 4-6 hours a day in 'training'. On enrollment I made the expectation clear of 4-6 hours per week. The sponsor then sends dvd videos that urge you to become a 'supervisor' to put you on the 'road to success' by purchasing \$2400.00 in merchandise, and requiring you to purchase approximately \$500.00 in on line so called business and marketing tools ('I-Office') all this without ever specifying how income is generated. Finally once the 'tools' are bought, and the product is delivered to your home-a cost of apprixamtely \$3000.00 you are pretty well left to selling the diet potients consisting of 'milk shakes' and other packaged diet foods to your friends personally and on facebook. Great way to lose friends! So much for 'no selling soap'.</p>

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

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

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

Provided by the Federal Trade Commission

Bajorek, Rosemary

From: Vera, Elena R.
Sent: Monday, April 08, 2013 3:25 PM
To: Bajorek, Rosemary
Subject: FW: FOIA request

FEDERAL TRADE COMMISSION
RECEIVED

APR 09 2013

FOIA BRANCH
GENERAL COUNSEL

From: Aubrey Wise [mailto:awise@oneeastcap.com]
Sent: Monday, April 08, 2013 3:23 PM
To: Vera, Elena R.
Subject: FOIA request

Hi Elena,

Thanks again for all your help with our original FOIA request. We would like to amend it / submit a new request to view more recent records. Please see details below.

FOIA Request on behalf of One East Partners regarding Herbalife, Ltd. (hereafter "Herbalife", corporate headquarters located at 800 West Olympic Boulevard, Suite 406, Los Angeles, CA 90015).

- 1) All emails between the FTC and Dr. Peter Vander Nat regarding Herbalife since February 1, 2013
- 2) All records related to any FTC investigation of Herbalife that has been opened since February 1, 2013
- 3) All email among FTC Commissioners and FTC Staff regarding Herbalife since February 1, 2013 but EXCLUDING any emails that are generated by the FTC's automated Daily Clips program for media stories
- 4) All correspondence between the FTC and Herbalife since February 1, 2013
- 5) Any inter-government letters between the FTC and other federal agencies or state attorneys general regarding Herbalife since February 1, 2013
- 6) A list of all FOIA requests made to the FTC regarding Herbalife since February 1, 2013.

Please send the completed requests and associated invoice to me at the address below (USPS is fine). Please use a cap of \$1,000 for this request.

Thank you again.

Regards,
Aubrey

Aubrey Wise
One East Partners
551 Madison Avenue, 10th Floor
New York, NY 10022
212-230-4525
awise@OneEastCap.com

The information contained in this message (including any attachment) is confidential and may be legally privileged or otherwise protected from disclosure. This message is not an offer to sell or the solicitation of an offer to buy any security or other investment or to provide investment services or advice of any kind. If you have received this message in error, please notify the sender immediately and delete the message from your computer. Any unauthorized use, reproduction, or dissemination of this message is strictly prohibited and may be in violation of law. All messages sent to or from this address are subject to electronic storage and review by One East Capital Advisors, LP.

FOIA-2013-00741

Bajorek, Rosemary

FEDERAL TRADE COMMISSION

RECEIVED

From: Stearns, Dione J.
Sent: Wednesday, April 10, 2013 10:29 AM
To: Bajorek, Rosemary
Subject: FW: fact checking something
Attachments: FOIA 02.22.2013 Request to FTC re Lead Generation[2].pdf; Lead generators Herbalife FOIA.pdf

APR 10 2013

FOIA BRANCH
GENERAL COUNSEL

Rose,

I spoke with Frank and the reporter. He is requesting the same material we released in request number 2013-568.

Dione

From: Dorman, Frank
Sent: Wednesday, April 10, 2013 8:51 AM
To: Stearns, Dione J.
Subject: FW: fact checking something

Good morning, Dione

Herbalife, again. This reporter asked the question below, and he later asked me if the FOIA office can directly send him the two attached docs he he can say it came from the FTC. He said he would still say who made the FOIA request.

