Record 7 of 20	
Reference Number	43310917
Created Date	02/05/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/05/2013
Transaction Date	08/20/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Boynton Beach
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

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

Complaint Info Initial Contact

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

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

Record 8 of 20	
Reference Number	43342573
Created Date	01/31/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/31/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/31/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lake Elsinore
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

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

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

Record 9 of 20	
Reference Number	43345862
Created Date	02/07/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2013
Transaction Date	01/10/2008
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Huntley
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	herbalife.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Manager
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	01/10/2008

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	01/10/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1200.00
Complaint Info Amount Paid Method	Credit Card
Complaint Info Amount Paid Value	$8000.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I fell for the Herbalife hype, I joined I believe in 2008. Everyday (b)(6) called to ask how my selling was going. If not good (which it wasnt) she would say maybe you need more leads or keep calling. She would always say I was doing a great job. They offered advertisement leaflets, car placard, all at a high cost. Everyday there was a call keep going, you are doing great, all hype to get you to buy more products. On the initial dvd they showed how you would make lots of big money, and they kept selling you every day. Im not positive about the $8000. but it was at least that much if not more. Please help me to get some of my money back. Thank you
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 20	
Reference Number	43359979
Created Date	01/31/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	01/31/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	01/31/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I hope for the pride of your organization you take the presentation about the pyramid scheme Herbalife very seriously. This company has undoubtedly taken thousands of dollars from millions of people selling false hope. They target the most uneducated, desperate and most gullible among the population and the fact that this company has not been investigated yet is saddening. Thank God for short sellers. Please help, (b)(6) ps - I dont know anyone who has ever used Herbalife products, I just felt compelled to write in because this is such an egregious example of a Pyramid Scheme, it makes me sick to think of all the people they have hurt. http:factsaboutherbalife.com
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 20	
Reference Number	43392022
Created Date	02/04/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/04/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/04/2013
Transaction Date	10/01/1992
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Haverhill
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)

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

Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	10/01/1992
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I want to stand up and say that I have been involved with Herbalife for (b) (6) years. I have bonot otten rich. Far from it, as a matter of fact. I DO want to register a POSITIVE sentiment towards HeHeritablend its mission. Of the millions and millions of people that take the products and get involved with the opportunity, there have been some that believed everything that was said to them. For those people, I feel badly, but the company itself is lelegitimateITHOUT QUESTION. It is hard work to get up every day and go out to try and help people. get them to try the shakes,... and get them to avoid the nightmare of the Great American Diet. In tetheast year, our group has helped people lose over 2,279 in a support group at our local library. It is a generic based competition, and people are not pressured into buying anything. There are many, many, many good Herbalife distributors that are going to be harmed beyond imagination if all the cut throat hedge fund managers have their way. I have survived 20 years in the MLM industry. Like any business, people are going to fail. Of course there are peddlers out there promising riches. There

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

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

Record 12 of 20	
Reference Number	43422956
Created Date	02/05/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/05/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/05/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	London
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

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

Record 13 of 20	
Reference Number	43476909
Created Date	02/07/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/07/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/07/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

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

Record 14 of 20	
Reference Number	43576516
Created Date	02/19/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/19/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/19/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

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

Record 15 of 20	
Reference Number	43639595
Created Date	02/21/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	CJONES1
Entered Date	02/21/2013
Updated By	CJONES1
Updated Date	02/21/2013
Agency Contact	Mail
Complaint Date	02/21/2013
Transaction Date	01/01/2004
Member of armed forces or dependant?	N
Consumer First Name	b(6)lb(6)
Consumer Middle Name	
Consumer Last Name	b(6)lb(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	
Consumer Address, Country Name	
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)|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 16 of 20	
Reference Number	43697285
Created Date	02/16/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/16/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/16/2013
Transaction Date	10/28/2011
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Muscle Shoals
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Torrance
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	9600
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	herbalife.com
Company Rep First Name	(b)(6)
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	Supervisor
Complaint Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	10/28/2011
Complaint Info Initial Response	

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

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

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

Record 17 of 20	
Reference Number	43731550
Created Date	02/19/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/19/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/19/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	

Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife Independent Distributor (b)(6) (b)(6) Herbalife Independent Distributor Evie
Company Address, Line 1	https://www.facebook.com/LovingRetil
Company Address, Line 2	|
Company Address, Line 3	|
Company Address, City	Topeka|Topeka
Company Address, State Code	KS|KS
Company Address, State Name	Kansas|Kansas
Company Address, Country Code	USA|USA
Company Address, Country Name	UNITED STATES|UNITED STATES
Company Address, ZIP Code	|
Company Address, ZIP Code Extension	|
Company Phone, Country Code	|
Company Phone, Area Code	|
Company Phone, Number	|
Company Phone, Extension	|
Company Email	|
Company Website	|
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The (b)(6) distributors in Topeka Kansas (b)(6) have posted on Facebook that Herbalife is responsible for (b)(6) diabetes improvement. (b)(6) (b)(6) have both stated that (b)(6) is no longer taking insulin injections and other medications as a direct result of Herbalife products. Furthermore, (b)(6) (b)(6) has claimed on Facebook that Herbalife products helped her lose over 100 pounds when in reality her weight loss is due to gastric bypass surgery.Read on Facebook, on (b)(6) personal facebook page, also on personal facebook page, and on business facebook page, also on business facebook page. (b)(6) (b)(6) is also wearing a lapel pin around town that says "I lost over 100 pounds Ask me how" She is telling people that Herbalife is

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

Record 18 of 20	
Reference Number	44203840
Created Date	03/13/2013
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/13/2013
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/13/2013
Transaction Date	
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lynnwood
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

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

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I am a relative of a current 2 diamond presidents team member with Herbalife Intl and I am the son of a millionaire team member with Herbalife Intl. I have significant documents of checks and reports to suggest a pyramid scheme from those distributorships.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 20	
Reference Number	44743183
Created Date	03/25/2013
Complaint Source	FTC Call Center
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	NLITTLE
Entered Date	03/25/2013
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	03/25/2013
Transaction Date	03/25/2013
Member of armed forces or dependant?	N
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Philadelphia
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Consumer Military Service Branch	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	(b)(6)
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	03/25/2013
Complaint Info Initial Response	

Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	2142
Complaint Info Product Service Description	Prizes\Sweepstakes\Gifts
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer got a call from Herbalife saying that he had won a prize. They did not ask for any money. He found on the internet that others who have been contacted about this where charged a fee when they tried to pick up the package. Consumer is afraid it is a scam. He called and canceled the order.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

DNC COMPLAINT

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

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

Provided by the Federal Trade Commission

FOIA 2013-00764

SULLIVAN & CROMWELL LLP

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

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April 8, 2013

FEDERAL TRADE COMMISSION
RECEIVED
APR 16 2013
FOIA BRANCH
GENERAL COUNSEL

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

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

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

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

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

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

Thank you in advance for your assistance.

Sincerely,

Steven L. Holley

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

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

APR 29 2013

Re: FOIA-2013-00764
Herbalife Lead Generation Firms

Dear Mr. Holley:

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

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

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

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

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

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

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

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

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

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed:
Consumer Complaint
Invoice

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

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

MAY 08 2013

Re: FOIA-2013-00764
Herbalife Lead Generation Firms

Dear Mr. Holley:

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

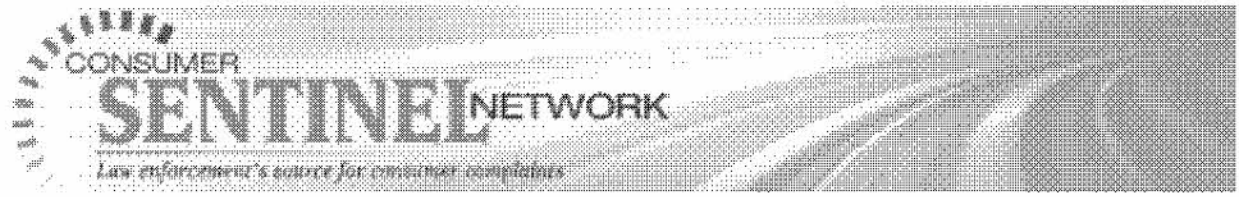
This letter intends to notify you that any additional documents our search may have located would likely be exempt from disclosure under FOIA Exemption 7(A), 5 U.S.C. § 552(b)(7)(A), because disclosure of that material could reasonably be expected to interfere with the conduct of the Commission's law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

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, or by facsimile at (202) 326-2477 within 30 days of the date of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

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

Sincerely,

Dione J. Stearns
Assistant General Counsel



CIS COMPLAINT

Record 1 of 1	
Reference Number	29933310
Created Date	03/11/2011
Complaint Source	BBB AB Edmonton
Originator Reference Number	00270001639212
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/11/2011
Updated By	BBBCNAB-USER
Updated Date	06/08/2012
Agency Contact	External Agency
Complaint Date	02/10/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	LEFROY
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)

Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Solutions
Company Address, Line 1	1139 117 St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EDMONTON
Company Address, State Code	AB
Company Address, State Name	Alberta, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.ucanworkathome2.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	Through OBS I ordered a kit, in late September, for $450.00 on my Visa. In the kit was manuals and Herbalife data and products. I was told if I wasn't satisfied, within 30 days, I could return the manuals and data and receive a full refund minus delivery. At the time I was told that I didn't have to return any Herbalife products to receive my refund. (Unfortunately, this was said over the phone so I have no back-up) I decided against selling the products and asked where to return manuals in order to receive the refund. I was talking to both (b)(6) who I originally brought the kit from, and her supervisor (b)(6) (b)(told me to send Herbalife data straight back to Herbalife and to return the OBS manuals to the address they came from. I included my name, phone number and that I was returning for refund, in each package. Items were delivered on Oct.20th, 2010 and I supplied Canada Post tracking numbers for proof. I was later informed, by (b)(6) that I was supposed to send remaining Herbalife products back, as well, in order to receive full refund. She said I would still get a

	refund but less products. It cost me another $30.00 to return everything and I have yet to see a refund. I have been e-mailing back and forth, with (b)(6) and she said she is trying her best to get my refund and has no idea what the holdup is. No response to my e-mail to (b)(6) --- Additional Comments: I would like to see a refund of $450.00 less delivery as I would have had no problem sending everything back had I known but will be happy to see anything'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - 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

2009-00042

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

September 26, 2008

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

Dear Sir/Madam:

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

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

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

Melaleuca, Inc.
3910 South Yellowstone Highway
Idaho Falls, ID 83402-4342

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

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

Sincerely,

John Webb
Associate Legal Counsel

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

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

OCT 09 2008

Re: FOIA-2009-00042
Melaleuca, Inc.

Dear Mr. Webb:

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

We have located 166 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Thirty-two pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

I am withholding 32 responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C.§ 57b-2(f), *see Kathleen McDermott v. FTC,* 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981).

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

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

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

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

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

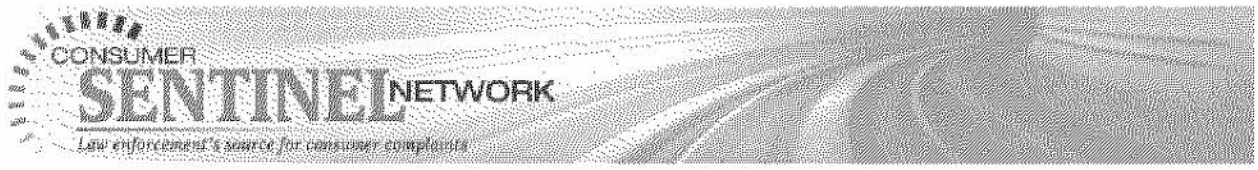
If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy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

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Carolyn Lowry at 202-326-3055.

Sincerely,

Joan E. Fina
Assistant General Counsel

Enclosed:
Complaints
(166 pages)



Record Details

Consumer Sentinel Network Complaints

Record # 7 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13502496	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: mailing me products even though I cancelled my membership) Their website offered lower price on products if you became a member. I became a member on 3/31/08. When I further read the membership contract, I found that I had to purchase at least 35 points worth of product (approx $70) or they would send product to me anyway. On April 1, 2008, I decided to take advantage of my 3-day-to-cancel right and sent a certified return receipt letter on that same day April 1, 2008 to that effect, since the contract stated this was the procedure to cancel. However, they still sent me product because they say they got the letter on the 7th. If the only way to cancel is via mail, no one will be able to get a letter to them w/in 3 days unless they happen to mail the letter nearby. I argued with their customer service about this fact. She also informed me that even though it had not shipped yet, payment was submitted and they could not stop the shipment from going out. People should be warned about them! I notified my bank and they said they couldn't do anything until the amount posted to my account.		
Entered By:	MPHILLIPS	**Entry Date:**	4/10/2008
Updated By:	JOB: Upd_internet_related	**Updated Date:**	4/11/2008
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Buyers Clubs (not travel or lottery)
Amount Requested:	$61.11	**Amount Paid:**	$61.11
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	4/9/2008	**Transaction Date:**	
Initial Contact:	Internet (Other)	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Norwalk	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:	(b)(6)	**Age Range:**	50 - 59
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States

Email:		URL:	
Area Code:	800	Phone Number:	282-3000
Ext:			
Representative Name:		Title:	

Record # 9 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	19664196	Originator Reference Number:	1416589
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	3/24/2008 AMLudwig I received an invoice from this company last month and since I have not purchased anything from them for perhaps 9-10 yrs. I assumed it was an error. On the phone I was told that "my account" needs to be discussed. A purchase in the amount of $550.54 was supposedly ordered by me and sent to 1100 S Main Apt4A Conyers GA There were two names on the paper work that of Terri Sandao or Sandau and Deloris Eichelmann. I am instructed to sent a letter with all of this information to Melalueca. I informed them I was contacting the Inspection Service and our Prosecutor. I work at the Post Office in Steelville MO (b)(I am eager to hear back from you. Thank you very much.		
Entered By:	USPS-User	Entry Date:	3/24/2008
Updated By:		Updated Date:	
Complaint Source:	US Postal Inspection Service	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	$550.54	Amount Paid:	
Payment Method:		Agency Contact:	
Complaint Date:		Transaction Date:	
Initial Contact:	Mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	[redacted]	Address 2:	
City:	STEELVILLE	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S YELLOWSTONE HWY		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-4342	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 13 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	12559717	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: credit card offers) About 3 years ago I bought some products from Melaleuca. Since then they have been sending me credit card offers. I have written to them 4 times asking them to remove me from their mailing list, we do not want their credit card or any other product they have. They still have not removed me. I get another credit card offer about every other month. What can I do?		
Entered By:	ASMITLEY	Entry Date:	1/8/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Credit Cards
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	1/4/2008	Transaction Date:	
Initial Contact:	Mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SAN ANTONIO	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Subject			
Subject:	Melaleuca		
Address:	P O Box 22011		
City:	Wilmington	State/Prov:	Delaware
ZIP:	19891-0011	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 16 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	12495806	Originator Reference Number:	ICCC586923
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0711042129055621:All transactions including registration is on unsecured websites (http) They require social security number, birthday, and credit card on the unsecured websites at Melalueca.		
Entered By:	IFCC	Entry Date:	11/4/2007
Updated By:		Updated Date:	
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	11/4/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	[redacted]	Address 2:	
City:	CHUGIAK	State/Prov:	Alaska
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 South Yellowstone Hwy.		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	7422444
Ext:			
Representative Name:		Title:	

Record # 17 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11857364	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: All products, and ordering procedure) On or about 8-1-2007, I inquired online about a possible at-home business oppportunity. I was contacted by Joanne Melnyk, who explained to me how this business worked. I stated clearly and unequivocally that I DID NOT WISH TO BE INVOLVED WITH SALES OF ANY KIND! On the strength of the statements that this company's products are non-toxic & environment-friendly, I agreed to order some samples of the products. At no time did I indicate, authorize or give my permission to JOIN anything, nor to become a "serial customer", with repeating charges to my debit card. I received the only order of products I made, used them, and determined that they were not what they were advertised to be! I signed nothing, on paper or electronically. In September, I received a package of printed materials, for which I was billed, and did not protest. However, I did speak with Ms. Melnyk on the phone to reiterate that I did not wish to receive anything further, nor have my card billed. A full two months after making my wishes known, I was again billed $64.08, for which I have received nothing! An email answer to my inquiry indicates I was billed BECAUSE I ordered nothing. I have printed out the "so-called" order form I am suppposed to have signed. My name has been printed on the form, again, without my permission or knowledge, and it has been used to fraudulently charge my debit card. I want my money back! Because I did receive goods for charges made to my card for August and September, I am willing to take my punishment as a sucker. However, AFTER I clearly attempted to shut this scam down, I was billed an additional $64.08 for NOTHING! I want my money back - this is fraud! I am being told I must mail this company my signature for them to cancel. They didn't have my signature to "sign me up", they don't need it to close my "account". I attach printed out communications documenting my statements. Thank you.		
Entered By:	RLOPER	**Entry Date:**	10/16/2007
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$94.97	**Amount Paid:**	$190.19
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	10/12/2007	**Transaction Date:**	8/1/2007
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Ceres	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Melaleuca Wellness Corporation		
Address:	3910 South Yellowstone Highway		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	282-3000
Ext:			
Representative	Joanne Melnyk	**Title:**	

Name:			

Record # 18 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	12139189	Originator Reference Number:	ICCC575410
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0710161622214212:Melaleuca's representatives failed to inform when they signed me up that money will be taken from my card monthly regardless of my order. The meeting was party-like, out of focus, noisy and crowded. They send me every month product that I don't need and charge my card. I contacted their representative in August she promised to cancel the service. I got a parcel in September again. I called them myself and ask to cancel my membership. Today 10/16/07 I received another parcel. They overdrafted my credit card and refused to close my membership. I contacted the BBB in their region. Melaleuca failed to respond on BBB's attempt to contact.		
Entered By:	IFCC	Entry Date:	10/16/2007
Updated By:		Updated Date:	
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	$193.76
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	10/16/2007	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	ST. PETERSBURG.	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 S Yellowstone		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 19 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	12536465	**Originator Reference Number:**	1394836
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	10/4/2007 AEasterling This one of the multiple Multilevel companies who're in business for fasting dollar growing. Take group of people in a meeting, showing products and for enrollment have to paid only by credit card or debit to your account the initial amount of 33.00 dollars, before the end of the month they will automatically withdrawal from your account the Value Pack Product which consists of 100 of the best *Melaleuca* products which was supposted to be received in 3 weeks after they send from Idaho. This shipment was f/up more than 6 calls to the Business Development Department, first shows an incorrect address, than excuses as it was received by other person on 114 FD Roosevelt which isn't the correct physical and postal address as enrolled. After twice intentions to have the reimbursement of the $61.75 at present is circuling arount the Planet, because also gave a false tracking number for USPS. Please check out this kind of company which in only 10 years of establish is doing Trillions, taking people as idiots. They have a Warehouse at Saint Just in Trujillo Alto, PR. At this time, they are not doing such numbers and meeting as months ago. Some friends also have the same problem, they order the products and never received what they order.		
Entered By:	USPS	**Entry Date:**	10/4/2007
Updated By:		**Updated Date:**	
Complaint Source:	US Postal Inspection Service	**Product Service Code:**	Shop-at-Home\Catalog Sales
Amount Requested:	$36.00	**Amount Paid:**	$61.75
Payment Method:	Not Reported	**Agency Contact:**	External Agency
Complaint Date:	10/4/2007	**Transaction Date:**	
Initial Contact:	Unknown	**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	SAN JUAN	**State/Prov:**	Puerto Rico
ZIP:	(b)(6	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S YELLOWSTONE HWY		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	834024342	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 20 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11649220	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I have made numberous requests by mail, fax and phone to have this company close an account, and they insist that they did not receive the request. This persisted without authorization to access a closed credit card account after I specifically requested to be billed from another account. My credit card company informed me that they made 5 attempts on the SAME DAY (August 3, 2007) t,hen repeated attempts August 6,7,8,9,10,13,14,15, and 16 to bill my credit card!!! The company referenced above trades through the federal postal system. Their representative instructed me to send a written letter by fax, requesting that they cancel my membership and that they cease attempts at accessing my credit card account. I mailed a written letter to them which included a check as final payment. I sent by mail my final payment of $61.87? ($62.00) and asked that they make no further attempts to bill my credit card. They cashed the check, then turned around and said that they had not received my fax or my letter. They said this even after SEVERAL conversations with them by phone in which I verbally asked them to cancel my subscription and after speaking personally with their representatives who said they would. Just this week they have sent another shipment of vitamins through the US postal service which I returned, unopened, but they refuse to close out this account. Please assist me in getting them to cease and desist. Please let me know what recourse I have.		
Entered By:	JHART	**Entry Date:**	9/20/2007
Updated By:	JOB: Upd_internet_related	**Updated Date:**	9/21/2007
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Other (Note in Comments)
Amount Requested:	$62.00	**Amount Paid:**	$62.00
Payment Method:	Check (Personal)	**Agency Contact:**	Internet
Complaint Date:	9/19/2007	**Transaction Date:**	9/10/2007
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)	**Last Name:**	(b)(
Address 1:		**Address 2:**	
City:		**State/Prov:**	Maryland
ZIP:		**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Melaleuca		
Address:	3910 S Yellowstone		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	282
Ext:			
Representative Name:		**Title:**	