Thanks

Frank

From: Eavis, Peter [<mailto:Peter.Eavis@nytimes.com>]
Sent: Tuesday, April 09, 2013 5:02 PM
To: Dorman, Frank
Subject: fact checking something

Hi Frank,

I am working on a Herbalife story and it involves some material that was apparently obtained through a Freedom of Information Act request to the FTC. I have attached the two documents relating to the request. I didn't see them posted in your FOIA reading room. So I am coming to you to ask if the attached documents are genuine and were issued by the FTC. I'd need to hear back by 3PM tomorrow.

I am on 212 556 7493, if you want to chat.

Many thanks,
Peter

--

Office phone: 212 556 7493



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

Peter Eavis
The New York Times
620 Eighth Avenue,
New York, NY 10018

APR 15 2013

Re: FOIA-2013-00741
Herbalife records from
FOIA-2013-00568

Dear Mr. Eavis:

This letter confirms your April 12, 2013 telephone conversation with Erin Mischler, in which you withdrew your April 09, 2013, request for Federal Trade Commission ("FTC") records. The withdrawal of your request does not preclude you from filing other requests in the future.

If you have any questions about the way we handled your request or about the FTC's FOIA regulations or procedures, please contact Erin Mischler at (202) 326-3577.

Sincerely,

A handwritten signature in blue ink that reads "Dione J. Stearns".

Dione J. Stearns
Assistant General Counsel

Vera, Elena R.

FOIA 2013-00752

From: Vera, Elena R.
Sent: Friday, April 12, 2013 9:25 AM
To: 'Christine Muchanic'
Subject: RE: article

FEDERAL TRADE COMMISSION
RECEIVED

APR 15 2013

FOIA BRANCH
GENERAL COUNSEL

Christine,

This email confirms our April 12, 2013 discussion narrowing your request to seek all consumer complaints regarding Herbalife from January 14, 2013 through April 12, 2013.

Thanks,
Elena Vera

Paralegal Specialist
Office of the General Counsel
Federal Trade Commission
202-326-3368

From: Christine Muchanic [<mailto:cmuchanic@heightanalytics.com>]
Sent: Friday, April 12, 2013 9:18 AM
To: Vera, Elena R.
Subject: RE: article

Please, if it is not posted on the FTC website, consider this a FOIA request for the consumer complaints mentioned in the news article.

Thank you,
Christine

*Christine Muchanic
Special Situations*

Height Analytics, LLC
1775 Pennsylvania Avenue NW, 11th Floor
Washington, DC 20006
Office: (202) 629-0038
Email: cmuchanic@heightanalytics.com
<http://www.heightllc.com/>

From: Christine Muchanic
Sent: Friday, April 12, 2013 9:17 AM
To: evera@ftc.gov
Subject: article

http://dealbook.nytimes.com/2013/04/11/herbalife-ties-to-work-from-home-promoters-may-draw-new-scrutiny/?source=email_rt_mc_body



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

Christine Muchanic
Height Analytics
1775 Pennsylvania Ave, N.W., 11th Floor
Washington,, DC 20006

APR 25 2013

Re: FOIA-2013-00752
Herbalife

Dear Ms. Muchanic:

This is in response to your request dated April 15, 2013 under the Freedom of Information Act seeking access to consumer complaints filed against Herbalife, from January 14 to April 12, 2013. In your April 17 telephone conversation with Andrea Kelly, you agreed to pay \$200 for the processing of this request. In accordance with the FOIA and agency policy, we have searched our records as of April 15, 2013, the date we received your request in our FOIA office.

We have located 20 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

Based on the fee provisions of the FOIA, 5 U.S.C. § 552(a)(4)(A), and the Commission's Rules of Practice, 16 CFR § 4.8 et seq., as amended, I am also enclosing an invoice for the charges we incurred for this partial response to your request. Failure to pay this bill promptly will result in our refusal to provide copies of accessible documents in response to future requests. If not paid within 30 days, this bill will accrue interest penalties as provided by Federal Claims Collection Standards, 31 C.F.R. § 900-904, as amended.