Record # 21 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11633679	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Consumer services and there practices) this company makes alot of promise that are very misleading and after having numous contacts with them on the phone I followed there directions to cancle my account three different times there good about taking money out of my bank account and sending me products I did not order , they said to cancle my account to send a letter I did that wice then they said to send a fax I did that twice and after the last time I talked to them on the phone they would cancle my account then today thay took money out of my account , and I called them again and they said I 'd have to send another fax I want them to stop taking money out of my account and I wish not to do business with them ever again they'll promise aperson the world till they get them off the phone they now owe me $90.00 I've recorded all there phones calls I've ever made to them complaining now at 30 in a six month spand and I told them I was recording them the last time I called them to cancle this account again I talked to over six different supervisors but theres no doubt there running me around this is a bad company they have a website with testmonies from other customers very unhappy - there products are good its just there customer service that seems to do what ever it takes to stall decieve and make promises they never plain to deliver and determind to sell you so many dollars of what ever there pushing weather you want it or not , and they abuse the privilage of going in to ones bank account when ever they want to pay for such products and there determined not to let me out of this contract.		
Entered By:	DCRASE	Entry Date:	9/18/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	9/17/2007	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	Negative Option Rule	Law Violation:	Fail to Cancel Membership on Request
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Manhattan	State/Prov:	Kansas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca The Wellness Company		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	800	Phone Number:	282-3000
Ext:			
Representative Name:		Title:	

Record # 22 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11612332	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer called to fimd out if a company was a legitimate business, and to see how many complaints the FTC had and if any action the FTC had taken againts the company. Consumer has been advised he may contact the BBB for assistance. Has been advised that if the FTC had ever taken any action againts the company, he may research it on the FTC website.		
Entered By:	RBERMUDEZ	Entry Date:	9/14/2007
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Other (Note in Comments)
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	9/14/2007
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)
Address 1:		Address 2:	
City:	Chicago	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 23 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11232643	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Automated Ordering) I had an account with this company and initially ordered several times but then did not order for almost three months. I checked my credit card statment in june after more than 3 months of NOT ordering through this company and found 3 charges from them. When I contacted their cust svc i was told by philip that if i returned a shipment that i would be receiving I would be credited the three charges and my acct cancelled. I returned the shipment at my expense and waited a mth for it to be credited when I found a fourth charge of 61 dollars on my credit card. When I again called cust svc i was told i should have cancelled by letter by the 25th and that i would not be refunded the first two charges called a "convenience" charge of roughly 50 dollars apiece. I believe this company is deceptive as I was never made aware that if i did not order a minimum order each month i would be charged anyway for products i didn't want or order.		
Entered By:	LSHARP	Entry Date:	8/8/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Unauthorized Debits or Charges for Unknown Products
Amount Requested:	$221.00	Amount Paid:	$221.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	8/7/2007	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Shreveport	State/Prov:	Louisiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 24 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11043598	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: health care products) My wife bought some soap/shampoo, and other health products from Melaleuca after buying into what I think was a pyramid scheme or gifting club. I just think it sounds like a pyramid scheme or gift club because she made money off of other people's sales if she recruited them. Let me explain a little bit of the company's policies. She was told to recruit members for $20 dollars and she would receive a percentage of the $20. If those people bought something she would receive a percentage of their sale, and if their sold members sold more memberships she's receive another percentage of the sale as well. If she bought something she'd receive 35 product points a month. When she reached 35 product points a month, she'd receive "advantage dollars" in return. Does this sound like a pyramid scheme? Also, I was wondering about pre-paid legal, and another one called "...Star" I can't remember what the "...Star" program's name is but it's basically a company who has brother companies such as walmart or best buy that allows them to receive a discount if they purchase through their company's website "...star.com" Sorry, I can't remember the whole name at this time.		
Entered By:	DCRASE	**Entry Date:**	7/17/2007
Updated By:	JOB: Upd_internet_related	**Updated Date:**	7/18/2007
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$20.00	**Amount Paid:**	$20.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	7/16/2007	**Transaction Date:**	1/1/2007
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	san diego	**State/Prov:**	California
ZIP:		**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:	(b)(6)	**Age Range:**	20 - 29
Subject			
Subject:	Melaleuca		
Address:	unkown		
City:	Unknown	**State/Prov:**	Location Not Reported
ZIP:	000000	**Country:**	Location Not Reported
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	unkown unkown	**Title:**	

Record # 25 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11021380	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Sales Program) Company stated there would be a one time charge of $14.50 for an initial sales packet to explain their opportunity. A month later I was charged $61.40 and a package showed up at my door. I explained to Melaleuca that I did not want the package and wanted a refund. They 'understood' and did refund my money and I sent the package back. I explained I did not want any further packages and they said there would be no further charges. The next month, they charged me again and another package arrived. I went through the same procedure but this time there was no refund. I continually called but received no help. I was then charged again but it was a few weeks before I noticed. This time there was no package. The operator explained, "I could not get a refund unless I sent back the package." Now, they are saying I can't even cancel this program (which I didn't even sign up for) without sending in a cancellation letter. Not once did they mention any cancellation letter. They also said I must not have read the paperwork before I signed it - there was no paperwork and I didn't sign anything. I have since closed my checking account because the bank was not helpful in stopping the charges.		
Entered By:	JHART	Entry Date:	7/12/2007
Updated By:	VLAW	Updated Date:	8/22/2007
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	$14.00	Amount Paid:	$245.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	7/11/2007	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Covington	State/Prov:	Louisiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca Wellness		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 26 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10926877	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Item sent by mail/never opened) I ordered 2 orders from this company through my checking account. Three months later, they went into my account and order another order without my permission or knowledge. I did not authorize the transaction and did not place an order. They told me that they could order through my checking account at any time since they have my routing number although the contract I signed did not indicate this. It was only suppose to be for 2 orders only.		
Entered By:	DCRASE	Entry Date:	6/27/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:	$61.11	Amount Paid:	$61.11
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	6/26/2007	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	Negative Option Rule	Law Violation:	Terms Not Disclosed in Promotional Material
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	[redacted]	Address 2:	
City:	Lakewood	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	[redacted]	Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:	4777 W 65th South		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 30 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10397739	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: membership back up orders/payments/dues) after 6 months of trying to get our so-called membership cancelled and our $58 plus debits stopped. We continue to get an obvious runaround from the company. First they tell us we can cancel by phone then they tell us we have to cancel by mail and then they tell us we can cancel by fax, then we can cancel by email, then WE HAVE TO CANCEL BY REGISTERED MAIL then we can cancel by fax but there's no guarantee they will get it. It's obvious that once they get their hooks into you--they have no intention of letting you go. It's bad enough that they make false claims of their products being far superior to all other products--they have now put us into a position to where we are about to lose everything we own. They have broke us. $58 x 24 = $1392, and that's just an average. They expect us to get other people to join their multilevel marketing scheme they call consumer direct ordering which will allow them to siphon off money from other people's accounts. Their complete line of products, which are somewhat good, but are not superior to all other products. We are very unsatisfied and feel it is totally unreasonable for the company to allow you to join by fax or phone but cannot cancel that way.		
Entered By:	JKIGHT	Entry Date:	4/9/2007
Updated By:	VLAW	Updated Date:	4/30/2007
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$103.00	Amount Paid:	$103.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	4/5/2007	Transaction Date:	4/5/2007
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	river oaks	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 S. yellowstone hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	522-0700
Ext:			
Representative Name:		Title:	

Record # 31 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10315218	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: Automated debit from account without any purchase) This is in regard to a blind client I am working with who has been debited at least 49.00 permonth since 2002. She signed an agreement as a preferred coustomer with them but had not idea that they were debiting her account. She is very limited in regard to bank account and was shocked to learn that she was debited even if she did not order any products. We called the company and sent in the paperwork after much argument to take her off the preferred customer list so that no more debits would be taken out. We asked for a refund of the debit of 49 dollars taken out that day on March 7, 2007. After letters and phone contact they refused to reimburse her. This client blind since birth is under severe financial stress, I have had to buy her food and medicine as she has been taken advantage of and has had no money to live. She works for the state for 27 years and takes home 300 per week for all her rent and bills. She notified the company on two occaisions that she did not know there was a debit and that she was under financial hardship- they will not refund her bank account. The local FBI office that I contacted instructed me to send this complaint. There are many elderly and mentally impaired people in Florida that could also be victims of this scheme that do not fully understand the automated debit. For many people that 49 dollars is their food budget.		
Entered By:	JXHEINY	**Entry Date:**	3/26/2007
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Other (Note in Comments)
Amount Requested:	$39.00	**Amount Paid:**	$3,000.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	3/22/2007	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(
Address 1:		**Address 2:**	
City:	Holly Hill	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	522-0700
Ext:			
Representative Name:		**Title:**	

Record # 32 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10100535	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: HEALTH PRODUCTS) THEY KEEP CALLING ME, I WOULD LIKE TO KNOW IF THIS COMPANY IS AUTHENTIC AND ARE THEY REGISTERED WITH YOU AND THE BETTER BUSINESS BEARUE. THANK YOU		
Entered By:	JHART	Entry Date:	2/26/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:	$250.00	Amount Paid:	$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	2/23/2007	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	Telemarketing Sales Rule	Law Violation:	TSR: Other Deception or Abuse (note in comments)
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Doral	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:	1842 NW 93RD, AVENUE DORAL		
City:	Florida	State/Prov:	Florida
ZIP:	33172	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	ARNOLD BOWLEG	Title:	

Record # 34 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10043623	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer Melaleuca a multilevel company, consumer bought merchandise from company and was charged on bank account but consumer never received the products, consumer can't contact the company to dispute the matter. Consumer did not provide email address		
Entered By:	ASALAZAR	Entry Date:	2/20/2007
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$72.18	Amount Paid:	$72.18
Payment Method:	Bank Account Debit	Agency Contact:	Phone
Complaint Date:		Transaction Date:	12/18/2006
Initial Contact:	In Person	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Never Received Merchandise
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	VEGA BAJA	State/Prov:	Puerto Rico
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-6003	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	6346246
Ext:			
Representative Name:		Title:	

Record # 35 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10043020	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer ordered some products from Melaleuca and never received the merchandise. Consumer was told that they were out of stock and when the consumer indicated them that she wanted to cancel the order they refused. Consumer stated that it has been awhile and she has not received the products or her money back, even though she has requested it. No work ph # or email address for consumer.		
Entered By:	MRITZ	Entry Date:	2/20/2007
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	$62.00	Amount Paid:	$62.00
Payment Method:	Bank Account Debit	Agency Contact:	Phone
Complaint Date:		Transaction Date:	12/14/2006
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation Never Received Merchandise
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Vega Baja	State/Prov:	Puerto Rico
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Melaleuca		
Address:	Av. Tony Santana		
City:	Carolina	State/Prov:	Puerto Rico
ZIP:		Country:	United States
Email:		URL:	
Area Code:	787	Phone Number:	2532025
Ext:			
Representative Name:		Title:	

Record # 37 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9706120	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: FTC ruling / Melaluca asking Marketing Executives for help) From: Frank VanderSloot [mailto:FVandersloot@Melaleuca.com] Sent: Thursday, January 04, 2007 2:49 PM To: Subject: A message from Melaleuca's Frank VanderSloot January 4, 2007 Dear , Sometime tomorrow, before 10:00 A.M., you will receive a Fed Ex package from me. It is a long letter that announces the results of 2006 and explains some concerning issues that confront us as we move into the future. There is also a letter from our Director of Government Relations, Damond Watkins, that explains Melaleuca¿s approach and success with our Government Relations initiatives. You will be receiving another email from me tomorrow morning that asks if you want to participate in an opportunity that lies before us. It is important to me that you do not feel any pressure to participate, but I will need a response from you tomorrow (Friday) night. If you do want to participate I will be calling you personally on Monday January 8 to discuss it further with you. It is important that after you have read tomorrow¿s email and have read the entire Fed Ex package that you respond to me, whether you want me to call on Monday or not. If we do not hear back from you by Friday night someone else will call you to make sure you have received the packet and my email. I look forward to visiting with you. In the meantime, please enjoy a great Launch! We have a lot of great things coming! Sincerely, Frank L. VanderSloot President/CEO		
Entered By:	JKIGHT	**Entry Date:**	1/5/2007
Updated By:	JOB: Upd_internet_related	**Updated Date:**	1/6/2007
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Internet Information & Adult Services
Amount Requested:	$29.00	**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	1/4/2007	**Transaction Date:**	
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6
Address 1:		**Address 2:**	
City:	Clinton	**State/Prov:**	Missouri
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29
Subject			
Subject:	Melaleuca		
Address:			
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:		**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 39 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9504364	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: membership sign up) My wife went to a Melaleuca party and signed up for the program. The lady was showing bonus checks to her and other prospectives. My wife gave her our Wells Fargo Visa check card number and also her social security number. The lady there fraudulently represented the company and tricked her into signing up. This happened at (b)(6) in Porterville, CA (b)(		
Entered By:	DCRASE	Entry Date:	12/7/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:	$40.00	Amount Paid:	$40.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	12/6/2006	Transaction Date:	12/4/2006
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Porterville	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Melaleuca		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:	unknown unknown	Title:	

Record # 40 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9294336	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: Sales practices) I signed up with the company as a preferred customer. If I did not order a certain dollar amount every month, I was automatically billed with for a "back-up" order. I returned that "bac-up order" and requested a credit via my director, Paula Lampley and in my return. I never received a check and actually forgot about the credit. About a month ago I received two letters from the company, sent about two weeks apart. The letter stated I had a credit and asked if I wanted to use the credit to become a preferred customer or to order more products. I called the company today for my credit. I was told I had a credit of $16. I asked about the rest. I was told that each time a notification letter was sent, my credit was charged $10 and that three letters had been sent out. No where in the notification letter does it state that you are charged $10. Further, I was never told anything about a $10 notification fee for a credit. This is fraud.		
Entered By:	JKIGHT	**Entry Date:**	11/3/2006
Updated By:	SSCHWARTZ	**Updated Date:**	11/16/2006
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Other (Note in Comments)
Amount Requested:	$30.00	**Amount Paid:**	$30.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	11/1/2006	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:	[redacted]	**Address 2:**	
City:	Houston	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy.		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	522
Ext:			
Representative Name:	charles Daughterty	**Title:**	

Record # 41 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9075353	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer bought a business guide from an individual seller on www.ebay.com. The business guide is published by a company named Melaleuca Company and the consumer feels like the guide has inadequate and incomplete info. The consumer tried to make a sale using the guide and he could not because of the incomplete and inadequate info. The consumer also has a complaint against Websters Dictionary because they use the word "thing" to define other words yet the dictionary itself does not define "thing" as an individual word. The consumer has no work ph# or email address. UPDATE: 09/27/06 - Consumer had to go to a meeting and terminated the call. lreeves		
Entered By:	LANDREWS	Entry Date:	9/27/2006
Updated By:	IREEVES	Updated Date:	9/27/2006
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships Books
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	8/1/2006
Initial Contact:	Unknown	Initial Response:	Mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Marysville	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca Company		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	888	Phone Number:	5282090
Ext:			
Representative Name:		Title:	
Subject:	Websters Dictionary		
Address:			
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 42 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8569775	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Melaleuca Products) Melaleuca Company, This is another Enron in the making. I cancelled my service by phone, email, U.S. Mail and by certified mail all for nothing because they continued to withdraw funds out of my account and send me products that they will not take back. When you call customer service (if you can understand them) they tell you "it's no problem just send them a letter by fax". You can tell that they are reading from a script.		
Entered By:	MPHILLIPS	Entry Date:	7/7/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$50.00	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/6/2006	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Houston	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 S yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	205	Phone Number:	522-0700
Ext:			
Representative Name:		Title:	

Record # 44 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8410674	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: 120 day refund policy) Melaleuca claims to have a 120-day refund policy, however, they keep sending me merchandise and I continue to return it and have not received any refund. They say it has been processed, but that is not true. I have contacted them, May 16th, May 26th June 6th, and June 9th. I have sent a written request to discontinue my membership but they say they have not received it. I am sending a second notice today. They are fully aware that I am not satisfied. Twice my rent has bounced because they have made unauthorized withdrawals which has cost me an additional $75 per month.		
Entered By:	JHART	**Entry Date:**	6/12/2006
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Health Care: Diet Products\Centers\Plans
Amount Requested:	$92.00	**Amount Paid:**	$304.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	6/9/2006	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Cincinnati	**State/Prov:**	Ohio
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	513	**Phone Number:**	281-2704
Ext:			
Representative Name:	Customer Service	**Title:**	

Record # 45 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8315592	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: inscripcion) Me incribi en la compania en abril 30 y ordene la primera orden de productos y como no me gusto el producto, les hable por telefono y cancele mi inscripcion. Pero al mes siguiente ellos retiraron el dinero de mi cuenta y me enviaron los productos que ellos eligieron. Entonces les envio un e-mail cancelando mi inscripcion, despues me llaman de la compania disiendome que no aceptan cancelaciones por telefono, ni por e-mail, que cancele por carta. Entonces lo hize por carta. Y al siguiente mes, sucede lo mismo, se cobran de mi banco y me mandas producto que ellos eligieron. Les llamo por telefono y me dijieron que no se cancelo mi inscripcion por que no firme la carta. Yo me siento abusada por que para inscribirme no necesite de tantos requisitos, y ahora para cancelar me pones varios y no me dicen los requisitos desde el principio, sino que esperan a que el mes se cumpla y enviarme la orden de nuevo.		
Entered By:	MRITZ	Entry Date:	6/2/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	6/1/2006	Transaction Date:	4/30/2006
Initial Contact:	Phone	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	[redacted]	Address 2:	
City:	BAYTOWN	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	522-0722
Ext:			
Representative Name:		Title:	

Record # 47 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8035741	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: unauthorized charges) i have had to contact each time. the total amount is 3 unauthorized charges that i need to get credit for.		
Entered By:	JHART	Entry Date:	4/13/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Unauthorized Debits or Charges for Unknown Products
Amount Requested:	$127.48	Amount Paid:	$127.48
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	4/12/2006	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	kaneohe	State/Prov:	Hawaii
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 53 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7027196	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I got involved w/ Melaleuca because they were an "natural" wellness company, but when I received the products there was various harmful ingredients listed. Propylene Glycol, parabens, SLS, fragrance, etc. I was sent two convenience certificates in the amount of $47.99 before I had cancelled my membership thru a written statement. I called the company to make them aware of why I sent back the other products to begin with and why the certificates would be of NO value to me. They said they are non refundable. I feel I was mislead because they don't list any of the ingredients prior to buying. A Natural Wellness company, to me, sounds like harmless effects on the body. Melaleuca uses the same harmful ingredients you'll find in any common or well-known store.		
Entered By:	MPHILLIPS	**Entry Date:**	11/8/2005
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	11/6/2005	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Uniontown	**State/Prov:**	Ohio
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	1800	**Phone Number:**	282-3000
Ext:			
Representative Name:		**Title:**	

Record # 57 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6088338	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer has a complaint against Melaleuca. He states that Melaleuca is a multi-level marketing company that is doing deceptive practices. He wouldn't elaborate on that and stated he will send in a complaint via mial. Consumer provided no further contact info on himself.		
Entered By:	SCRAWFORD	Entry Date:	5/10/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Royal Oak	State/Prov:	Michigan
ZIP:	(b)(6	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 60 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5805399	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Spoke with Anita. Usually I called them and then followed up with their Customer Service Survey. I signed their Membership Agreement and checked off the Box to receive a product order but they wrongly issued me Convenience Certificates. I had to Cancel my Membership due to lack of income to pay for any products and now they refuse to issue me any refunds! I never received any products for the Convenience Certificates and never wanted them to begin with. I've talked with their Floor Manager to NO avail. Is there ANY way to get a refund from the company?		
Entered By:	MPHILLIPS	**Entry Date:**	3/14/2005
Updated By:	JOB: Upd_internet_related	**Updated Date:**	3/15/2005
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Buyers Clubs (not travel or lottery)
Amount Requested:	$96.00	**Amount Paid:**	$96.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	3/10/2005	**Transaction Date:**	2/9/2005
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Hudson	**State/Prov:**	New Hampshire
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy.		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	522-0870
Ext:			
Representative Name:	Customer Service	**Title:**	

Record # 63 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5643222	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	This company shipped products without my knowledge and debited the bank account because they have the routing number. It's true we did sign with them the last of December and ordered some products then but I did not place an order with them in Jan. nor did I give them permission to send whatever they wanted in the way of their product and then debit the account. They have told me we faxed a permission slip but if they would care to have a handwriting expert analyze it, they would find neither my husband or I gave written permission for anything. thx		
Entered By:	MPHILLIPS	Entry Date:	2/15/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Unauthorized Debits or Charges for Unknown Products
Amount Requested:	$58.00	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	2/14/2005	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:	Telemarketing Sales Rule	Law Violation:	TSR: Unauthorized billing
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Se	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 64 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5617585	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer is calling to file a complaint against Melaleuca. Consumer states that he was contacted via telephone by a rep from Melaleuca on Jan. 15, 2004. Consumer states that the rep was selling cleaning products that child-safe. Consumer accepted a 30 day money back guaruntee and rcv'd a package listing the products and outlining this program. Consumer states that he paid $31.99 for the start up package and was promised that this one a one time fee and that all information would be destroyed for the consumer's protection. Consumer decided he did not want to participate in the program and returned the package on Feb. 3, 2004, but never rcv'd a refund. When consumer contacted Melaleuca he was told that he had not followed what the contract stated he had to do in order to receive a refund. Consumer referred to this as a pyramid scheme and states that he rcv'd approximately 3-4 checks from Melaleuca in the amount of $2.38 each for a total of $9.52. Consumer reports that after he cancelled his membership with Melaleuca they continued to withdraw $47.99 from his account for a total of $578.88. Consumer did not provide an email address.		
Entered By:	RALLGIRE	**Entry Date:**	2/9/2005
Updated By:		**Updated Date:**	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$607.87	**Amount Paid:**	$607.87
Payment Method:	Bank Account Debit	**Agency Contact:**	Phone
Complaint Date:		**Transaction Date:**	1/15/2004
Initial Contact:	Phone	**Initial Response:**	Answer cold call
Statute/Rule:	FTC Act Sec 5 (BCP) Telemarketing Sales Rule	**Law Violation:**	Deception/Misrepresentation TSR: Other Deception or Abuse (note in comments)
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Highland	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3130 N Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83401	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:		**Title:**	

Record # 66 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5534224	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer became a member of a Wellness home delivery service and totalled $55.65. They sell products that reduce cancer and sent her affadavits of people who took Wellnesses vitamins. Because of a medical condition she didn't notice this right away. Consumer signed a contract that she was obligated take deliveries but doesn't remember. She didn't receive any products. Their is a clause in the contract that says she can cancel anytime. She is in a wheelchair and was taken advantage of in her own home. The representative sat in her house and saw her in a wheelchair and it was a friend. The friend duped her.		
Entered By:	MLITTEN	**Entry Date:**	1/21/2005
Updated By:		**Updated Date:**	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Other Products\Supplies
Amount Requested:	$57.55	**Amount Paid:**	$0.00
Payment Method:	Unknown	**Agency Contact:**	Phone
Complaint Date:		**Transaction Date:**	8/1/2005
Initial Contact:	In Person	**Initial Response:**	Mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation Defective Product\Poor Quality Other (Note the Violation in the Comment Field)
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Mount Morris	**State/Prov:**	Michigan
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:		**Title:**	

Record # 67 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5510490	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	MAIL: Consumer writes to complain that she called Melaleuca in May of 2004 to request they discontinue their relationship with her. She was told to send a letter, which she did. She requested they stop withdrawing finds from her bank account. They continued the withdrawls, and the consumer reports they have taken $1659.72 to date. No phone number is listed for the consumer.		
Entered By:	RLOPER	**Entry Date:**	1/14/2005
Updated By:		**Updated Date:**	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$1,659.72	**Amount Paid:**	$1,659.72
Payment Method:	Bank Account Debit	**Agency Contact:**	Mail
Complaint Date:	1/10/2005	**Transaction Date:**	5/1/2004
Initial Contact:	Unknown	**Initial Response:**	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:	[redacted]	**Address 2:**	
City:	Woodland Hills	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 68 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5467976	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I became a customer of Melaleuca in December of 2003. In May of 2004 I sent a letter to Melaleuca stating that I no longer wished to be a customer of theirs. I stated that I wanted to sever all ties with Melaleuca and I requested that they cease and desist from withdrawing funds from my account. To date, Melaleuca has fraudulently deducted $1,659.72. I have not received any products for this money. They have yet to reverse these charges that I never authorized.		
Entered By:	RLOPER	Entry Date:	1/5/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:	$47.00	Amount Paid:	$1,659.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	1/4/2005	Transaction Date:	12/1/2003
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Woodland Hills	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	311-7052
Ext:			
Representative Name:	Dominique Whitfield	Title:	

Record # 69 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5327596	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Yesterday I filed a complaint with you against Russell Paley. Now JJ Ramirez is threatening me, so I want to take action against JJ Ramirez spamming me. I got JJ Ramirez's email from Paley's list. Paley started the spamming. Thank you.		
Entered By:	RLOPER	Entry Date:	12/3/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	12/4/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	12/2/2004	Transaction Date:	12/2/2004
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: Other\general annoyance
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Montclair	State/Prov:	New Jersey
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	201	Phone Number:	921-4746
Ext:			
Representative Name:	JJ Ramirez	Title:	

Record # 70 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5298490	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer wanted to remain anonymous and only wanted to know if there was a way to see if the FTC has ever taken action against Melaleuca.		
Entered By:	DELLIOTT	Entry Date:	11/29/2004
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Every Product\Service Code
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 73 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5208636	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	To Whom It May Concern: I am writing to find out what the deal is on this company is because of an e-mail she (the presn representing the company) sent to one of the e-mail lists I'm on. I did not include her name because it is the company that she's representing that worrise me. When she described how the set up was for the sales if someone else buys from the company I got the sense/feeling that this was a pyramid scheme and I just want to have this company checked out further to see if they are legitimate or not. Also, they have an 800 # but I was not able to put it here for you but it is listed on their site. Thank you for any help you can give me on this.If you still need the name of this girl also pls let me know and I will gladly give you that info.		
Entered By:	DBRAHLEK	**Entry Date:**	11/3/2004
Updated By:	JOB: Upd_internet_related	**Updated Date:**	11/4/2004
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	10/31/2004	**Transaction Date:**	
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Jacksonville	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Highway		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	522-0700
Ext:			
Representative Name:		**Title:**	

Record # 74 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5188617	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	After dealing with this company for several years I decided to give up my Preferred Customer status. After several months without making any purchases the company sent me a letter (7/23/04) that I had a credit balance and invited me to place an order to use up this balance. They in fact sent several letters to this affect but never including the balance amount in the letter. I recently decided to place an order with them which would use up my credit. When I telephoned them to place my order they informed me that I now longer had a credit balance with them. Upon further questioning they explained that they charge a $10.00 fee each time they send out the letter described above and that these fees had totally depleted my credit balance. At no point in this entire process did they inform me that my balance would shrink each time they chose to send me a letter. I feel that this is a very deceptive and probably illegal practice. This company should be forced to return all such charges to all of their customers.		
Entered By:	DCRASE	Entry Date:	10/28/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	10/26/2004	Transaction Date:	7/23/2004
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	[redacted]	Address 2:	
City:	Bloomfield Hills	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca The Wellness Company		
Address:	3910 S. Yellowstone Hwy.		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-2055	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:	Brian VanderSloot	Title:	

Record # 75 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4714023	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Karen Stubbs is or was a recruiter for Melaleuca. I started talking to Karen about in Julu or Aug. of 2003 about working at home (I am unemployed). I had to sign up and try some of the products which she introduced me to. I emailed Karen asking her how I could cancel my membership with Melaleuca, do I write or call the company, because I could not afford to buy the products. Karen stated that she would cancel my membership for me. I left everything to Karen. As of May of this year (2004) checking my bank statement I found out that Melaleuca has been debiting my checking account for 45.95 since Oct. 2003. I feel that I have been robbed I did not give Melaleuca authorization to access my account. I have written to Melaleuca to close my account and to return my money back to me (I have not order anything from Melaleuca since Aug. 2003). I have not receive any written confirmation that my account has been closed or anything saying that they will give me my money back ($45.95 * 9 =$413.55). Would this be an Automotic Debit Scam? Ijust would like to get my money back.		
Entered By:	AHOWARD	Entry Date:	7/20/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/18/2004	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Chicago	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca Inc		
Address:	3910 S Yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	282-3000
Ext:			
Representative Name:	Karen Stubbs	Title:	

Record # 78 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4407485	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer is wanting to know the legitimacy of a work at home company called Melaleuca. Consumer states that the company requires a $29 start up fee. Consumer has not paid any money to the company.		
Entered By:	ASWOBODA	Entry Date:	5/10/2004
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	$29.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	5/10/2004
Initial Contact:	Phone	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Palatine	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 79 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4398509	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I asked to enter the program, but I specifically told them not to debit my card until April 30th when I knew the money would be in my account. They didn't do that, it was debited before April 30, and my account was overdrawn. They sent start up package that I refused and that was part of the cost. I also sent a cancellation letter to the company, to say if they can't be honest and do what they say they will do, then I don't want any part of this company. Now I looked at my bank statement and notice another charge for products I didn't order and debited my account to 56.00. I called the company and said how can you send something to me and I didn't order it nevertheless no what the products were. They told me it was in my contract for them to do that, but the products weren't in the contract for me to choose from. I admit I should of read the contract from word to word, but you can't send someone something and they didn't order it. Now my account will be overdrawn again do to this problem. Could you please help me? Thank you (b)(6)		
Entered By:	JXHEINY	**Entry Date:**	5/6/2004
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Other (Note in Comments)
Amount Requested:	$29.00	**Amount Paid:**	$85.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	5/5/2004	**Transaction Date:**	4/22/2004
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Centerville	**State/Prov:**	Ohio
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Melaleuca Headquarters		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	522
Ext:			
Representative Name:	Lisa Gilleat	**Title:**	

Record # 80 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4365452	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer does not have a work number. Consumer has a complaint against Melaleuca The Wellness Company also known as Team To Succeed. Consumer has applied for a work at home job with this company. Consumer was required to order a $232 value kit to try the product that she was going to sell on the internet. Consumer was also required to pay $29 for instructional material to learn more about the comapany and products(Laundry Package). Consumer has later found that the value kit that she paid $232 or is being sold to customers for only $30. Consumer has not contacted Melaleuca The Wellness Company for a refund. Update (04/28/04):Consumer provided the address for the company. *OF*		
Entered By:	JPENN	Entry Date:	4/28/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	4/29/2004
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	$261.00	Amount Paid:	$261.00
Payment Method:	Visa Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	4/27/2004
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Mobile	State/Prov:	Alabama
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca The Wellness Company		
Address:	39105 Yellow Stone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-6003	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	
Associated Subjects			
Company:	Team To Succeed		
Company Type:	Subsidiary		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			

Record # 82 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4322727	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer states that her bank account was charged by Melaleuca a company that sells natural Products. Consumer states that she gave them her information to obtain her information.		
Entered By:	JHOWARD	Entry Date:	4/20/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	4/21/2004
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	3/24/2004
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6) redacted	Last Name:	(b)(6) redacted
Address 1:	redacted	Address 2:	
City:	Grand Rapids	State/Prov:	Michigan
ZIP:	(b)(6) redacted	Country:	UNITED STATES
Home Number:	redacted	Work Number:	
Fax Number:	redacted	Ext:	
Email:	redacted	Age Range:	20 - 29
Subject			
Subject:	Melaleuca		
Address:	5301 N National Dr		
City:	Knoxville	State/Prov:	Tennessee
ZIP:	37914	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	2823000
Ext:			
Representative Name:		Title:	

Record # 83 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4188615	Originator Reference Number:	I040307090663 61
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. In Oct 2003, I visited the website and made a call to follow up. I gave my credit card detail because I was told I could cancel at any time ir retum the goods.I paid via Paypal in Oct 2003 for a website which I would have access to market the products. After 2 weeks, I realised I had no control over what i paid for. Despite attempts to address the issue, the situation got worse, so i decided to cancel and ask for refund. No refund has been provcided, my credit card continues to be debited though no product requested or delivered.All attempts to get my 'mentor' / enroller to intervene has been ignored. the comnpany asked me to contact my enroller, my enroller refers me back to the company, meanwhile money continues to be illegaly deducted from my credit card account monthly/		
Entered By:	IFCC	Entry Date:	3/7/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	3/25/2004
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	$1,800.00
Payment Method:	Not Reported	Agency Contact:	
Complaint Date:	3/7/2004	Transaction Date:	1/10/2003
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SYDNEY	State/Prov:	
ZIP:	(b)(6)	Country:	AUSTRALIA
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:		State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 86 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3952327	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I responded to a "Jobs" Advertisement on the Internet. I authorized a $30.97 charge on my Debit Card, to pay for a training package. I was then sent an "Independant Marketing Executive Agreement" and "Customer Agreement". I signed and returned these documents. Then, after some investigation, I decideded I did not want to participate in this scheme, and informed Misty Bencomo of my decision. Ms. Bencomo told me she would cancel my membership, and that would be the end of it. I now find that the agreement I signed, obligates me to purchase $44.90 worth of the products every month, whether I want any products or not. The company simply charges my bank account, and sends a certificate redemable for products I do not want. This is how they sell their products. The representatives are forced to purchase a certain amount, depending upon thier "Level". It is simply a variation of the old "Chain Letter."		
Entered By:	BKEENE	**Entry Date:**	2/6/2004
Updated By:	JOB: Upd_internet_related	**Updated Date:**	2/7/2004
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Employ Agencies\Job Counsel\Overseas Work
Amount Requested:	$75.96	**Amount Paid:**	$75.96
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	2/5/2004	**Transaction Date:**	11/13/2003
Initial Contact:	Internet (Other)	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Louisville	**State/Prov:**	Kentucky
ZIP:	40202	**Country:**	UNITED STATES
Home Number:	(b)(6)	**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	65 - 69
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy.		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	282-3000
Ext:			
Representative Name:	Misty Bencomo	**Title:**	

Record # 89 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3817710	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I originally signed up with Melaleuca, Inc. as an "independent business person," but then canceled. The company refunded my money. Russ Paley, the "group leader" whose presentation prompted me to sign up, keeps e-mailing me. I have told him repeatedly to stop, and further told him it is my understanding he is violating the law by not having a link to unsubscribe from his e-mails. He has expressly said that he does not delete anyone from his e-mail list, if I don't want his e-mails, I need to block him, and if I take legal action against him (as I said I would do in contemplation of reporting him to you or other appropriate authorities), he will sue me because his family is full of lawyers. I just e-mailed the company yesterday to advise them of his actions. I have not heard back, though I have to admit that the company was cordial and responsive when I wanted to cancel my membership. Thank you for your assistance.		
Entered By:	RBROWN1	**Entry Date:**	1/7/2004
Updated By:	JOB: Upd_internet_related	**Updated Date:**	1/8/2004
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Internet Access Services
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	1/5/2004	**Transaction Date:**	1/4/2004
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	Internet Access Related Services Violations	**Law Violation:**	Failure to unsubscribe after request
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:	[redacted]	**Address 2:**	
City:	Oak Park	**State/Prov:**	California
ZIP:	91377	**Country:**	UNITED STATES
Home Number:	(b)(6)	**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Highway		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	742-2444
Ext:			
Representative Name:	Russ Paley	**Title:**	

Record # 90 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3573576	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer reports Melaleuca Inc has an agreement where there is a clause so they can change information at anytime. Consumer says they are deceptive. Consumer says the president of the company has bought politicians. Consumer has filed a complaint with the ID AG and IA AG.		
Entered By:	ABLANKS	Entry Date:	12/4/2003
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	1/1/1990
Initial Contact:	In Person	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Fort Dodge	State/Prov:	Iowa
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-6003	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 91 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3477188	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The representative for this company continues to spam an email group, through illegally obtained email addresses. Company does not seem to have an anti-spam policy.		
Entered By:	BKEENE	Entry Date:	10/27/2003
Updated By:	JOB: Upd_internet_related	Updated Date:	10/28/2003
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	10/24/2003	Transaction Date:	10/22/2003
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	Internet Access Related Services Violations	Law Violation:	General annoyance
Topic:	SPAM plus additional Violation	Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Dallas	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:	Melanie Honeycutt	Title:	

Record # 92 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3401287	Originator Reference Number:	I030908174233O3
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. on JULY 15 I CALLED MELALUCA TO CANCEL MY ACCOUNT I ALSO EMAILED THEM ON OR ABOUT 08/03/03 I CALLED MELALUCA TO CANCEL MY ACOUNT I ALSO EMAILEDTHEM ON 07/25/03 THEY DEDUCTED 57.00 FROM MY BANK,ON 08/15/03/THEY DEBITED 57.00 ON		
Entered By:	IFCC	Entry Date:	9/8/2003
Updated By:		Updated Date:	
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	$160.00
Payment Method:	Not Reported	Agency Contact:	
Complaint Date:	9/8/2003	Transaction Date:	7/15/2003
Initial Contact:	Phone	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	IDAHO FALLS	State/Prov:	Idaho
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 93 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3253295	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	They operate under a false image. They really recruit business builders for Melaleuca out of Idaho. They claim you do not sell, make repeat sells presentations, and are completely internet based. They are really a melalueca down-line trying to build there business using Moms win as a disguise. They are very deceptive.		
Entered By:	DBRAHLEK	Entry Date:	8/15/2003
Updated By:	CIS1	Updated Date:	8/16/2003
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	8/14/2003	Transaction Date:	5/30/2003
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	San Antonio	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Moms Win (melaleuca)		
Address:	23351 151st street		
City:	Leavenworth	State/Prov:	Kansas
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Diane Ryan	Title:	

Record # 94 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3253278	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	They operate using deceptive sites like moms win, moms for life, and new horizons as a cover to target stay-at-home parents looking for extra income. They also make false claims like no selling, no repeat sells presentations, and that they are completly internet based business. They do not allow you to advertise the *melaleuca* name to recruit customers or business builders. You advertise your site to lure in potential customers and business builders. They are usually one in the same. You have to be a customer to build your business. I feel this is deceptive and probably illegal. You have advertise who you really are. This is forbidden if you join through one of these sites. You can only advertise the site. You can not use the company name or any of there products.		
Entered By:	DBRAHLEK	**Entry Date:**	8/15/2003
Updated By:	CIS1	**Updated Date:**	8/16/2003
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$29.00	**Amount Paid:**	$200.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	8/14/2003	**Transaction Date:**	5/30/2003
Initial Contact:	Internet (Other)	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	San Antonio	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29
Subject			
Subject:	*Melaleuca*		
Address:	3910 Southnyellowstone Highway		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	282-3000
Ext:			
Representative Name:	Diane Ryan	**Title:**	

Record # 95 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3244865	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer called requesting information about the how the company is registered with the FTC multi level marketing, but consumer direct marketing.		
Entered By:	NSERPAS	Entry Date:	8/12/2003
Updated By:	CIS1	Updated Date:	8/13/2003
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Other (Note in Comments)
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	6/1/2003
Initial Contact:	Internet/E-mail	Initial Response:	Phone: 800/888 number
Statute/Rule:	Telemarketing Sales Rule	Law Violation:	
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)
Address 1:		Address 2:	(6)
City:	Anampa	State/Prov:	Idaho
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca		
Address:	735 W 25th St		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 96 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3229356	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	RE: "MelaCom" Long Distance Savings Program offered by Melaleuca, Inc. This complaint alleges a false, deceptive, and unfair business practice in the promotion of Melaleuca's MelaCom Long Distance Savings Program. Program details at the above website address describe the [new] MelaCom long-distance program with the feature: "Plus - you'll [still] earn 10% back in Melaleuca Base Points! Who else would give you 10% back on all of your U.S. and Canadian customers' MelaCom long-distance phone bills!*" At the bottom of the page, the only fine-print disclosure provided is, "In order to earn MelaCom Base Points, you must have actual long-distance billing on your MelaCom invoice each month. Program fees and other misc. charges do not apply toward monthly service qualifications." No further disclosure is provided on that page or any point during the signup process. After signing up, however, the reality is that the 10% Melaleuca Base Points earned for a customer's personal use of the service are not credited as "Personal Base Points" on their customer account, and therefore are not counted towards the required monthly minimum personal base points in purchases. Instead, the Melaleuca Business Development office describes the program as earning "Organizational Base Points," which do not exist and have no meaning under Melaleuca's general customer agreement. Only Melaleuca customers who are also enrolled as Melaleuca Independent Marketing Executives (a separate, optional agreement) and have achieved a leadership status of Director II or higher will receive any meaningful base point credit from their personal use of the service. I complained by telephone to Melaleuca's Business Development Office that I felt that these terms, conditions, and limitations were not properly disclosed on the website and during the signup process, to which they simply responded, "Okay."		
Entered By:	RBROWN1	**Entry Date:**	8/7/2003
Updated By:	CIS1	**Updated Date:**	8/8/2003
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Telephone: Pay-Per-Call\Info Services
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	8/6/2003	**Transaction Date:**	
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name**	(b)(6)
Address 1:		**Address 2:**	
City:	White Plains	**State/Prov:**	New York
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	522-0700
Ext:			
Representative Name:		**Title:**	

Record # 98 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	3166521	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer has no work number. The consumer answered a job add and was trying to get the consumer to join for 30 dollars. The consumer was suppose to find other people to work for her and the consumer would make money off them.		
Entered By:	MMCKIM	Entry Date:	7/16/2003
Updated By:	CIS1	Updated Date:	7/17/2003
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$30.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	7/16/2003
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BC)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Boston	State/Prov:	Massachusetts
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca		
Address:	3910 SO. YELLOWSTONE HIGHWAY		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Identity Theft Complaints

Record # 10 of 100 / Identity Theft Complaints			
Theft Subtype:	Employment	Language:	English
Occurred Date:		Noticed Date:	2/27/2008
# Accounts Affected:	1	Did subject use the Internet to open the account or purchase the goods or services?:	UnKnown
Amount Lost by Victim:		Amount Obtained by Subject:	
Comments:	Consumer reports incident(s) involving employment. Consumer states that there is a suspect and that the suspect relationship is Otherwise Known. The consumer has not contacted any of the Credit Reporting Agencies. Consumer has not contacted law enforcement. The consumer reports non-monetary harm. The consumer reports that the method of obtainment is unknown. The consumer does not know whether the Internet was used. The consumer did not provide an alternate phone number or email address.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Middle Name:		Business Name:	
Address 1:		Address 2:	
City:	Los Banos	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Work Number:		Ext:	
Home Number:		Fax Number:	
Email:		Date of Birth:	08/20/1986
Harm Suffered:	Denied Employment or Loss of Job		
Reported By			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Country:	
Home Number:		Work Number:	
Ext:		Email:	
Date of Birth:			
Subject			
First Name(s):	Maria	Last Name(s):	Rodriguez
Company Name:	Melaleuca Co.		
Address:			
Address 1:		Address 2:	
City:		State:	
Zip:		Country:	
Email:		URL:	
Phone:			
Country Code:		Area Code:	
Phone Number:		Ext:	
Relationship:	Otherwise Known	Additional Information:	
Method of Obtaining Information:	Had access through relationship with consumer		