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

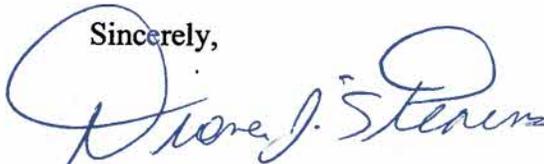
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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

that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

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

Sincerely,

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

Dione J. Stearns
Assistant General Counsel

Enclosed: 68 pages
Invoice



CIS COMPLAINT

Record 1 of 20	
Reference Number	42992409
Created Date	01/18/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/18/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/18/2013
Transaction Date	12/15/2012
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Mount Vernon
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	

Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	1800 Century Park E
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90067
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	georgef@herbalife.com
Company Website	www.herbalife.com
Company Rep First Name	n/a
Company Rep Middle Name	

Company Rep Last Name	n/a
Company Rep Salutation	
Company Rep Comments	distributor
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	12/15/2012
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$10000.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	\$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was approached while christmas shopping by someone trying to sign me up for Herbalife. I am familiar with these types of schemes, as my mom has lost of a hundred thousand to a different scheme, Xango. so because of this i am aware of the FTC regulations, and i listened carefully to everything the distributor said, she made express claims of income, that i could be "rich beyond my dreams" that if i invested 10,000 into it it wouldnt matter because I would be making a million within a year, that the products cure cancer etc. i informed her that she was making illegal statements, and she she insisted that everything she had said was true and that i just had a negative attitude. I since learned about Bill Ackmans presentation on Herbalife, and learned that things are FAR WORSE than my parking lot conversation. it is IMPERATIVE that you conduct and thorough investigation of this company and this industry

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

Record 2 of 20	
Reference Number	43046486
Created Date	01/15/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/15/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/15/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Short Hills
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

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

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I have been researching business opportunities and discovered Herbalife. This company appears to be a pyramid scheme. I read through the companys financial filings and discovered: 1) A high percentage of new recruits quit the company every year. 2) The company promises great wealth and riches for those who sign-up even as the average participant would seem to generate less than \$1,500 per year in sales. 3) The incentive plan promotes the purchase of volume points without regard for retail demand. 4) The company wants recruitment...this has all of the hallmarks of an "endless chain scheme". I am coninced that if i were to sign-up to sell Herbalife that i would lose money and fear for others who do not have the means nor knowledge to conduct this kind of due diligence due to relatively weak levels of financial sophistication. Herbalife appears to have all of the indicia of a slick Pyramid Scheme... a) an altruistic product masking a diabolical compaensation scheme b) all commissions paid are for wholesale purchases c) major incentives for ongoing recruitment d) inevitable saturation due to zero limitations placed on distributorships e) inability</p>

to track and measure "retail sales" outside the network. f) a slick marketing face wrapped around an incentive plan that takes from the guy at the end of the chain to pay those "upline" g) deliberate marketing to low-income, financially unsophisticated customers around the world...

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

Record 3 of 20	
Reference Number	43158548
Created Date	01/28/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/28/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/28/2013
Transaction Date	12/12/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Breckenridge
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	12/12/2011
Complaint Info Initial Response	

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

Record 4 of 20

Reference Number	43248278
Created Date	02/01/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/01/2013
Updated By	CRSS\kilpatrick
Updated Date	02/04/2013
Agency Contact	Internet
Complaint Date	02/01/2013
Transaction Date	
Member of armed forces or dependant?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Temecula
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	Military Retiree/Veteran
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	U.S. Navy
Company Name	Herbalife
Company Address, Line 1	800 W. Olympic
Company Address, Line 2	Suite 406
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	www.herbalife.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Social Network
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

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

Record 5 of 20

Reference Number	43265462
Created Date	01/28/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Comments
Data Source	Consumer
DNC?	N
Entered By	SPARRISH
Entered Date	01/28/2013
Updated By	SSNOWDEN
Updated Date	01/28/2013
Agency Contact	Phone
Complaint Date	01/28/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Ormond Beach
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	HerbaLife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

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

Record 6 of 20

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

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

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

their same investment losses as retail sales?
Its crazy! Please crack down on this and
other MLM organizations.

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute
Responded

Complaint Info CRA Dispute
Resolved