First Name(s):		Last Name(s):	
Company Name:			
Address:			
Address 1:		Address 2:	
City:		State:	
Zip:		Country:	
Email:		URL:	
Phone:			
Country Code:		Area Code:	
Phone Number:		Ext:	
Relationship:		Additional Information:	
Method of Obtaining Information:	Wallet or purse containing ID lost or stolen		

Associated Institutions

Name:			
Type:		Contact Name:	
Address 1:		Address 2:	
City:		State:	
ZIP:		Country:	
Phone Number:		Phone Extension:	
Institution Notified?:		Institution Notified in Writing?:	
Problem With Institution?:			

Government Entities

Department Name:		Field Office:	
Contact Person:		State:	
Phone Number:		Notified Local Law Enforcement?	N
Report Taken?	N	Report Number:	

Credit Bureau

Notified?:	Equifax: N	Experian: N	Transunion: N	Other:
Fraud Alert on Files?:	Equifax: N	Experian: N	Transunion: N	Other:
Credit Report Ordered?:	Equifax: N	Experian: N	Transunion: N	Other:
Complaint?:	Equifax:	Experian:	Transunion:	Other:

Reference Information

FTC Reference Number:	13092070	Originator Reference Number:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Contact Type:	Complaint
Source:	Consumer	Agency Contact:	Phone
Internet Related:			
Created Date:	2/29/2008 4:44:53 PM	Created By:	PSNYDERII
Updated Date:	2/29/2008	Updated by:	HWILSON

Record # 29 of 100 / Identity Theft Complaints			
Theft Subtype:	Electronic Fund Transfer or ACH	Language:	English
Occurred Date:	12/15/2006	Noticed Date:	4/30/2007
# Accounts Affected:	1	Did subject use the Internet to open the account or purchase the goods or services?:	UnKnown
Amount Lost by Victim:		Amount Obtained by Subject:	$106.00
Comments:	Consumer reports incident(s) involving EFT or ACH. Depository Institutions involved: Chase. Consumer states that there is a suspect and that the suspect relationship is unknown. The consumer has not contacted any of the Credit Reporting Agencies. Consumer has not contacted law enforcement. The consumer reports no non-monetary harm. The consumer reports that the method of obtainment is unknown. The consumer reports that the Internet was not used. The consumer did not provide an alternate phone number or email address.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Middle Name:		Business Name:	
Address 1:		Address 2:	
City:	New York	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Work Number:		Ext:	
Home Number:		Fax Number:	
Email:		Date of Birth:	(b)(6)
Harm Suffered:			
Reported By			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Country:	
Home Number:		Work Number:	
Ext:		Email:	
Date of Birth:			
Subject			
First Name(s):	John H	Last Name(s):	Fianerhio
Company Name:	Melateuca		
Address:			
Address 1:	(b)(6)	Address 2	(b
City:	Flushing	State:	New York
Zip:	(b)(6	Country:	United States
Email:		URL:	
Phone:			
Country Code:		Area Code:	(b)(6)
Phone Number:	(b)(6)	Ext:	
Relationship:		Additional Information:	
Method of Obtaining Information:			
Associated Institutions			
Name:	Chase		
Type:	Depository Institution	Contact Name:	
Address 1:		Address 2:	

City:		State:	
ZIP:		Country:	
Phone Number:		Phone Extension:	
Institution Notified?:	Y	Institution Notified in Writing?:	N
Problem With Institution?:	Y		

Government Entities

Department Name:		Field Office:	
Contact Person:		State:	
Phone Number:		Notified Local Law Enforcement?	N
Report Taken?	N	Report Number:	

Credit Bureau

Notified?:	Equifax: N	Experian: N	Transunion: N	Other:
Fraud Alert on Files?:	Equifax: N	Experian: N	Transunion: N	Other:
Credit Report Ordered?:	Equifax: N	Experian: N	Transunion: N	Other:
Complaint?:	Equifax:	Experian:	Transunion:	Other:

Reference Information

FTC Reference Number:	10528410	Originator Reference Number:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Contact Type:	Complaint
Source:	Consumer	Agency Contact:	Phone
Internet Related:			
Created Date:	4/30/2007 6:22:17 PM	Created By:	SFARLEY
Updated Date:		Updated by:	

Record # 48 of 100 / Identity Theft Complaints			
Theft Subtype:	Inquiry	Language:	English
Occurred Date:		Noticed Date:	
# Accounts Affected:	0	Did subject use the Internet to open the account or purchase the goods or services?:	UnKnown
Amount Lost by Victim:		Amount Obtained by Subject:	
Comments:	Consumer reported that her church received a letter from Melaleuca stating there was a seminar for Project Dreem stating that there is a workshop on how their church can get helpful information on how to raise funds for $69.00. She wanted to know if it was a legitamant company. She will contact the BBB and CPA.		
	Consumer		
First Name:	(b)(6)	Last Name:	(b)(6)
Middle Name:		Business Name:	New Life Church
Address 1:		Address 2:	
City:	Springfield	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Work Number:		Ext:	
Home Number:		Fax Number:	
Email:		Date of Birth:	
Harm Suffered:			
	Reported By		
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Country:	
Home Number:		Work Number:	
Ext:		Email:	
Date of Birth:			
	Subject		
First Name(s):		Last Name(s):	
Company Name:	Melaleuca		
Address:			
Address 1:		Address 2:	
City:	Tampa	State:	Florida
Zip:		Country:	United States
Email:		URL:	
Phone:			
Country Code:		Area Code:	
Phone Number:		Ext:	
Relationship:		Additional Information:	
Method of Obtaining Information:			
	Associated Institutions		
Name:			
Type:		Contact Name:	
Address 1:		Address 2:	
City:		State:	

ZIP:		Country:	
Phone Number:		Phone Extension:	
Institution Notified?:		Institution Notified in Writing?:	
Problem With Institution?:			

Government Entities

Department Name:		Field Office:	
Contact Person:		State:	
Phone Number:		Notified Local Law Enforcement?	N
Report Taken?	N	Report Number:	

Credit Bureau

Notified?:	Equifax:	Experian:	Transunion:	Other:
Fraud Alert on Files?:	Equifax:	Experian:	Transunion:	Other:
Credit Report Ordered?:	Equifax:	Experian:	Transunion:	Other:
Complaint?:	Equifax:	Experian:	Transunion:	Other:

Reference Information

FTC Reference Number:	7998517	Originator Reference Number:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Contact Type:	Request for Information
Source:	Consumer	Agency Contact:	Phone
Internet Related:			
Created Date:	4/6/2006 2:43:25 PM	Created By:	CDENK
Updated Date:	4/6/2006	Updated by:	CDENK

Do Not Call Complaints

Record # 1 of 100 / Do Not Call Complaints			
Reference Number:	20131486		
Complaint Date:	9/1/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	8/29/2008	Transaction Time:	3:00:00 PM
Comments:	I get repeated messages left regarding an account. I believe this to be fraudulent and intentionally misleading business practices especially since I have never done business with this company and have tried to get them to stop calling me.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Edgewater	State/Prov:	Maryland
ZIP	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca Inc.	State:	Idaho
Country Code:		Phone Number:	(208) 5220700

Record # 2 of 100 / Do Not Call Complaints			
Reference Number:	20366909		
Complaint Date:	8/8/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	IVR
Transaction Date:	8/8/2008	Transaction Time:	12:00:00 AM
Comments:	Hi. Uh.. This company keeps calling me. And it's an automated company, telling me I can make tons of money in just a couple of hours. So, um.. One lady actually called me, and I talked to her. And she just talked to me about it, and I said I'm not interested. And, now I'm getting their automated services. So, if you could make them stop, that would be awesome. Thank you.		
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	Arizona
Country Code:		Phone Number:	(928) 2395217

Record # 3 of 100 / Do Not Call Complaints			
Reference Number:	19470573		
Complaint Date:	7/7/2008	**Product Service Code:**	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	**Complaint Channel:**	Web
Transaction Date:	7/7/2008	**Transaction Time:**	12:00:00 PM
Comments:	This person is an independent rep with Melaleuca and is taught to harvest peoples phone numbers that are with other direct sales companies to see if they would be "open" to another business. This has got to stop. I have been contacted about 10 times in the past month from reps from this company.		
Consumer			
First Name:	(b)(6)	**Last Name:**	(b)
Address 1:		**Address 2:**	
City:	Rocklin	**State/Prov:**	California
ZIP:	(b)(6)	**Phone Number:**	(b)(6)
Subject			
Company Name:	Shannon Page - Distributor With Melaleuca	**State:**	California
Country Code:		**Phone Number:**	(707) 4257335

Record # 4 of 100 / Do Not Call Complaints			
Reference Number:	19440003		
Complaint Date:	7/2/2008	**Product Service Code:**	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	**Complaint Channel:**	Web
Transaction Date:	7/1/2008	**Transaction Time:**	12:00:00 PM
Comments:	This company has been calling me every couple of days for over 6 months and leaves messages on my answering service. The messages are intentionally misleading with outright false statements to try and get me to call them back. I have never done business with this company and they continue to harass me. Please help.		
Consumer			
First Name:	(b)(6)	**Last Name:**	(b)(
Address 1:		**Address 2:**	
City:	Edgewater	**State/Prov:**	Maryland
ZIP:	(b)(6)	**Phone Number:**	(b)(6)
Subject			
Company Name:	Melaleuca	**State:**	Idaho
Country Code:		**Phone Number:**	(208) 5220700

Record # 5 of 100 / Do Not Call Complaints			
Reference Number:	19356156		
Complaint Date:	6/21/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	6/21/2008	Transaction Time:	12:00:00 PM
Comments:	I tried calling them, but all you get is a recording of a sales pitch. Very annoying!! I have certainly never done business with them & want the annoying recorded messages to stop asap.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Glenview	State/Prov:	Illinois
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca.com	State:	Iowa
Country Code:		Phone Number:	(641) 7153864

Record # 6 of 100 / Do Not Call Complaints			
Reference Number:	13819787		
Complaint Date:	5/14/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/14/2008	Transaction Time:	4:00:00 PM
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Pflugerville	State/Prov:	Texas
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Beth Scomp - Melaleuca Independent Consultant	State:	Virginia
Country Code:		Phone Number:	(703) 6802194

Record # 8 of 100 / Do Not Call Complaints			
Reference Number:	13372643		
Complaint Date:	3/25/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	3/16/2008	Transaction Time:	4:00:00 PM
Comments:			
	Consumer		
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	Olathe	State/Prov:	Kansas
ZIP:	(b)(6)	Phone Number:	(b)(6)
	Subject		
Company Name:	Melaleuca - Representative Gloria Bonde	State:	
Country Code:		Phone Number:	

Record # 28 of 100 / Do Not Call Complaints			
Reference Number:	10573136		
Complaint Date:	5/3/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	IVR
Transaction Date:	5/3/2007	Transaction Time:	12:00:00 AM
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca The Wellnes Company	State:	Toll Free
Country Code:		Phone Number:	(800) 7423653

Record # 33 of 100 / Do Not Call Complaints			
Reference Number:	10095213		
Complaint Date:	2/24/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/24/2007	Transaction Time:	9:00:00 AM
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Metuchen	State/Prov:	New Jersey
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	International
Country Code:		Phone Number:	1668868920

Record # 38 of 100 / Do Not Call Complaints			
Reference Number:	9678783		
Complaint Date:	12/30/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	12/30/2006	Transaction Time:	4:00:00 PM
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Mexico	State/Prov:	Maine
ZIP:	(b)(	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca Wellness Company	State:	
Country Code:		Phone Number:	

Record # 46 of 100 / Do Not Call Complaints			
Reference Number:	8261721		
Complaint Date:	5/24/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/22/2006	Transaction Time:	2:00:00 AM
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Spokane	State/Prov:	Washington
ZIP:	(b)(	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	Idaho
Country Code:		Phone Number:	(208) 5220700

Record # 49 of 100 / Do Not Call Complaints			
Reference Number:	7782676		
Complaint Date:	3/4/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/28/2006	Transaction Time:	10:00:00 PM
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Spokane	State/Prov:	Washington
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	Iowa
Country Code:		Phone Number:	(641) 9850085

Record # 50 of 100 / Do Not Call Complaints			
Reference Number:	7667042		
Complaint Date:	2/14/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/14/2006	Transaction Time:	6:00:00 PM
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	Washington
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	Washington
Country Code:		Phone Number:	(509) 8933975

Record # 51 of 100 / Do Not Call Complaints			
Reference Number:	7658582		
Complaint Date:	2/13/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/13/2006	Transaction Time:	8:00:00 PM
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)
Address 1:		Address 2:	
City:	Cokato	State/Prov:	Minnesota
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca, Inc.	State:	Alberta
Country Code:		Phone Number:	(780) 5399659

Record # 54 of 100 / Do Not Call Complaints			
Reference Number:	6999952		
Complaint Date:	11/1/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	11/1/2005	Transaction Time:	5:00:00 PM
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	Redmond	State/Prov:	Washington
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca (www.melaleuca.com)	State:	Idaho
Country Code:		Phone Number:	(208) 5220870

Record # 59 of 100 / Do Not Call Complaints			
Reference Number:	5840273		
Complaint Date:	3/21/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	3/21/2005	Transaction Time:	7:00:00 PM
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)
Address 1:		Address 2:	
City:	Flower Mound	State/Prov:	Texas
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca Exec.	State:	Idaho
Country Code:		Phone Number:	(208) 5220870

Record # 87 of 100 / Do Not Call Complaints			
Reference Number:	3862151		
Complaint Date:	1/20/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	1/19/2004	Transaction Time:	8:00:00 PM
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	Victorville	State/Prov:	California
ZIP:	(b)(6	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	Toll Free
Country Code:		Phone Number:	(800) 6116503

Provided by the Federal Trade Commission

CONSUMER SENTINEL NETWORK
Law enforcement's source for consumer complaints

Record Details

Consumer Sentinel Network Complaints

Record # 1 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	3142716	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	I do not have a complaint about this company. I am asking if there have been any complaints to the FTC regarding this company's business practices. I am being recruited or offered an opportunity to enter into business with this company: Melaleuca, Inc. 3910 Yellowstone Way, Idaho Falls, ID 83402, (208) 522-0700. I have found no other way to make an inquiry to the FTC other than this Complaint Form.		
Entered By:	DBRAHLEK	Entry Date:	7/9/2003
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/8/2003	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:	[redacted]	Address 2:	
City:	Mountlake Terrace	State/Prov:	Washington
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca, Inc. Www.melaleuca.com		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 2 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	3049568	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Company continues to charge my credit card 2 weeks after being told to stop and to cancel membership and refund all charges! It took multiple phone just to get a refund! This company is a pyramid scheme!		
Entered By:	AHOWARD	Entry Date:	6/6/2003
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	6/5/2003	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Louisville	State/Prov:	Kentucky
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca, Inc		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-6003	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	282-3000
Ext:			
Representative Name:		Title:	

Record # 3 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2849482	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer stated that his wife is in a vitamin club. Consumer states his wife is unable to take them because they are high potency. Consumer stated that his wifes Citibank Card is monthly debited for 62.00. Consumer stated that he is sending a letter.		
Entered By:	LGREGORY	**Entry Date:**	3/31/2003
Updated By:	LGREGORY	**Updated Date:**	3/31/2003
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$91.00	**Amount Paid:**	$400.00
Payment Method:	Other Credit Card	**Agency Contact:**	Phone
Complaint Date:		**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Collects Unauthorized Interest\Fees\Expenses Discrimination by Age
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)
Address 1:		**Address 2:**	
City:	Anchorage	**State/Prov:**	Alaska
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	60 - 64
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	2823000
Ext:			
Representative Name:		**Title:**	

Record # 4 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2823413	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer states, "Melaleuca Inc initially offers an agreement that waives the traditional up front compensation in return for a 'pay you later' residual income for recruiting customers. After Melaleuca gains control of the customers, they use an obscure 'change clause' to deliberately void any previous written or oral agreements pertaining to the compensation on these customers. They continue to mislead others using the same ploy at their training and at lauch meetings." Consumer is forced to pay over $100.00 minimum/ month to pay for products plus their own operation expenses. UPDATE: 04/04/03 The consumer sent us another letter of complaint against the company. The letter is actually written to DOJ, but it was forwarded to us. The consumer states that same info in this complaint.		
Entered By:	CPHELPS	Entry Date:	3/21/2003
Updated By:	TLENTON	Updated Date:	4/4/2003
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Mail
Complaint Date:	1/14/2003	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Fort Dodge	State/Prov:	Iowa
ZIP:	(b)(6	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 S. Yellowstone Hwy.		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 5 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	3765967	Originator Reference Number:	1217496
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Additional Company Phone: 800-282-3000.		
Entered By:	USPS	Entry Date:	3/5/2003
Updated By:		Updated Date:	
Complaint Source:	US Postal Inspection Service	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	$60.00	Amount Paid:	$60.00
Payment Method:	Other Credit Card	Agency Contact:	
Complaint Date:	3/5/2003	Transaction Date:	
Initial Contact:	Mail	Initial Response:	Phone: other
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6) redacted	Last Name:	(b)(6) redacted
Address 1:	redacted	Address 2:	
City:	RANCHO CUCAMONGA	State/Prov:	California
ZIP:	redacted	Country:	UNITED STATES
Home Number:	(b)(6) redacted	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca Inc		
Address:	3910 S YELLOWSTONE HWY		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	834024342	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 6 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2773929	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MY QUESTION IS HOW YOU LIST MELALEUCA AS A DIRECT SALES, WHEN IT IS THE EXACT AS AMWAY/QUIXTAR..YOU GET IN SPONSOR OTHERS TO BUILD A BIZ AND YOU GET A PERCENT OR POINTS FROM THEIR SALES..HOW IS THIS NOT A MLM..WALMART IS A DIRECT SALES..IF YOU GET IN AS A CUSTOMER/JUST A PERSON TO SAVE ON PRODUCT AND NOT BUILD A DOWNLINE THEN THAT IS NOT A MLM..YOU NEED TO RECONCIDER WHAT YOU ARE REPORTING ABOUT MELALEUCA..MAYBE BECAUSE THEY CALL THEMSELVE CUSTOMERS NOT IBO, OR ASSOCIATES...		
Entered By:	TLENTON	Entry Date:	3/3/2003
Updated By:	JBLAND	Updated Date:	3/5/2003
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	3/2/2003	Transaction Date:	
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	fwb	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 7 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2764372	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	The consumer is upset because The Mom Team advertise that they are not a multi level mktg, but they are claiming no selling, no recuirting, no stocking merchandise, no multi level mktg. The consumer states that she lost $2000.00 to this company.		
Entered By:	CSHORT	Entry Date:	2/27/2003
Updated By:	CSHORT	Updated Date:	2/27/2003
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$2,000.00	Amount Paid:	$2,000.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:	2/27/2003	Transaction Date:	2/27/2003
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)
Address 1:		Address 2:	
City:	Hillsboro	State/Prov:	North Carolina
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	The Mom Team (branch Of Melaleuca)		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	519	Phone Number:	6642022
Ext:			
Representative Name:		Title:	

Record # 8 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2741070	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I cancelled my account with this company in Feb. 2002. I had to appeal a charge on my Visa card for products returned but charged to me. I received a letter in Jan. 2003 advising that I have a credit balance with the company and should order products. I called on 2/19/2003 to request the credit balance be remitted to me.The company told me they could only credit my visa card but then they terminated the call. I called back, noone would take my call, the operator was "busy with other calls" and no managers or supervisors were available. I understood that credit balances are to be reported to the consumer but they tried to avoid telling me how much, $71.92 and they knew for nearly a year before they notified me of the credit		
Entered By:	RMCLAUGHLIN	**Entry Date:**	2/20/2003
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Other (Note in Comments)
Amount Requested:	$71.92	**Amount Paid:**	$71.92
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	2/19/2003	**Transaction Date:**	1/23/2003
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	Mail or Telephone Merchandise Order Rule	**Law Violation:**	Prompt Refund Not Received
Topic:		**Fraud Complaint?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Charlestown	**State/Prov:**	Rhode Island
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:		**Title:**	

Record # 9 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2604072	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	FTC-1.WPF----------19 December 2002 Federal Trade Commission Dear Sir/Madam I have completed a detailed report on Melaleuca Inc. and what seems to be its deliberate misrepresentation of some nutritional products to the buying public. Its length is 2,100 words, and I would like to send it to you as soon as you give me the O.K. to do so. Summarily, there are at least three products, which claim to contain at least one of 14 patented chemicals, derived from the common fruit sugar, fructose. The patents detail the chemical methodology, by which one inserts an atom of a chosen element, (such as iron, calcium etc.), into the molecule of fructose and thereby creates a substance, that can be absorbed into the human cells many times more readily than the standard mineral supplements. The claims are made by their directors and marketing executives at seminars and presentations, as well as being published in all their hundreds of thousands of business kits and millions of pamphlets & brochures in USA, Australia and about six other countries. Yet, despite these verbal and printed claims, the labels say otherwise and the TGA in Australia as well as the FDA in USA are informed by their applications for marketing the products and the labels on same, that there are only the usual type of mineral supplements therein. All the details are in my full report, cited above. Also, would you please tell me whether I need to file a report with the FDA separately, or does the FTC work together with the FDA and the one report that I send to you, can be given buy you to the FDA? Yours sincerely, (b)(6)		
Entered By:	NSHOUSE	**Entry Date:**	12/20/2002
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$0.00	**Amount Paid:**	$0.00
Payment Method:	Not Reported	**Agency Contact:**	Internet
Complaint Date:	12/19/2002	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Melbourne	**State/Prov:**	
ZIP:	(b)(6)	**Country:**	AUSTRALIA
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	65 - 69
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:		**Title:**	

Record # 10 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2519669	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I received an email notification of this company's product with the associated astounding claims of safety and efficacy. See: http://www.webspawner.com/users/licefree/ FTC has previously evaluated and taken action against other companies marketing anti-louse products with claims that cannot be supported. The contact at FTC at that time was Phyllis Marcus, and I was asked to serve as a consultant to the FTC. This company (Melaleuca, Inc.) misrepresents the extent of risk posed by some other products and provides incorrect medical advice. I anticipate that their advertising violates FDA and FTC regulations, and that the company's claims of their product's safety and efficacy are baseless. I would be pleased to provide more detailed information if desired.		
Entered By:	JBURGE	**Entry Date:**	11/13/2002
Updated By:	HBUCKMON	**Updated Date:**	11/21/2002
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Health Care: Other Products\Supplies
Amount Requested:	$0.00	**Amount Paid:**	$0.00
Payment Method:	Unknown	**Agency Contact:**	Internet
Complaint Date:	11/8/2002	**Transaction Date:**	11/7/2002
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Boston	**State/Prov:**	Massachusetts
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	2823000
Ext:			
Representative Name:	Owen Calhoun	**Title:**	

Record # 11 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2495290	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Unfortunately, I had an opportunity to be duped into joining and parting with my money through this company.I have canceled my "membership" since. The company, under the name Gulfstream Group, takes advantage of today's economy and recruits (like an employer or staffing company) individuals on the web.They get access through career websites such as Jobs.com, Monster.com, etc. and look for people with computer skills.They then set up interviews with individuals and give them the impression that they are recruiting them for website development careers.Learning how to create websites will usually piques people's interests.The interviews (or shall we say presentations?) are done en masse (about 20 to 30 people). If individuals are interested, they will soon be asked for different sums of money to invest in their "own business". The following is the intro letter I received back in August when I was looking for employment: Hello (b)(6) This email is in regards to your resume posted at Job.com. This is contract work done from your home.We are a very large private 17 year old pharmaceutical-type company which has $650 million annual sales with no debt operating in 50 states and 5 countries around the world.We have a very strong internet presence and because of the success we've been having on the internet we are now focusing our efforts towards recruiting people who have the right skills to help us.You need at least one year of computer experience and need to either own a computer or have access to one. Listed below are days and times when we have availability to conduct interviews.Please either call or email back and let me know which day and time you can come in for an interview.You cannot randomly come in for an interview without first setting up an appointment. Sorry for the long email, but I believe a lot of people are being taken advantage of or simply having their time wasted when they are looking for legitimate employment.		
Entered By:	CPHELPS	**Entry Date:**	11/6/2002
Updated By:	HBUCKMON	**Updated Date:**	11/12/2002
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Employ Agencies\Job Counsel\Overseas Work
Amount Requested:	$35.00	**Amount Paid:**	$35.00
Payment Method:	MasterCard Credit Card	**Agency Contact:**	Internet
Complaint Date:	11/2/2002	**Transaction Date:**	8/5/2002
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.			
First Name	(b)(6)	**Last Name:**	(b)(6)
Address 1		**Address 2:**	
City:	Hialeah	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	The Gulfstream Group / Melaleuca Inc.		
Address:	782 NW LeJeune Road Ste 205		
City:	Miami	**State/Prov:**	Florida
ZIP:	33126	**Country:**	United States
Email:		**URL:**	
Area Code:	305	**Phone Number:**	4419757
Ext:			
Representative Name:	Don Gillette	**Title:**	

Record # 13 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2347112	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer states that the company debited $300.00 out of his bank account. The consumer states that he cancelled his account out that he had with the company. The concumer did not purchase any goods from the company. The consumer wants a refund.		
Entered By:	ALANE	Entry Date:	9/23/2002
Updated By:	ALANE	Updated Date:	9/23/2002
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Other (Note in Comments)
Amount Requested:	$300.00	Amount Paid:	$300.00
Payment Method:	Bank Account Debit	Agency Contact:	Phone
Complaint Date:		Transaction Date:	9/20/2002
Initial Contact:	Print	Initial Response:	Phone: other
Statute/Rule:	Telemarketing Sales Rule	Law Violation:	TSR: Unauthorized billing
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:	(b)(6)		
First Name:		Last Name:	(b)(6
Address 1:		Address 2:	
City:	Kittiner	State/Prov:	Ontario, Canada
ZIP:	(b)(6)	Country:	CANADA
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	208	Phone Number:	5220870
Ext:			
Representative Name:		Title:	

Record # 14 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2250165	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer wanted to know about a particular company. Consume was reffered to the AG and BBB		
Entered By:	NSERPAS	Entry Date:	8/19/2002
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:		State/Prov:	Alabama
ZIP:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 16 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2163390	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	The crux of this complaint is not the amount that was charged to my credit card. The crux of the problem is that nothing was supposed to have been charged until I signed and FAXed back an agreement form. I notified their representative within an hour that I was not going to do that. They still sent a charge through, which I have protested with the credit card company.		
Entered By:	RLUMIERE	**Entry Date:**	7/15/2002
Updated By:	HBUCKMON	**Updated Date:**	7/17/2002
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Shop-at-Home\Catalog Sales
Amount Requested:		**Amount Paid:**	$264.81
Payment Method:	Other Credit Card	**Agency Contact:**	Internet
Complaint Date:	7/14/2002	**Transaction Date:**	6/19/2002
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	Telemarketing Sales Rule	**Law Violation:**	TSR: Unauthorized billing
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Lawton	**State/Prov:**	Oklahoma
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	60 - 64
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Highway		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	Daniel Tore	**Title:**	

Record # 17 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2155232	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	The consumer requested information on a certain company. The consumer was directed to the ftc website, and they were also given the information for the BBB nearest the company.		
Entered By:	JKELLER	Entry Date:	7/11/2002
Updated By:	JKELLER	Updated Date:	7/11/2002
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:		State/Prov:	Location Not Reported
ZIP:		Country:	LOCATION NOT REPORTED
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 18 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2111440	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	This company advertises "True UNLIMITED, high-speed dial-up access" and yet they have arbitrarily denied me access to the Internet SIX TIMES, by invalidating my user name. This required me to call them and change my user name. REASON? "You are online too much." No protest had any effect. When I quit them (in writing), asking them to cancel my account on June 30, 2002 (I have paid for the entire month of June), they cancelled my service on June 21, 2002, apparently when they got my letter. This is PURPOSEFUL HARASSMENT. Another call to them resulted in my account being activated until June 30 (until I get another Internet provider). My feeling is they falsely advertise "unlimited access" and then don't provide it. Instead they harass their paying customers by invalidating their user names to deny them access. I hope the FTC will scrutinize this business practice so that other customers will not have the headaches I've had with iglide.net. Thank You.		
Entered By:	KDEEM	**Entry Date:**	6/24/2002
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Internet Access Services
Amount Requested:	$2,220.00	**Amount Paid:**	$2,220.00
Payment Method:	Visa Credit Card	**Agency Contact:**	Internet
Complaint Date:	6/22/2002	**Transaction Date:**	6/21/2002
Initial Contact:	Internet (Other)	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Orlando	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	60 - 64
Subject			
Subject:	Iglide.net/melaleuca Corp.		
Address:	3910 So. Yellowstone Hwy.		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	888	**Phone Number:**	3956392
Ext:			
Representative Name:		**Title:**	

Record # 19 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2105321	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer found out about this company through an email in April of 2001. The consumer emailed back and then sent the company a total all together 100 dollars. The company had the consumer buy the products from them to try to sell. The consumer tried to sell the products and get people underneath her to make money. The consumer mostly listened to the person she signed underneath try to make sales over the phone.		
Entered By:	MMCKIM	Entry Date:	6/20/2002
Updated By:	CIS1	Updated Date:	2/18/2006
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Other (Note in Comments)
Amount Requested:	$100.00	Amount Paid:	$100.00
Payment Method:	Visa Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	4/1/2001
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	TSR: Other Deception or Abuse (note in comments)
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Lincolnton	State/Prov:	North Carolina
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 20 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	2038345	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Company called me twice a month from Dec 2001 to April 2002 after I have repeatedly told them to remove my name from their mailing list. They also keep billing me every month for $54.87 for products I never received. I never heard of Melaleuca. Reps from this company said someone signed my name on a contract. I advised I never signed or authorized anything; this is illegal. I was promised this balance of $54.87 would be closed out. Per the company request, I sent a letter w/my signature stating I never authorized anything. I still keep recieving bills. I already contacted and filed a complaint with BBB, Consumer affairs, my lawyrer, and the state attorney Genreral of Idaho. Please, intervene and resolve this. I have exhausted all of my optins. As we spesk, my lawyrer is taking further steps legally against this company if this issue ins't resolved.		
Entered By:	SMBAILEY	**Entry Date:**	6/6/2002
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Creditor Debt Collection
Amount Requested:	$54.87	**Amount Paid:**	$0.00
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	4/11/2002	**Transaction Date:**	12/14/2001
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Bronx	**State/Prov:**	New York
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:	Sales rep yanna	**Title:**	

Record # 21 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1974645	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I was going to be a "director" so I bought the "business kit". Their products tasted awful and were of no "secret" formulas or of any superior ingredients. I decided, after 2 months, that I did not want to sell their products. They have a policy in which their products may be returned for a full refund. The business kit may be returned within 120 days. I returned the business kit (which was 29.00) and products(which were 94.30). This adds up to 123.30. They only refunded me 97.03. They claim that they do no have to refund the business kit because I did not return it within the 120 days. It is THEIR FAULT I missed it by only a few days. I tried for 2 months to get the info from them as to how to return their products and never got a returned call. They never replied to my e-mails. I believe that, although they advertise a liberal return policy, they do everything they can to make the process difficult. A case in point is that they have toll free numbers for anything that has to do with buying things from them but they make you call long distance and pay for the call to get return info. They make you hold on the line for an inordinate amount of time and transfer between many different people before you get any service. I believe that this is done on purpose. I told them in my return letter and in my last conversation with them (I had to spend money long distance to call them twice to track my refund) that I would report them to the FTC if they did not refund all of my money including the money for the business kit. They still owe me 26.27.		
Entered By:	JWILLARD	**Entry Date:**	5/11/2002
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Shop-at-Home\Catalog Sales
Amount Requested:	$0.00	**Amount Paid:**	$0.00
Payment Method:	Unknown	**Agency Contact:**	Internet
Complaint Date:	5/2/2002	**Transaction Date:**	
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	Telemarketing Sales Rule	**Law Violation:**	TSR: Other Deception or Abuse (note in comments)
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Liverpool	**State/Prov:**	New York
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca, Inc		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:		**Title:**	

Record # 22 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1917651	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	These groups representing the company are operating their business in the same way that Streamline International was when they were busted by the FTC. http://www.ftc.gov/opa/2001/06/streamline.htm Different company, exact same marketing methods. Get people to join, make money off of purchases within the group. They prey on mothers looking to work from home, and tell them they can work from home doing this.. and all it gets the mothers is additional bills from having to purchase the products and market the "opportunity".		
Entered By:	JMOORE	Entry Date:	4/17/2002
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	3/4/2002	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Barton City	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca's Groups, "the Mom Team", "momswin", "momsforlife"		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 23 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1908477	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer was presented by a distributor for the company on 3-29-02 about becoming a distributor. The consumer believes the company is a pyramid scheme company. The consumer had asked the company if they were a multi-level marketing company and the company denied that they were. The company claims to give a commision for other types of people the consumer has signed up as a distributor. The consumer would also get a commision for the product the signed up distributor has sold.		
Entered By:	JXLEE	Entry Date:	4/11/2002
Updated By:	JXLEE	Updated Date:	4/11/2002
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name	(b)(6)
Address 1:		Address 2:	
City:	Newnan	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca Inc.		
Address:	5301 N. National		
City:	Knoxville	State/Prov:	Tennessee
ZIP:	37914	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	2620600
Ext:			
Representative Name:		Title:	

Record # 24 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1879876	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	THE INITIAL INVESTMENT TURNED INTO A DIFFERENT AMOUNT, AND WITHOUT MY KNOWLEDGE, ITEMS WERE INCLUDED ON AN ORDER I DIDN'T AUTHORIZE. I HAD TO STOP PAYMENT ON MY DEBIT FROM CHECKING ACCOUNT. THE REP COULD NOT BE CONTACTED AFTER HE TOLD ME TO SEND A VOIDED CHECK THE FOLLOWING DAY. I HAVE SENT A HARD COPY TO YOU OF THE LETTER I SENT THE COMPANY EXPLAINING THE WHOLE INCIDENT.		
Entered By:	SMBAILEY	Entry Date:	3/28/2002
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:	$97.62	Amount Paid:	$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	2/20/2002	Transaction Date:	2/19/2002
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	Telemarketing Sales Rule	Law Violation:	TSR: Other Deception or Abuse (note in comments)
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	WEST FARGO	State/Prov:	North Dakota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 SO. YELLOWSTONE HIGHWAY		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	DONALD HAUGEN	Title:	

Record # 25 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1874468	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer sent a letter in reference to an online complaint that consumer had filed. Consumer did not provide any information other than the company's name and that consumer agreed to an enrollment fee. The company then required consumer to order products on top of the enrollment fee. Consumer asked for the final amount and it was $97.62, which was more than consumer could afford. For payment consumer was asked to fax a voided check which consumer attempted to do, however the fax would not transmit. Consumer called company and asked to cancel the agreement and was told that the transaction had already taken place depite the company not receiving the fax. Consumer then had to pay consumer's bank $15.00 to stop payment of the EFT.		
Entered By:	JMCKEE	Entry Date:	3/26/2002
Updated By:	JMCKEE	Updated Date:	3/26/2002
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	
Amount Requested:		Amount Paid:	$15.00
Payment Method:		Agency Contact:	Mail
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:	City of Mapleton Auditor		
First Name:	(b)(6)	Last Name:	(b) (6)
Address 1:		Address 2:	
City:	Mapleton	State/Prov:	North Dakota
ZIP:		Country:	UNITED STATES
Home Number:	(b)(6	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca Company		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 26 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1731159	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The company makes unfounded income claims, that encourage me to join and get other stay at home mothers to join. The company allows internet solicitation to target stay at home moms, with little or no computer experience.		
Entered By:	JMOORE	Entry Date:	12/7/2001
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	12/4/2001	Transaction Date:	
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	brentwood	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca/the Mom Team		
Address:	3910 south Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	California
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220870
Ext:			
Representative Name:		Title:	

Record # 27 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1674158	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer said he went with this company called Melaleuca. But later on down the road he felt that the company was not something he wanted to go with. He has customers with this company, that he went out and got but now the company want the customers from him. The company want to make him give up his customers in the company. If the consumer get out he lose his business. The company wont let him get money for the old customers that is still in the company. If they put him out he lose money by them keeping his customers. Melaleuca will not pay him the money that they owe him for the sale that he has made.		
Entered By:	SXBOLDEN	Entry Date:	11/27/2001
Updated By:	ARICHARDSON	Updated Date:	11/28/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:	11/26/2001	Transaction Date:	
Initial Contact:	Phone	Initial Response:	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Ft Dodge	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca, Inc		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-6003	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	522-0700
Ext:			
Representative Name:		Title:	

Record # 29 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1592211	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I responded to an ad in a mothers e-mail newsletter I get. This branch of Melaleuca focuses on putting ads in e-mail newsletters and other places in order to get other moms to join. There is "no selling" involved, and they say you don't have to sell any products. The whole focus on making money is getting other people to join. The products aren't over-priced and the products are ones I use anyway, just their own brand. They didn't contact me first, and there is no pressure to join, and they say NOT to use SPAM mail. I just wondered, since there is no selling of products involved, is this an illegal pyramid? Thanks for your help. (b)(6) (b)(6)		
Entered By:	FTUCKER	Entry Date:	10/1/2001
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$25.00	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	9/27/2001	Transaction Date:	
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	Fort Wayne	State/Prov:	Indiana
ZIP:	[illegible]	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	The Mom Team (branch Of Melaleuca)		
Address:			
City:	Waterloo	State/Prov:	Ontario, Canada
ZIP:		Country:	Canada
Email:		URL:	
Area Code:	519	Phone Number:	581-1113
Ext:			
Representative Name:		Title:	

Record # 30 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1703062	**Originator Reference Number:**	I01091021428191
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION, ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT (304)363-4312 AND SPEAK TO SSA CINDY ALLARD, SSA STEVE ANDERSON OR SSA MARK SYKES.Melaleuca promises you a legitimate business opportunity, loaded with bonuses and incentives. The only thing they did was put me in debt. I was looking to make some money at home, legitamtely, however, I ended up spending and basically giving them money. My total losses are over $700 including my phone bill.		
Entered By:	IFCC	**Entry Date:**	9/10/2001
Updated By:	IBOLEN	**Updated Date:**	12/27/2001
Complaint Source:	Internet Fraud Complaint Center	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	$800.00
Payment Method:	Not Reported	**Agency Contact:**	
Complaint Date:	9/10/2001	**Transaction Date:**	4/4/2001
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Other (Note the Violation in the Comment Field)
Topic:		**Fraud Complaint?:**	Y
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:		**Title:**	

Record # 31 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1476810	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Ordered household items. Co. sent another pkg which was unordered.		
Entered By:	LGROSS	Entry Date:	7/11/2001
Updated By:	DSSMITH	Updated Date:	7/12/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Mail
Complaint Date:		Transaction Date:	
Initial Contact:	Phone	Initial Response:	Phone: other
Statute/Rule:	Unordered Merchandise	Law Violation:	Billed for Unordered Merchandise
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Cochran	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca Inc.		
Address:	5301 N. National		
City:	Noxville	State/Prov:	Tennessee
ZIP:	37914	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 32 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1457160	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer says that she met with a rep from this company to discuss a possible working relationship. She says that she agreed to purchase their book with the 90 day return policy to review the materials before she made up her mind. After looking over the materials and taking all the time she would have to spend into consideration, she says that she decided to return the materials. Before she got the materials she was told that every rep of this company is also a customer, she stressed that she didn't want to buy anything. Well low and behold they have charged her credit card for items that she did not order or authorize.		
Entered By:	PSTREETS	**Entry Date:**	6/25/2001
Updated By:	PSTREETS	**Updated Date:**	6/25/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	$260.50
Payment Method:	Visa Credit Card	**Agency Contact:**	Mail
Complaint Date:	5/29/2001	**Transaction Date:**	1/8/2001
Initial Contact:	Print	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	TSR: Other Deception or Abuse (note in comments)
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Bayville	**State/Prov:**	New York
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Highway		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	2823000
Ext:			
Representative Name:		**Title:**	

Record # 33 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1445717	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I responded to a Miami Herald ad for "designing web sites" for the company, making initially $500./month . In the interview we were asked to pay $39.00 for a "Melaleuca Portfolio". One week later, I was told I needed to pay at least 30 points min. worth of products(which came to $45.00) as a backup order should I miss one month that I don't place an order, or else I could miss out on that month's cumulative monies. I was told that I could use the Miami office as my own to do inhouse presentations; call the "no-shows" to reschedule them and If done they became directly under, until I got the first 8 marketing executives, I could not begin to earn that $500.00/ month! The office fees are $45.00/month and a one time fee $30.00. Then, I was told that I could be guaranteed a person to add to my 8, if I contributed $45.00/wk. for a Miami Herald ad. In total, so far I have given around $300.00, and I have one marketing executive under me, from an ad. They give you two months for you to buy a value pak @$199.00, of which , when your marketing executive buys one you get a %. The retail sales of products yields only 7% paid to the marketing executive. In conclusion, I would appreciate it if you could tell me the best way of knowing if this is a "Pyramid" because if so - I'm out now! If I have to send you all the materials I've acquired , I will, just let me know, so you can do a review. Sincerely, (b)(6)		
Entered By:	EJONES	Entry Date:	6/19/2001
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	$39.00	Amount Paid:	$39.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	6/18/2001	Transaction Date:	5/26/2001
Initial Contact:	Print	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Miami	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-6003	Country:	United States
Email:		URL:	
Area Code:	305	Phone Number:	567-1842
Ext:			
Representative Name:	Don Gillete	Title:	

Record # 35 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1353366	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	The consumer called Melaleuca Inc. to place an order. The consumer ordered once but the company continued to send the same shipment out with one random item added. The consumer never authorized the extra orders, only the first. The consumer called the company evertime a delivery came and on the 3 rd call the company claimed she signed for a purchase plan with them. The consumer never signed anything because the order was made over the phone. The consumer was told to send a letter to cancel. The consumer was never informed that the ordering process was a negative option plan. The consumer sent the cancellation letter and they claimed they didn't receive the letter. The consumer spoke with supervisor Kyle Baca who told her she needed to send another letter. During this time the consumer was sent 4 extra packages and charged about $70. per unauthorized package sent.		
Entered By:	ESTALLINGS	**Entry Date:**	4/10/2001
Updated By:	DSSMITH	**Updated Date:**	4/11/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$280.00	**Amount Paid:**	$280.00
Payment Method:	Discover Credit Card	**Agency Contact:**	Phone
Complaint Date:		**Transaction Date:**	11/1/2000
Initial Contact:	Phone	**Initial Response:**	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Lady Lake	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca Inc.		
Address:	5301 N. National		
City:	Noxville	**State/Prov:**	Tennessee
ZIP:	37914	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	2823000
Ext:			
Representative Name:		**Title:**	

Record # 36 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1312795	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer stated that the rep from the company went into consumer's acct to withdraw money from a voided check consumer had with a debtor that the company was supposed to collect on. They deceptively went to use her acct # on the check as an access tom that acct.		
Entered By:	AOMOTOYE	Entry Date:	3/9/2001
Updated By:	FTUCKER	Updated Date:	4/16/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:	3/9/2001	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	TSR: Other Deception or Abuse (note in comments) TSR: Unauthorized billing
Topic:		Fraud Complaint?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Anchorage	State/Prov:	Alaska
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca Inc.		
Address:	735 West 25th Street		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-4571	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	2823000
Ext:			
Representative Name:		Title:	

Record # 37 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1308979	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Company claims to be direct marketing company and not a multi level organization. However, company structure is exactly like other multi level companies. You must commit to purchasing a fixed amount of product each month for your own personal use, if not the company issues you something they call a backup order to keep you in good standing with the company. They claim this prevents you from losing your commission. One month, early on in my membership with the company I received a backup order and was not told the correct amount they were deducting from my account. In January 2001 I mailed in my resignation to the company, because I was told I could not fax it, and they claimed that they never received it. They proceeded to send me a backup order for the 2nd month in a row and sent me an invoice stating that they were charging my account $42.99,however, they charged my account $51.53.		
Entered By:	JMOORE	Entry Date:	3/7/2001
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$33.00	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	3/6/2001	Transaction Date:	6/20/2000
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Old Bridge	State/Prov:	New Jersey
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	2823000
Ext:			
Representative Name:	Gregory Lagana	Title:	

Record # 38 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1308782	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Company claims to be direct marketing company and not a multi level organization. However, company structure is exactly like other multi level companies. You must commit to purchasing a fixed amount of product each month for your own personal use, if not the company issues you something they call a backup order to keep you in good standing with the company. They claim this prevents you from losing your commission. One month, early on in my membership with the company I received a backup order and was not told the correct amount they were deducting from my account. In January 2001 I mailed in my resignation to the company, because I was told I could not fax it, and they claimed that they never received it. They proceeded to send me a backup order for the 2nd month in a row and sent me an invoice stating that they were charging my account $42.99,however, they charged my account $51.53. They did this twice and when I confronted them, they told me that shipping and handling is different in every state. I advised that my bank account could have been overdrawn due to this. They had no answer in regard to this. They also said that I would have to send back the products at my expense if I wanted to get reimbursed.		
Entered By:	JMOORE	Entry Date:	3/7/2001
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$33.00	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	3/6/2001	Transaction Date:	6/20/2000
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6) redacted	Last Name:	(b)(6) redacted
Address 1:		Address 2:	
City:	Old Bridge	State/Prov:	New Jersey
ZIP:	(b)(6) redacted	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	2823000
Ext:			
Representative Name:	Gregory Lagana	Title:	

Record # 39 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1273692	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I am self employed and always in need of income... I was contacted by this company called Melaleuca which seems to me is something like a pyramid type scheme. Do you have any info concerning this company? Thanks in advance. My e-mail is (b)(6)		
Entered By:	JBLAND	Entry Date:	2/12/2001
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	2/7/2001	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Levittown	State/Prov:	Puerto Rico
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 40 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1187273	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	None enforcement of the 70% rule. No distributors are retailing product to the end consumer. I was told I did not have to sell products, just consume them myself. I was told that the FTC could not interfere because Melaleuca was not a MLM. Although I had to recruit 8 people to earn 7% commission downline 7 levels.		
Entered By:	SMBAILEY	Entry Date:	12/12/2000
Updated By:	FTUCKER	Updated Date:	4/16/2001
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	12/10/2000	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	New Milford	State/Prov:	Connecticut
ZIP:	[illegible]	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 S. Yellowstone Hwy.		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 41 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1136895	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer attendied a seminar at a friends house by Melaleuca, Inc. The consumer's concern is that they are claiming that their products are better than others. There's no supported data on their claims. The company was also very pushy on consumers. They did not cite their claims or researches on their products. Consumer called to check on her complaint.		
Entered By:	SHIEP	**Entry Date:**	10/26/2000
Updated By:	YTAYLOR	**Updated Date:**	10/27/2000
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$199.00	**Amount Paid:**	$0.00
Payment Method:	Unknown	**Agency Contact:**	Phone
Complaint Date:	10/26/2000	**Transaction Date:**	10/25/2000
Initial Contact:	In Person	**Initial Response:**	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Other (Note the Violation in the Comment Field)
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Mason City	**State/Prov:**	Iowa
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca, Inc.		
Address:	P. O. Box 3528		
City:	Littleton	**State/Prov:**	Colorado
ZIP:	80161-3528	**Country:**	United States
Email:		**URL:**	
Area Code:	888	**Phone Number:**	2090510
Ext:			
Representative Name:		**Title:**	

Record # 42 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1104061	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The enrolment form indicates that in order to be enrolled as a preferred customer, I would have to agree to purchase, at minimum, $42.99 per month worth of merchandise. In addition, I would have to pay a minimum $25 enrollment fee. And, to maintain my membership, I would have to pay $12 per year to keep my membership active.I could cancel the membership anytime, but only in writing via the USPS. Also, the method of payment MUST be in one of two forms:a credit cardautomatic deduction from a checking account-one of the two at minimum must be on the enrollment form with the account number in order to join. They then have the right to c harge your account as needed.The representative told me that the company IS NOT a multi level marketing company, but I first heard, and joined the scam in 1991. I signed up as a preferred customer. I bought the recommended package in the amount of $199. I was then free to either use or distribute the merchandise (health care and household products) as I saw fit, provided, I maintained my mermbership by buying a pre-set amount of merchandise per month and payed my annual membership fee. This lasted about 6 months before I caught on to their scam.I would like to know the legal information regarding this service. I can provide a copy of their agreement form if necessary.		
Entered By:	HBUCKMON	Entry Date:	9/26/2000
Updated By:	IBOLEN	Updated Date:	10/26/2000
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$25.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Internet
Complaint Date:	9/24/2000	Transaction Date:	9/23/2000
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	North Platte	State/Prov:	Nebraska
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca, Inc		
Address:	3910 South Yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	2620600
Ext:			
Representative Name:		Title:	

Record # 44 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1041135	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	My main complaint is concerning the very deceptive and deceitful information provided at the wealthomatic website.They lead the reader to believe that they are against Multi-Level-Marketing, and that the TOP 10 Internet Marketers are affiliated with the company that provides them a source of ongoing, and ever increasing residual income. After I was deceived and tricked into authorizing the $29.00 charge on my Visa credit card, I found out that the company is: Melaleuca, which is a Multi-Level-Marketing (Network Marketing Company) but they choose to call theirself a Direct Sales company for the sake of this ploy to trick consumers to be a part of their organization.Myself, I have experienced a lot of emotional pain and loss of thousands of dollars for the over ten (10) years that I pursued and tried to build MLM/Network Marketing organizations! I now realize the futility of all MLM programs, and I also recognize that this is an addiction.I want to stay away from all MLM...but this approach that Wealthomatic is using is the most deceitful I have ever seen!I contacted Wealthomatic and demanded an immediate refund...they told me that my order was already placed with Melaleuca, and that I needed to return the order to them in order to get my refund.Sincerely (b)(6)		
Entered By:	JMOORE	Entry Date:	8/7/2000
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$29.00	Amount Paid:	$29.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	8/3/2000	Transaction Date:	8/1/2000
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	Glendale	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Wealthomatic And Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	216	Phone Number:	6919292
Ext:			
Representative Name:	Steven Sigman (@ Wealthomatic)	Title:	

Record # 45 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1013177	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer purchased products from the company and they continued to debit his account for more money without his authorization. The company caused him to have bounced checks, and the credit card company is still holding him responsible for the transactions		
Entered By:	MPROCTOR	**Entry Date:**	7/14/2000
Updated By:	FTUCKER	**Updated Date:**	7/17/2000
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		**Amount Paid:**	$2,237.71
Payment Method:	Bank Account Debit	**Agency Contact:**	Phone
Complaint Date:		**Transaction Date:**	4/20/2000
Initial Contact:	In Person	**Initial Response:**	In Person
Statute/Rule:	FTC Act Sec 5 (BCP) Electronic Fund Transfer Act	**Law Violation:**	TSR: Other Deception or Abuse (note in comments) TSR: Unauthorized billing
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Reno	**State/Prov:**	Nevada
ZIP:		**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	7423653
Ext:			
Representative Name:	Raymond Arellona	**Title:**	

Record # 47 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	1004599	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Lisa Lizotte took our bank debit card over the phone.She said that in order for me to sell Melaleuca Products and to have a web page which she would personally help me with; that I would have to buy the Preferred Customer Backup Order which I would receive once a month so that I would be able to tell my new customers about it. She said she would send me the Customer Agreement Form in the mail and that I was to sign it and send it back to her. But after receiving the form I noticed that someone had already signed my name in the Applicants Signature line so I did not send it back to them. I still have the form.Is this not Forgery. I contacted the company to stop taking it out of our bank account but the lady got real stippy and said that I had signed the Customer agreement form.That is when I decided to try to get back control of this problem and I found you guys while searching the web.Can you please help me in this matter..Also they signed my name but it is my fiancee card, even though we have a joint checking account.If we would have signed it, we would have had my fiancee to sign her correct name (b)(6) but they signed my name (b)(6)		
Entered By:	DJOHNSON	**Entry Date:**	7/7/2000
Updated By:	IBOLEN	**Updated Date:**	8/28/2000
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$37.99	**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	7/6/2000	**Transaction Date:**	2/4/2000
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.			
First Name	(b)(6)	**Last Name:**	(b)(6)
Address 1		**Address 2:**	
City		**State/Prov:**	Ohio
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	Cell
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	2620600
Ext:			
Representative Name:	Lisa Lizotte	**Title:**	

Record # 48 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	932573	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	www.melaleuca.com is a pyramid scheme and is flooding the internet with mass market web sites. They are selling affiliate site's to the public through seminars around the country, and charging outragous price's ($250.00+).My sister from Sacramento, California was going to join intil I started doing my own investigation about this company. They are targetting the public that know nothing about the internet, aserting they can get rich quick if they join. I found an ex-top employee from this web site company that is set out to expose them. See his sight at (http://www.webspawner.com/users/melaleuca/).Please check out this pyramid going on, I don't like to see people get ripped off. Thank You. (b)(6)		
Entered By:	FTUCKER	Entry Date:	4/24/2000
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$250.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Internet
Complaint Date:	4/21/2000	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	Franchise Rule	Law Violation:	Unsubstantiated Earnings Claims
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Milpitas	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Www.melaleuca.com		
Address:	Unknown		
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:	800	Phone Number:	7422444
Ext:			
Representative Name:		Title:	

Record # 49 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	931556	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer placed an order on March 12th, for some soap and cleaning supplies. She got this stuff on a one time offer. The next month April 21st, she got another box that she did not order.So she called the company, and she was told that someone will look into it and call her back. They called her back and said that she agreed to get a package every month.		
Entered By:	KALLEN	**Entry Date:**	4/21/2000
Updated By:	YFLEMING	**Updated Date:**	4/25/2000
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Shop-at-Home\Catalog Sales Health Care: Other Products\Supplies
Amount Requested:		**Amount Paid:**	
Payment Method:	Visa Credit Card	**Agency Contact:**	Phone
Complaint Date:		**Transaction Date:**	
Initial Contact:	Print	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	Unordered Merchandise	**Law Violation:**	Billed for Unordered Merchandise
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Kenosha	**State/Prov:**	Wisconsin
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220870
Ext:			
Representative Name:		**Title:**	

Record # 51 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	815120	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Melaleuca continuously debits consumer's checking account regardless of whether they place an order.		
Entered By:	PLEIGH	Entry Date:	12/14/1999
Updated By:	PLEIGH	Updated Date:	12/14/1999
Complaint Source:	Northwest Region	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Mail
Complaint Date:	10/15/1999	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	TSR: Unauthorized billing
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	OXON HILL	State/Prov:	Maryland
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	2823000
Ext:			
Representative Name:		Title:	

Record # 52 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	797662	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Melaleuca is a MLM. My friend convinced me to try it and I did, starting about 2 years ago. She convinced me that I wouldn't have any trouble terminating my relationship if I so chose. This past August, I verbally requested that my relationship cease and that the bank debits stop due to my financial hardship. In September and October I sent written letters with the prescribed information. Now in November, I sent an email. Each month they continue to send me product and each month they continue to debit my account. Returning the product is not the answer b/c they feel they are owed an equivalent amount of mon ey -- each person must buy a certain amount per month period. Their product is accumulating in my garage. Their debits are driving me further into debt. How do I make them stop?		
Entered By:	ABANKS	**Entry Date:**	11/24/1999
Updated By:	IBOLEN	**Updated Date:**	8/28/2000
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$43.98	**Amount Paid:**	$43.98
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	11/21/1999	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Anchorage	**State/Prov:**	Alaska
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca, Inc.		
Address:	735 W 25th Street		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	2823000
Ext:			
Representative Name:		**Title:**	

Record # 53 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	769775	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer states that her husband and herself signed up with this company to sell health care and beauty products. Consumer states that they gave them a direct deposit slip with their share account number on it for them conduct electronic withdrawal, but only upon confirming the transaction with them first. Consumer states that company has continually withdraw money from account without informing them or providing the products. The company also states that the consumer still owe $43.29.		
Entered By:	SMBAILEY	Entry Date:	10/20/1999
Updated By:	SMBAILEY	Updated Date:	10/20/1999
Complaint Source:	Planning and Information- BCP	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters ATM-Electronic Banking Procedures
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Mail
Complaint Date:	10/13/1999	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Oxon Hill	State/Prov:	Maryland
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 54 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	724788	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I have not been injured or lost money to this company. They have asked me to buy products and become a distributor for them. Because I am anticipating going to work selling their product as an independent distributor, I want to know if there are any pending complaints or litigations against them by the FTC.It seems to me they have the same pitch as Amway and I know there has been FTC action against that company.Please let me know if there is anything I should know before I buy their training and marketing materials to become a sales person.Sincerely,A.J. Brown		
Entered By:	FTUCKER	Entry Date:	9/2/1999
Updated By:	IBOLEN	Updated Date:	8/28/2000
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	9/1/1999	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Charlotte	State/Prov:	North Carolina
ZIP:	[illegible]	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca, Inc.		
Address:	310 South Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 55 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	648771	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	This complaint involves a, Scheme to defraud, systematic, ongoing course of conduct with intent to defraud one or more persons within the State of Florida. This scheme has obtained monies from one or more persons by false or fraudulent pretenses, representations, or promises or willful misrepresentations of a future act.This Scheme to defraud involves a corporation that sells a business opportunity cloaked as a retirement fund.The amount of monies obtained has been as much as $20,000.00 from some individual consumers. The aggregate value is believed to be in the millions since all this co mpany does is sell there business opportunity cloaked as a retirement fund. The company reported sales of over $300 million for 1996.I have been victimized by this retirement fund scheme. I have personally invested time and money in excess of $20,000,00 into this business opportunity cloaked as a retirement fund for years. I hoped to supplement my retirement with benefits from this plan. I have now reached an age where I am eligible for retirement from my full time job. I am sad to say that I am unable to retire because I have learned that the years of investments that I have made in this retirement fund have been stolen away and my investment is now worthless.Wally Butler For more details and evidence seehttp://www.angelfire.com/id/metaleuca/melascam.htmlhttp://www.angelfire.com/id/metaleuca/melascam2.html		
Entered By:	HBUCKMON	**Entry Date:**	6/8/1999
Updated By:	IBOLEN	**Updated Date:**	8/28/2000
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$100.00	**Amount Paid:**	$20,000.00
Payment Method:	MasterCard Credit Card	**Agency Contact:**	Internet
Complaint Date:	6/7/1999	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Jax	**State/Prov:**	Florida
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Metaleuca, Inc.		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:	debbie Campa	**Title:**	

Record # 56 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	646326	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	a friend of mine has joined Melaleuca and has tried to recruit me. She swears it is not like AMWAY, but actually it is. I cannot find any type of coverage about this company. I think it is worth looking into and worth issuing a consumer alert warning people about the latest get rich schemes.		
Entered By:	FTUCKER	Entry Date:	6/3/1999
Updated By:	IBOLEN	Updated Date:	8/28/2000
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	6/1/1999	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Spring	State/Prov:	Texas
ZIP:		Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca, Inc.		
Address:			
City:	Idaho Falls	State/Prov:	Idaho
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 57 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	512130	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I paid a membership fee to buy products from this company.At the time I paid, I was asked to sign a written agreement that I would buy a set number of dollars worth of the product each month. The man and woman who signed me up specifically told me I just needed to buy on average the monthly amount.Also as part of the agreement, I had to give my credit card number.I started out buying quite a bit of products, thinking I would stock up on things I would use, and then just replenish as needed.One month I was ordering, and the man said I had not ordered enough. I did not understand, and asked him to explain. He said I had to buy a certain amount each mon th. I objected and asked that someone call me. For several weeks I tried to get someone to return my call about why this was being required, when I had bought so many dollars worth of products. No one would answer or return my call. All the line workers would say is read your contract.Finally, on November 6 I reached a supervisor. He was very discourteous, told me I could not cancel my account by phone, and that I had to send a letter. He would not give me a fax number. I was so unhappy at this point, with some of the products, the forced purchase amount, and how the man treated me, that I found a fax number on some literature and faxed a letter. In the letter I specifically said not to send me any more products and not to charge anything further to my credit card. Even so, they sent me a box of products, the type of which I have never ordered, except one thing which I specifically had said in my letter I didn't like because it didn't do what it should. They charged it to my credit card. I've written again asking that this charg be taken off. The charge is slightly less than $50. They will not take it off my card.Can you help me?Thank you.		
Entered By:	HBUCKMON	**Entry Date:**	12/15/1998
Updated By:	IBOLEN	**Updated Date:**	8/28/2000
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$30.00	**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	11/27/1998	**Transaction Date:**	4/1/1998
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Topeka	**State/Prov:**	Kansas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Highway		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:	unknown unknown	**Title:**	

Record # 58 of 59 / Consumer Sentinel Network Complaints			
Reference Number:	371876	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	consumer joined membership which sent her a package. After cancelling membership, she returned package, which was supposed to allow refunds but it was not honored		
Entered By:	SILEE	Entry Date:	4/30/1998
Updated By:		Updated Date:	
Complaint Source:	Western Region Los Angeles	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	$72.66	Amount Paid:	$72.66
Payment Method:		Agency Contact:	Mail
Complaint Date:	4/27/1998	Transaction Date:	6/1/1997
Initial Contact:		Initial Response:	Phone: other
Statute/Rule:	Mail or Telephone Merchandise Order Rule	Law Violation:	Failure to Honor Refund Policy
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	Playa Del Rey,	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	2823000
Ext:			
Representative Name:		Title:	

GOODWIN PROCTER

Joanne M. Gray
212.459.7440
jgray@
goodwinprocter.com

Goodwin Procter LLP
Counselors at Law
The New York Times Building
620 Eighth Avenue
New York, NY 10018
T: 212.813.8800
F: 212.355.3333

2009-00904

April 29, 2009

FEDERAL TRADE COMMISSION
RECEIVED

MAY 01 2009

FOIA BRANCH
GENERAL COUNSEL

VIA FACSIMILE 202-326-2477

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

Dear Sir or Madam:

Pursuant to the authority of the Freedom of Information Act, I hereby request a copy of all documents regarding the marketing practices and way of doing business of Melaleuca, Inc. of Idaho Falls, Idaho, including but not limited to any complaints regarding the marketing of Melaleuca's products or business opportunity, from May 1, 2004 to the present. This request should be directed to the Bureau of Consumer Protection for processing.

In order to help determine fees, I am an attorney. In accordance with 16 C.F.R. § 4.8(b), I am willing to pay whatever fees may be charged for processing this request.

Consistent with 16 C.F.R. § 4.11(a)(1)(iii)(A), I will appreciate a response within 20 days of receipt or no later than 30 days of receipt if the response is extended under § 4.11(a)(1)(iii)(B).

Thank you for your assistance in this matter.

Sincerely,

Joanne M. Gray

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

Joanne Gray
Goodwin Procter
The New York Times Building, 620 Eighth Ave.
New York, NY 10018

MAY 05 2009

Re: FOIA-2009-00904
Melaleuca, Inc.

Dear Ms. Gray:

This is in response to your request dated April 29, 2009, under the Freedom of Information Act seeking access to records regarding Melaleuca, Inc. In accordance with the FOIA and agency policy, we have searched our records, as of May 01, 2009, the date we received your request in our FOIA office.

We have located 102 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Twenty-one pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirement, as explained below.

Enclosed are 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).

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

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

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

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

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

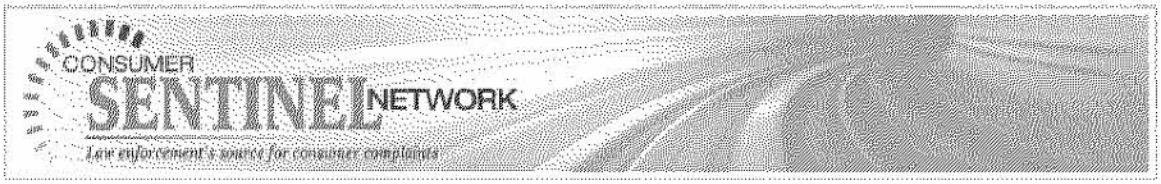
If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy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

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Carolyn Lowry at 202-326-3055.

Sincerely,

Joan E. Fina
Assistant General Counsel

Enclosed:
Complaints (102 pages)



Record Details

Consumer Sentinel Network Complaints

Record # 1 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	22521370	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I, at one time, did business with this company. The company severed our relationship, but continues to send me unsolicited and unwanted faxes despite my having requested them to stop.Thank you, (b)(6) PS9000: Multi-level Marketing Co.		
Entered By:	FTCCIS-FTCUSER	Entry Date:	4/27/2009
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	4/27/2009	Transaction Date:	
Initial Contact:	Fax	Initial Response:	Phone: other
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	San Jose	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	65 - 69
Subject			
Subject:	Melaleuca		
Address:	3910 So. Yellowstone Hwy.		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-6003	Country:	United States
Email:		URL:	www.melaleuca.com
Area Code:	208	Phone Number:	5220870
Ext:			

Representative Name:		Title:	

Record # 2 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	22448138	Originator Reference Number:	I0904101549589401
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref #:I0904101549589401. they claim you will spend a little money to make a lot in short you have become a salesman and thet is not what I signed up for their claim is in the first contact no money is talked about just an agreement it is then the second phone call that says oh by thye way you will be billed for 60 dollars a month as to your contract by phone recording thank you that is fraud right there I have been trying to unsubscribe but the program sends you to reordering you can't unsubscribe that alone is illegal		
Entered By:	IFCC-USER	Entry Date:	4/10/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	$60.71
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	4/10/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:	only work for 1		
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	ANCHORAGE	State/Prov:	Alaska
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca The Wellness Company		
Address:	main enroller Arizona		
City:		State/Prov:	
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 3 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	21551956	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:		**DNC?**	N
Comments:	COnsumer ordered product from a company called Melaleuca in 4/2004. COnsumer received product from them once, and they continued to bill the consuemr for the product $50 a month since then. COnsumer has only received the product one time, and called the company to ask for her money back, and the company has refused - they said they will send the product. Consumer doesn't want the product becasue ti didn't work for her. That is why she didn't order any more, and when it didn't come, she thought it was over with.		
Entered By:	RCONDON	**Entry Date:**	2/2/2009
Updated By:		**Updated Date:**	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Shop-at-Home\Catalog Sales
Amount Requested:	$2,400.00	**Amount Paid:**	$2,400.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Phone
Complaint Date:	2/2/2009	**Transaction Date:**	4/1/2004
Initial Contact:	I Initiated Contact	**Initial Response:**	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP) Mail or Telephone Merchandise Order Rule	**Law Violation:**	Deception/Misrepresentation Never Received Merchandise
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:	N	**Dispute with Credit Bureau over 45 days?:**	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Bronx	**State/Prov:**	New York
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Melaleuca		
Address:			
City:		**State/Prov:**	
ZIP:		**Country:**	
Email:		**URL:**	
Area Code:	800	**Phone Number:**	2823000
Ext:			
Representative Name:		**Title:**	

Record # 6 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	21313845	**Originator Reference Number:**	I0812250353551481
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?**	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV.ICCC Ref #:I0812250353551481I met a sales lady for this website company " Melaleuca" back in April 2007 at a Eco convention near Orange County. Her name was Elizabeth Kilchoer. She was selling environmentally friendly cleaning products. I became interested in purchasing them, so I bought 2 items with cash and then she proceeded to tell me that If I became a member I would get a discount and she said nothing else. So I filled out the form with my address and credit info and submitted it to her. One month later I received a Big box of products (that I did not order) at my front door from Melaleuca. I checked my credit card balance and sure enough they charged my card $71.99. I called Elizabeth to complain. She apologized and said she authorized the purchase because that was their membership policy (which she did not explain to me). I told her I did not order the products, I do not want them, and I am returning them to the main office. I also, told her I did not want to be a member anymore. She gave me the cancellation policies and I returned the goods to the office and sent in my written letter for membership cancellation. I also called my credit card company to stop payment on the unauthorized charge and cancel my card # and give me a new one. This seemed to have worked until roughly 1 year later, I was doing a routine check on my credit card balance when I noticed a $40.00 Charge from Melaleuca on my New Card. This was strange, very strange because I had canceled my membership, never ordered or received anything else from them, and plus I had a new credit card # that they did not have a record of. I called my card company to report a fraudulent charge on my card and had a discussion with my card company on why and how could this happen. They ended up taking care of it and I e-mailed Melaleuca to complain. I never got a reply from them. Me being a very busy person I hoped that would be the end of it. I moved to a new area back in June of this year. So I had issued a forward on my mail from my old address. Sure enough I keep getting catalogs and order forms from this company after I have asked repeatedly to take me off the list and canceled membership. Then...Today I opened up my e-mail and there they were again, like a nightmare that keeps on coming back. They stated in the e-mail that they had sent a box of products to my address (My old Address)and that they wanted payment. Well first off, I did not order any thing from them ever. Second I do not live there anymore. Third, I did some research on this company on www.ripoff.com and they have 146 complaints against them, some of which are very much like mine. I beg someone to help me stop these people from doing this to anyone else. It is tiring, annoying, and obviously fraudulent.		
Entered By:	IFCC-USER	**Entry Date:**	12/25/2008
Updated By:		**Updated Date:**	
Complaint Source:	Internet Fraud Complaint Center	**Product Service Code:**	Other (Note in Comments)
Amount Requested:		**Amount Paid:**	$0.00
Payment Method:	Not Reported	**Agency Contact:**	External Agency
Complaint Date:	12/25/2008	**Transaction Date:**	
Initial Contact:	Email	**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Fraud Complaint?:**	
Dispute with Credit Bureau?:		**Dispute with Credit Bureau over 45 days?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	LOS ANGELES	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	

Fax Number:	(b)(6)	Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:	info@melaleuca.com	URL:	www.Melaleuca.com
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 7 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	21151998	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	Consumer is filing a complaint against Melaleuca. Consumer states that she was diagnosed w/Parkinson's disease & ordered healthcare products from Melaleuca. Consumer reports that she only ordered from Melaleuca once but Melaleuca was debiting her bank account every month for product that she did not have. Consumer will contact her state consumer protection agency. No alternate phone# or email address given.UPD_01.27.2009 The consumer wanted to know the status of the report. Bayala		
Entered By:	JHENDERSON	Entry Date:	12/15/2008
Updated By:	BAYALA	Updated Date:	1/27/2009
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	$1,908.00
Payment Method:	Bank Account Debit	Agency Contact:	Phone
Complaint Date:	1/27/2009	Transaction Date:	
Initial Contact:	Mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Bronx	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 9 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	20925711	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	Consumer is filing a complaint against Melaleuca, an online company. Consumer states that she ordered vitamins w/Melaleuca & provided her cc# online. Consumer reports that she was told that she can change the method of payment for future orders, but now there's no other option except cc payments. Consumer will contact her state consumer protection agency. No alternate phone# or email address given.		
Entered By:	JHENDERSON	Entry Date:	11/17/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:	11/17/2008	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)
Address 1:		Address 2:	
City:	Countryside	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	800	Phone Number:	7422444
Ext:			
Representative Name:		Title:	

Record # 11 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	20856593	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I was delibratly done wrong by 2 Melaleuca Independant Company Representatives. The names of these 2 individuals are John Drew 210 744-5105 & Aide Torres 210 744-2105. I told both of these 2 individuals more than half-dozen times that I was ONLY interested in becoming a Melaleuca Customer, Not A Melaleuca Representative. Because Melaleuca had a special promotion at that time, only $1.00 to become a company representative, these two individuals signed me up as a company representative anyway. When I did not place an order, Melaleuca automatically billed my credit card almost $65.00 dollars EVERY MONTH anyway. They throw a few very low-priced, buget items in a box & ship it out to you even though you did NOT order it, or even have a need for any of it or like it. Customers should have every right to purchase ONLY EXACTLY what they want, WHEN they want it! Melaleuca keeps themselves alive by automatically billing all of thier representative almost $65.00 a month MINIMUM. However, I was never supposed to be a reresentative. I made it VERY CLEAR that I was ONLY interested in becoming a customer. Had thses 2 individuals made it clear to me that I was, in any way, going to be liable for minimum monthly purchases, I would have NEVER signed up to become a customer. Melaleuca has absolutly no way to monitor what thier representatives are telling people in order to get them to sign-up. This attempt to help out a couple of people has cost me my credit card, which is now closed as a result of this episode. Also, has made delinquent entries into my credit report hurting my chances of getting any future credit. I have had BOTH PARTIES on the phone at the same time telling them that I DO NOT WISH to have any more product automatically mailed out to me anymore. However, they continued to sent product out & Capital One continued to let Melaleuca make these charges even though I made it VERY CLEAR that I would not pay for any merchandise that I DID NOT order.		
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	11/10/2008
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$364.00	**Amount Paid:**	$0.00
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	11/10/2008	**Transaction Date:**	8/8/2008
Initial Contact:	Phone	**Initial Response:**	Answer cold call
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:	N	**Dispute with Credit Bureau over 45 days?:**	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	San Antonio	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Highway		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	37914	**Country:**	United States
Email:		**URL:**	www.melaleuca.com
Area Code:	800	**Phone Number:**	2823000

Ext:			
Representative Name:	Unknown Unknown	**Title:**	
Associated Subjects			
Company:	Capital One Bank		
Company Type:	Other		
Address:	P.O. Box 60024		
City:	City Of Industry	**State/Prov:**	California
ZIP:	91716-0024	**Country:**	United States
Email:		**URL:**	www.capitalone.com
Area Code:	800	**Phone Number:**	9033637
Ext:			

Record # 12 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	20763428	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	I placed a one-time order through my friend's son to this company. I wanted to give him cash but he said I should give him my debit card, so I had to sign something to authorize the payment. I was offered an enrollment in their club which required a monthly purchase but I DECLINED. I called them today and they said I authorized membership and if I did not order something they order it for me. They refused to stop shipment and credit my account and refused to cancel a membership I never authorized.. PS9000: Miscellaneous Products		
Entered By:	FTCCIS-FTCUSER	Entry Date:	11/4/2008
Updated By:	JSPINNATO	Updated Date:	11/28/2008
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	$103.00	Amount Paid:	$103.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	11/28/2008	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Phone: other
Statute/Rule:	Unordered Merchandise	Law Violation:	Billed for Unordered Merchandise
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Long Beach	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:	info@melaleuca.com	URL:	http://www.melaleuca.com
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 13 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	20668955	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	I have been a preferred customer of Melaleuca for 2 years. I chose not to renew my membership in September of this year. Without my knowledge or authorization, Melaleuca charged my credit card with a renewal fee of $13.08 on September 10. On September 30, they charged my credit card $62.30 for an order of vitamins that I do not use, did not order, or authorize. Upon arrival of the order last week, I contacted Melaleuca and was told that I would receive a refund for the membership renewal, I had to send them a letter cancelling my membership - which I faxed to them last week. I was also told to return the order which was shipped on 09/30 and I would receive a refund for that as well. Today, I received an e-mail stating that I would receive a refund in the amount of $46.66 for the returned order. I called Melaleuca and spoke to 'Mark' and was told that I would not receive a refund for the shipping and handling. I spoke to a supervisor named 'Brooke' who also said they would not refund the shipping/handling charge for the order that I did not place or authorize. I would like a full refund of the $13.08 for the membership renewal that I did not authorize as well as the shipping/handling for the order I did not place in the amount of $15.64, in addition to keeping the credit of $46.66 for the order I returned to them per their instructions.. PS9000: Melaleuca, Inc.		
Entered By:	FTCCIS-FTCUSER	Entry Date:	10/23/2008
Updated By:	JSMITH	Updated Date:	11/26/2008
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	11/26/2008	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Salem	State/Prov:	Arkansas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	melaleuca.com
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 20 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	13502496	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: mailing me products even though I cancelled my membership) Their website offered lower price on products if you became a member. I became a member on 3/31/08. When I further read the membership contract, I found that I had to purchase at least 35 points worth of product (approx $70) or they would send product to me anyway. On April 1, 2008, I decided to take advantage of my 3-day-to-cancel right and sent a certified return receipt letter on that same day April 1, 2008 to that effect, since the contract stated this was the procedure to cancel. However, they still sent me product because they say they got the letter on the 7th. If the only way to cancel is via mail, no one will be able to get a letter to them w/in 3 days unless they happen to mail the letter nearby. I argued with their customer service about this fact. She also informed me that even though it had not shipped yet, payment was submitted and they could not stop the shipment from going out. People should be warned about them! I notified my bank and they said they couldn't do anything until the amount posted to my account.		
Entered By:	MPHILLIPS	Entry Date:	4/10/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	4/11/2008
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Buyers Clubs (not travel or lottery)
Amount Requested:	$61.11	Amount Paid:	$61.11
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	4/9/2008	Transaction Date:	
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Norwalk	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	282-3000
Ext:			
Representative Name:		Title:	

Record # 22 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	19664196	Originator Reference Number:	1416589
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	3/24/2008 AMLudwig I received an invoice from this company last month and since I have not purchased anything from them for perhaps 9-10 yrs. I assumed it was an error. On the phone I was told that "my account" needs to be discussed. A purchase in the amount of $550.54 was supposedly ordered by me and sent to (b)(6) Conyers GA There were two names on the paper work that of Terri Sandao or Sandau and Deloris Eichelmann. I am instructed to sent a letter with all of this information to Melalueca. I informed them I was contacting the Inspection Service and our Prosecutor. I work at the (b)(6) in Steelville MO (b)(I am eager to hear back from you. Thank you very much.		
Entered By:	USPS-User	Entry Date:	3/24/2008
Updated By:		Updated Date:	
Complaint Source:	US Postal Inspection Service	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	$550.54	Amount Paid:	
Payment Method:		Agency Contact:	
Complaint Date:	3/24/2008	Transaction Date:	
Initial Contact:	Mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	STEELVILLE	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S YELLOWSTONE HWY		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-4342	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 26 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	12559717	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: credit card offers) About 3 years ago I bought some products from Melaleuca. Since then they have been sending me credit card offers. I have written to them 4 times asking them to remove me from their mailing list, we do not want their credit card or any other product they have. They still have not removed me. I get another credit card offer about every other month. What can I do?		
Entered By:	ASMITLEY	Entry Date:	1/8/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Credit Cards
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	1/4/2008	Transaction Date:	
Initial Contact:	Mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	SAN ANTONIO	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Subject			
Subject:	Melaleuca		
Address:	P O Box 22011		
City:	Wilmington	State/Prov:	Delaware
ZIP:	19891-0011	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 29 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	12495806	Originator Reference Number:	ICCC586923
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0711042129055621:All transactions including registration is on unsecured websites (http) They require social security number, birthday, and credit card on the unsecured websites at Melalueca.		
Entered By:	IFCC	Entry Date:	11/4/2007
Updated By:		Updated Date:	
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	11/4/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	CHUGIAK	State/Prov:	Alaska
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 South Yellowstone Hwy.		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	7422444
Ext:			
Representative Name:		Title:	

Record # 30 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	11857364	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: All products, and ordering procedure) On or about 8-1-2007, I inquired online about a possible at-home business oppportunity. I was contacted by Joanne Melnyk, who explained to me how this business worked. I stated clearly and unequivocally that I DID NOT WISH TO BE INVOLVED WITH SALES OF ANY KIND! On the strength of the statements that this company's products are non-toxic & environment-friendly, I agreed to order some samples of the products. At no time did I indicate, authorize or give my permission to JOIN anything, nor to become a "serial customer", with repeating charges to my debit card. I received the only order of products I made, used them, and determined that they were not what they were advertised to be! I signed nothing, on paper or electronically. In September, I received a package of printed materials, for which I was billed, and did not protest. However, I did speak with Ms. Melnyk on the phone to reiterate that I did not wish to receive anything further, nor have my card billed. A full two months after making my wishes known, I was again billed $64.08, for which I have received nothing! An email answer to my inquiry indicates I was billed BECAUSE I ordered nothing. I have printed out the "so-called" order form I am suppposed to have signed. My name has been printed on the form, again, without my permission or knowledge, and it has been used to fraudulently charge my debit card. I want my money back! Because I did receive goods for charges made to my card for August and September, I am willing to take my punishment as a sucker. However, AFTER I clearly attempted to shut this scam down, I was billed an additional $64.08 for NOTHING! I want my money back - this is fraud! I am being told I must mail this company my signature for them to cancel. They didn't have my signature to "sign me up", they don't need it to close my "account". I attach printed out communications documenting my statements. Thank you.		
Entered By:	RLOPER	**Entry Date:**	10/16/2007
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Work-At-Home Plans
Amount Requested:	$94.97	**Amount Paid:**	$190.19
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	10/12/2007	**Transaction Date:**	8/1/2007
Initial Contact:	Phone	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:	N	**Dispute with Credit Bureau over 45 days?:**	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Ceres	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Melaleuca Wellness Corporation		
Address:	3910 South Yellowstone Highway		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	282-3000

Ext:			
Representative Name:	Joanne Melnyk	**Title:**	

Record # 31 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	12139189	Originator Reference Number:	ICCC575410
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # I0710161622214212:Melaleuca's representatives failed to inform when they signed me up that money will be taken from my card monthly regardless of my order. The meeting was party-like, out of focus, noisy and crowded. They send me every month product that I don't need and charge my card. I contacted their representative in August she promised to cancel the service. I got a parcel in September again. I called them myself and ask to cancel my membership. Today 10/16/07 I received another parcel. They overdrafted my credit card and refused to close my membership. I contacted the BBB in their region. Melaleuca failed to respond on BBB's attempt to contact.		
Entered By:	IFCC	Entry Date:	10/16/2007
Updated By:		Updated Date:	
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	$193.76
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	10/16/2007	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	ST. PETERSBURG	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 S Yellowstone		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 32 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	12536465	**Originator Reference Number:**	1394836
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	10/4/2007 AEasterling This one of the multiple Multilevel companies who're in business for fasting dollar growing. Take group of people in a meeting, showing products and for enrollment have to paid only by credit card or debit to your account the initial amount of 33.00 dollars, before the end of the month they will automatically withdrawal from your account the Value Pack Product which consists of 100 of the best *Melaleuca* products which was supposted to be received in 3 weeks after they send from Idaho. This shipment was f/up more than 6 calls to the Business Development Department, first shows an incorrect address, than excuses as it was received by other person on 114 FD Roosevelt which isn't the correct physical and postal address as enrolled. After twice intentions to have the reimbursement of the $61.75 at present is circuling arount the Planet, because also gave a false tracking number for USPS. Please check out this kind of company which in only 10 years of establish is doing Trillions, taking people as idiots. They have a Warehouse at Saint Just in Trujillo Alto, PR. At this time, they are not doing such numbers and meeting as months ago. Some friends also have the same problem, they order the products and never received what they order.		
Entered By:	USPS	**Entry Date:**	10/4/2007
Updated By:		**Updated Date:**	
Complaint Source:	US Postal Inspection Service	**Product Service Code:**	Shop-at-Home\Catalog Sales
Amount Requested:	$36.00	**Amount Paid:**	$61.75
Payment Method:	Not Reported	**Agency Contact:**	External Agency
Complaint Date:	10/4/2007	**Transaction Date:**	
Initial Contact:	Unknown	**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:		**Dispute with Credit Bureau over 45 days?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	SAN JUAN	**State/Prov:**	Puerto Rico
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	*Melaleuca*, Inc.		
Address:	3910 S YELLOWSTONE HWY		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	834024342	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 33 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	11649220	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	I have made numberous requests by mail, fax and phone to have this company close an account, and they insist that they did not receive the request. This persisted without authorization to access a closed credit card account after I specifically requested to be billed from another account. My credit card company informed me that they made 5 attempts on the SAME DAY (August 3, 2007) t,hen repeated attempts August 6,7,8,9,10,13,14,15, and 16 to bill my credit card!!! The company referenced above trades through the federal postal system. Their representative instructed me to send a written letter by fax, requesting that they cancel my membership and that they cease attempts at accessing my credit card account. I mailed a written letter to them which included a check as final payment. I sent by mail my final payment of $61.87? ($62.00) and asked that they make no further attempts to bill my credit card. They cashed the check, then turned around and said that they had not received my fax or my letter. They said this even after SEVERAL conversations with them by phone in which I verbally asked them to cancel my subscription and after speaking personally with their representatives who said they would. Just this week they have sent another shipment of vitamins through the US postal service which I returned, unopened, but they refuse to close out this account. Please assist me in getting them to cease and desist. Please let me know what recourse I have.		
Entered By:	JHART	**Entry Date:**	9/20/2007
Updated By:	JOB: Upd_internet_related	**Updated Date:**	9/21/2007
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Other (Note in Comments)
Amount Requested:	$62.00	**Amount Paid:**	$62.00
Payment Method:	Check (Personal)	**Agency Contact:**	Internet
Complaint Date:	9/19/2007	**Transaction Date:**	9/10/2007
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	
Dispute with Credit Bureau?:	Y	**Dispute with Credit Bureau over 45 days?:**	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)	**Last Name:**	(b)
Address 1:		**Address 2:**	
City:		**State/Prov:**	Maryland
ZIP:		**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Melaleuca		
Address:	3910 S Yellowstone		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	800	**Phone Number:**	282
Ext:			
Representative Name:		**Title:**	

Record # 34 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	11633679	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Consumer services and there practices) this company makes alot of promise that are very misleading and after having numous contacts with them on the phone I followed there directions to cancle my account three different times there good about taking money out of my bank account and sending me products I did not order , they said to cancle my account to send a letter I did that wice then they said to send a fax I did that twice and after the last time I talked to them on the phone they would cancle my account then today thay took money out of my account , and I called them again and they said I 'd have to send another fax I want them to stop taking money out of my account and I wish not to do business with them ever again they'll promise aperson the world till they get them off the phone they now owe me $90.00 I've recorded all there phones calls I've ever made to them complaining now at 30 in a six month spand and I told them I was recording them the last time I called them to cancle this account again I talked to over six different supervisors but theres no doubt there running me around this is a bad company they have a website with testmonies from other customers very unhappy - there products are good its just there customer service that seems to do what ever it takes to stall decieve and make promises they never plain to deliver and determind to sell you so many dollars of what ever there pushing weather you want it or not , and they abuse the privilage of going in to ones bank account when ever they want to pay for such products and there determined not to let me out of this contract.		
Entered By:	DCRASE	Entry Date:	9/18/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	9/17/2007	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	Negative Option Rule	Law Violation:	Fail to Cancel Membership on Request
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	Y	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Manhattan	State/Prov:	Kansas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca The Wellness Company		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	800	Phone Number:	282-3000
Ext:			
Representative Name:		Title:	

Record # 35 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	11612332	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer called to fimd out if a company was a legitimate business, and to see how many complaints the FTC had and if any action the FTC had taken againts the company. Consumer has been advised he may contact the BBB for assistance. Has been advised that if the FTC had ever taken any action againts the company, he may research it on the FTC website.		
Entered By:	RBERMUDEZ	Entry Date:	9/14/2007
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Other (Note in Comments)
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	9/14/2007
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Chicago	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 36 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	11232643	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Automated Ordering) I had an account with this company and initially ordered several times but then did not order for almost three months. I checked my credit card statment in june after more than 3 months of NOT ordering through this company and found 3 charges from them. When I contacted their cust svc i was told by philip that if i returned a shipment that i would be receiving I would be credited the three charges and my acct cancelled. I returned the shipment at my expense and waited a mth for it to be credited when I found a fourth charge of 61 dollars on my credit card. When I again called cust svc i was told i should have cancelled by letter by the 25th and that i would not be refunded the first two charges called a "convenience" charge of roughly 50 dollars apiece. I believe this company is deceptive as I was never made aware that if i did not order a minimum order each month i would be charged anyway for products i didn't want or order.		
Entered By:	LSHARP	Entry Date:	8/8/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Unauthorized Debits or Charges for Unknown Products
Amount Requested:	$221.00	Amount Paid:	$221.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	8/7/2007	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Shreveport	State/Prov:	Louisiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 37 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	11043598	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: health care products) My wife bought some soap/shampoo, and other health products from Melaleuca after buying into what I think was a pyramid scheme or gifting club. I just think it sounds like a pyramid scheme or gift club because she made money off of other people's sales if she recruited them. Let me explain a little bit of the company's policies. She was told to recruit members for $20 dollars and she would receive a percentage of the $20. If those people bought something she would receive a percentage of their sale, and if their sold members sold more memberships she's receive another percentage of the sale as well. If she bought something she'd receive 35 product points a month. When she reached 35 product points a month, she'd receive "advantage dollars" in return. Does this sound like a pyramid scheme? Also, I was wondering about pre-paid legal, and another one called "...Star" I can't remember what the "...Star" program's name is but it's basically a company who has brother companies such as walmart or best buy that allows them to receive a discount if they purchase through their company's website "...star.com" Sorry, I can't remember the whole name at this time.		
Entered By:	DCRASE	**Entry Date:**	7/17/2007
Updated By:	JOB: Upd_internet_related	**Updated Date:**	7/18/2007
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$20.00	**Amount Paid:**	$20.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	7/16/2007	**Transaction Date:**	1/1/2007
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:	N	**Dispute with Credit Bureau over 45 days?:**	N
Consumer			
Complaining Company/Org.:			
First Name:	(	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	san diego	**State/Prov:**	California
ZIP:		**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:	mancinasc@yahoo.com	**Age Range:**	20 - 29
Subject			
Subject:	Melaleuca		
Address:	unkown		
City:	Unknown	**State/Prov:**	Location Not Reported
ZIP:	000000	**Country:**	Location Not Reported
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:	unkown unkown	**Title:**	

Record # 38 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	11021380	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Sales Program) Company stated there would be a one time charge of $14.50 for an initial sales packet to explain their opportunity. A month later I was charged $61.40 and a package showed up at my door. I explained to Melaleuca that I did not want the package and wanted a refund. They 'understood' and did refund my money and I sent the package back. I explained I did not want any further packages and they said there would be no further charges. The next month, they charged me again and another package arrived. I went through the same procedure but this time there was no refund. I continually called but received no help. I was then charged again but it was a few weeks before I noticed. This time there was no package. The operator explained, "I could not get a refund unless I sent back the package." Now, they are saying I can't even cancel this program (which I didn't even sign up for) without sending in a cancellation letter. Not once did they mention any cancellation letter. They also said I must not have read the paperwork before I signed it - there was no paperwork and I didn't sign anything. I have since closed my checking account because the bank was not helpful in stopping the charges.		
Entered By:	JHART	Entry Date:	7/12/2007
Updated By:	VLAW	Updated Date:	8/22/2007
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	$14.00	Amount Paid:	$245.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	7/11/2007	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	Y	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Covington	State/Prov:	Louisiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca Wellness		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 39 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	10926877	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Item sent by mail/never opened) I ordered 2 orders from this company through my checking account. Three months later, they went into my account and order another order without my permission or knowledge. I did not authorize the transaction and did not place an order. They told me that they could order through my checking account at any time since they have my routing number although the contract I signed did not indicate this. It was only suppose to be for 2 orders only.		
Entered By:	DCRASE	Entry Date:	6/27/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:	$61.11	Amount Paid:	$61.11
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	6/26/2007	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	Negative Option Rule	Law Violation:	Terms Not Disclosed in Promotional Material
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Lakewood	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:	4777 W 65th South		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 43 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	10397739	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: membership back up orders/payments/dues) after 6 months of trying to get our so-called membership cancelled and our $58 plus debits stopped. We continue to get an obvious runaround from the company. First they tell us we can cancel by phone then they tell us we have to cancel by mail and then they tell us we can cancel by fax, then we can cancel by email, then WE HAVE TO CANCEL BY REGISTERED MAIL then we can cancel by fax but there's no guarantee they will get it. It's obvious that once they get their hooks into you--they have no intention of letting you go. It's bad enough that they make false claims of their products being far superior to all other products--they have now put us into a position to where we are about to lose everything we own. They have broke us. $58 x 24 = $1392, and that's just an average. They expect us to get other people to join their multilevel marketing scheme they call consumer direct ordering which will allow them to siphon off money from other people's accounts. Their complete line of products, which are somewhat good, but are not superior to all other products. We are very unsatisfied and feel it is totally unreasonable for the company to allow you to join by fax or phone but cannot cancel that way.		
Entered By:	JKIGHT	**Entry Date:**	4/9/2007
Updated By:	VLAW	**Updated Date:**	4/30/2007
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$103.00	**Amount Paid:**	$103.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	4/5/2007	**Transaction Date:**	4/5/2007
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:	N	**Dispute with Credit Bureau over 45 days?:**	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	river oaks	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Subject			
Subject:	Melaleuca Inc.		
Address:	3910 S. yellowstone hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	522-0700
Ext:			
Representative Name:		**Title:**	

Record # 44 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	10315218	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Automated debit from account without any purchase) This is in regard to a blind client I am working with who has been debited at least 49.00 permonth since 2002. She signed an agreement as a preferred coustomer with them but had not idea that they were debiting her account. She is very limited in regard to bank account and was shocked to learn that she was debited even if she did not order any products. We called the company and sent in the paperwork after much argument to take her off the preferred customer list so that no more debits would be taken out. We asked for a refund of the debit of 49 dollars taken out that day on March 7, 2007. After letters and phone contact they refused to reimburse her. This client blind since birth is under severe financial stress, I have had to buy her food and medicine as she has been taken advantage of and has had no money to live. She works for the state for 27 years and takes home 300 per week for all her rent and bills. She notified the company on two occaisions that she did not know there was a debit and that she was under financial hardship- they will not refund her bank account. The local FBI office that I contacted instructed me to send this complaint. There are many elderly and mentally impaired people in Florida that could also be victims of this scheme that do not fully understand the automated debit. For many people that 49 dollars is their food budget.		
Entered By:	JXHEINY	Entry Date:	3/26/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:	$39.00	Amount Paid:	$3,000.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	3/22/2007	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)
Address 1:		Address 2:	
City:	Holly Hill	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	522-0700
Ext:			
Representative Name:		Title:	

Record # 45 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	10100535	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: HEALTH PRODUCTS) THEY KEEP CALLING ME, I WOULD LIKE TO KNOW IF THIS COMPANY IS AUTHENTIC AND ARE THEY REGISTERED WITH YOU AND THE BETTER BUSINESS BEARUE. THANK YOU		
Entered By:	JHART	Entry Date:	2/26/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:	$250.00	Amount Paid:	$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	2/23/2007	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	Telemarketing Sales Rule	Law Violation:	TSR: Other Deception or Abuse (note in comments)
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Doral	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:	1842 NW 93RD, AVENUE DORAL		
City:	Florida	State/Prov:	Florida
ZIP:	33172	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	ARNOLD BOWLEG	Title:	

Record # 47 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	10043623	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer Melaleuca a multilevel company, consumer bought merchandise from company and was charged on bank account but consumer never received the products, consumer can't contact the company to dispute the matter. Consumer did not provide email address		
Entered By:	ASALAZAR	Entry Date:	2/20/2007
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$72.18	Amount Paid:	$72.18
Payment Method:	Bank Account Debit	Agency Contact:	Phone
Complaint Date:		Transaction Date:	12/18/2006
Initial Contact:	In Person	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Never Received Merchandise
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	VEGA BAJA	State/Prov:	Puerto Rico
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-6003	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	6346246
Ext:			
Representative Name:		Title:	

Record # 48 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	10043020	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer ordered some products from Melaleuca and never received the merchandise. Consumer was told that they were out of stock and when the consumer indicated them that she wanted to cancel the order they refused. Consumer stated that it has been awhile and she has not received the products or her money back, even though she has requested it. No work ph # or email address for consumer.		
Entered By:	MRITZ	Entry Date:	2/20/2007
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	$62.00	Amount Paid:	$62.00
Payment Method:	Bank Account Debit	Agency Contact:	Phone
Complaint Date:		Transaction Date:	12/14/2006
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation Never Received Merchandise
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Vega Baja	State/Prov:	Puerto Rico
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Melaleuca		
Address:	Av. Tony Santana		
City:	Carolina	State/Prov:	Puerto Rico
ZIP:		Country:	United States
Email:		URL:	
Area Code:	787	Phone Number:	2532025
Ext:			
Representative Name:		Title:	

Record # 50 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	9706120	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: FTC ruling / Melaluca asking Marketing Executives for help) From: Frank VanderSloot [mailto:FVandersloot@Melaleuca.com] Sent: Thursday, January 04, 2007 2:49 PM To: Subject: A message from Melaleuca's Frank VanderSloot January 4, 2007 Dear , Sometime tomorrow, before 10:00 A.M., you will receive a Fed Ex package from me. It is a long letter that announces the results of 2006 and explains some concerning issues that confront us as we move into the future. There is also a letter from our Director of Government Relations, Damond Watkins, that explains Melaleuca¿s approach and success with our Government Relations initiatives. You will be receiving another email from me tomorrow morning that asks if you want to participate in an opportunity that lies before us. It is important to me that you do not feel any pressure to participate, but I will need a response from you tomorrow (Friday) night. If you do want to participate I will be calling you personally on Monday January 8 to discuss it further with you. It is important that after you have read tomorrow¿s email and have read the entire Fed Ex package that you respond to me, whether you want me to call on Monday or not. If we do not hear back from you by Friday night someone else will call you to make sure you have received the packet and my email. I look forward to visiting with you. In the meantime, please enjoy a great Launch! We have a lot of great things coming! Sincerely, Frank L. VanderSloot President/CEO		
Entered By:	JKIGHT	**Entry Date:**	1/5/2007
Updated By:	JOB: Upd_internet_related	**Updated Date:**	1/6/2007
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Internet Information & Adult Services
Amount Requested:	$29.00	**Amount Paid:**	
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	1/4/2007	**Transaction Date:**	
Initial Contact:	Internet Web Site	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:	N	**Dispute with Credit Bureau over 45 days?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Clinton	**State/Prov:**	Missouri
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29
Subject			
Subject:	Melaleuca		
Address:			
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:		**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 52 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	9504364	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: membership sign up) My wife went to a Melaleuca party and signed up for the program. The lady was showing bonus checks to her and other prospectives. My wife gave her our Wells Fargo Visa check card number and also her social security number. The lady there fraudulently represented the company and tricked her into signing up. This happened at (b)(6) in Porterville, CA (b)(		
Entered By:	DCRASE	Entry Date:	12/7/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:	$40.00	Amount Paid:	$40.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	12/6/2006	Transaction Date:	12/4/2006
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Porterville	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Melaleuca		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:	unknown unknown	Title:	

Record # 53 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	9294336	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: Sales practices) I signed up with the company as a preferred customer. If I did not order a certain dollar amount every month, I was automatically billed with for a "back-up" order. I returned that "bac-up order" and requested a credit via my director, Paula Lampley and in my return. I never received a check and actually forgot about the credit. About a month ago I received two letters from the company, sent about two weeks apart. The letter stated I had a credit and asked if I wanted to use the credit to become a preferred customer or to order more products. I called the company today for my credit. I was told I had a credit of $16. I asked about the rest. I was told that each time a notification letter was sent, my credit was charged $10 and that three letters had been sent out. No where in the notification letter does it state that you are charged $10. Further, I was never told anything about a $10 notification fee for a credit. This is fraud.		
Entered By:	JKIGHT	**Entry Date:**	11/3/2006
Updated By:	SSCHWARTZ	**Updated Date:**	11/16/2006
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Other (Note in Comments)
Amount Requested:	$30.00	**Amount Paid:**	$30.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	11/1/2006	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	
Dispute with Credit Bureau?:	N	**Dispute with Credit Bureau over 45 days?:**	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Houston	**State/Prov:**	Texas
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy.		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	522
Ext:			
Representative Name:	charles Daughterty	**Title:**	

Record # 54 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	9075353	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer bought a business guide from an individual seller on www.ebay.com. The business guide is published by a company named Melaleuca Company and the consumer feels like the guide has inadequate and incomplete info. The consumer tried to make a sale using the guide and he could not because of the incomplete and inadequate info. The consumer also has a complaint against Websters Dictionary because they use the word "thing" to define other words yet the dictionary itself does not define "thing" as an individual word. The consumer has no work ph# or email address. UPDATE: 09/27/06 - Consumer had to go to a meeting and terminated the call. lreeves		
Entered By:	LANDREWS	Entry Date:	9/27/2006
Updated By:	IREEVES	Updated Date:	9/27/2006
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships Books
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	8/1/2006
Initial Contact:	Unknown	Initial Response:	Mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Marysville	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca Company		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	888	Phone Number:	5282090
Ext:			
Representative Name:		Title:	
Subject:	Websters Dictionary		
Address:			
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:		Phone Number:	
Ext:			

Representative Name:		Title:	

Record # 55 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	8569775	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Melaleuca Products) Melaleuca Company, This is another Enron in the making. I cancelled my service by phone, email, U.S. Mail and by certified mail all for nothing because they continued to withdraw funds out of my account and send me products that they will not take back. When you call customer service (if you can understand them) they tell you "it's no problem just send them a letter by fax". You can tell that they are reading from a script.		
Entered By:	MPHILLIPS	Entry Date:	7/7/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$50.00	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/6/2006	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6) redacted	Last Name:	(b)(6) redacted
Address 1:	redacted	Address 2:	
City:	Houston	State/Prov:	Texas
ZIP:	(b)(6) redacted	Country:	UNITED STATES
Home Number:	redacted	Work Number:	
Fax Number:	redacted	Ext:	
Email:	redacted	Age Range:	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 S yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	205	Phone Number:	522-0700
Ext:			
Representative Name:		Title:	

Record # 57 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	8410674	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	(Product Name: 120 day refund policy) Melaleuca claims to have a 120-day refund policy, however, they keep sending me merchandise and I continue to return it and have not received any refund. They say it has been processed, but that is not true. I have contacted them, May 16th, May 26th June 6th, and June 9th. I have sent a written request to discontinue my membership but they say they have not received it. I am sending a second notice today. They are fully aware that I am not satisfied. Twice my rent has bounced because they have made unauthorized withdrawals which has cost me an additional $75 per month.		
Entered By:	JHART	**Entry Date:**	6/12/2006
Updated By:		**Updated Date:**	
Complaint Source:	PUBLIC USERS - CIS	**Product Service Code:**	Health Care: Diet Products\Centers\Plans
Amount Requested:	$92.00	**Amount Paid:**	$304.00
Payment Method:	Bank Account Debit	**Agency Contact:**	Internet
Complaint Date:	6/9/2006	**Transaction Date:**	
Initial Contact:	In Person	**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:	Y	**Dispute with Credit Bureau over 45 days?:**	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6) redacted	**Last Name:**	(b)(6) redacted
Address 1:		**Address 2:**	
City:	Cincinnati	**State/Prov:**	Ohio
ZIP:	(b)(6) redacted	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402	**Country:**	United States
Email:		**URL:**	
Area Code:	513	**Phone Number:**	281-2704
Ext:			
Representative Name:	Customer Service	**Title:**	

Record # 58 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	8315592	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: inscripcion) Me incribi en la compania en abril 30 y ordene la primera orden de productos y como no me gusto el producto, les hable por telefono y cancele mi inscripcion. Pero al mes siguiente ellos retiraron el dinero de mi cuenta y me enviaron los productos que ellos eligieron. Entonces les envio un e-mail cancelando mi inscripcion, despues me llaman de la compania disiendome que no aceptan cancelaciones por telefono, ni por e-mail, que cancele por carta. Entonces lo hize por carta. Y al siguiente mes, sucede lo mismo, se cobran de mi banco y me mandas producto que ellos eligieron. Les llamo por telefono y me dijieron que no se cancelo mi inscripcion por que no firme la carta. Yo me siento abusada por que para inscribirme no necesite de tantos requisitos, y ahora para cancelar me pones varios y no me dicen los requisitos desde el principio, sino que esperan a que el mes se cumpla y enviarme la orden de nuevo.		
Entered By:	MRITZ	Entry Date:	6/2/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	6/1/2006	Transaction Date:	4/30/2006
Initial Contact:	Phone	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	U
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6) redacted	Last Name:	(b)(6) redacted
Address 1:		Address 2:	
City:	BAYTOWN	State/Prov:	Texas
ZIP:	(b)(6) redacted	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6) redacted
Fax Number:		Ext:	
Email:	redacted	Age Range:	40 - 49
Subject			
Subject:	Melateuca Inc.		
Address:	3910 S Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	522-0722
Ext:			
Representative Name:		Title:	

Record # 60 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	8035741	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: unauthorized charges) i have had to contact each time. the total amount is 3 unauthorized charges that i need to get credit for.		
Entered By:	JHART	Entry Date:	4/13/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Unauthorized Debits or Charges for Unknown Products
Amount Requested:	$127.48	Amount Paid:	$127.48
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	4/12/2006	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)
Address 1:		Address 2:	
City:	kaneohe	State/Prov:	Hawaii
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:		Title:	

Record # 66 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	7027196	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I got involved w/ Melaleuca because they were an "natural" wellness company, but when I received the products there was various harmful ingredients listed. Propylene Glycol, parabens, SLS, fragrance, etc. I was sent two convenience certificates in the amount of $47.99 before I had cancelled my membership thru a written statement. I called the company to make them aware of why I sent back the other products to begin with and why the certificates would be of NO value to me. They said they are non refundable. I feel I was mislead because they don't list any of the ingredients prior to buying. A Natural Wellness company, to me, sounds like harmless effects on the body. Melaleuca uses the same harmful ingredients you'll find in any common or well-known store.		
Entered By:	MPHILLIPS	Entry Date:	11/8/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	11/6/2005	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Uniontown	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-6003	Country:	United States
Email:		URL:	
Area Code:	1800	Phone Number:	282-3000
Ext:			
Representative Name:		Title:	

Record # 70 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	6088338	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer has a complaint against Melaleuca. He states that Melaleuca is a multi-level marketing company that is doing deceptive practices. He wouldn't elaborate on that and stated he will send in a complaint via mial. Consumer provided no further contact info on himself.		
Entered By:	SCRAWFORD	Entry Date:	5/10/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Royal Oak	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 73 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5805399	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Spoke with Anita. Usually I called them and then followed up with their Customer Service Survey. I signed their Membership Agreement and checked off the Box to receive a product order but they wrongly issued me Convenience Certificates. I had to Cancel my Membership due to lack of income to pay for any products and now they refuse to issue me any refunds! I never received any products for the Convenience Certificates and never wanted them to begin with. I've talked with their Floor Manager to NO avail. Is there ANY way to get a refund from the company?		
Entered By:	MPHILLIPS	Entry Date:	3/14/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	3/15/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Buyers Clubs (not travel or lottery)
Amount Requested:	$96.00	Amount Paid:	$96.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	3/10/2005	Transaction Date:	2/9/2005
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Hudson	State/Prov:	New Hampshire
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Hwy.		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	522-0870
Ext:			
Representative Name:	Customer Service	Title:	

Record # 76 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5643222	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	This company shipped products without my knowledge and debited the bank account because they have the routing number. It's true we did sign with them the last of December and ordered some products then but I did not place an order with them in Jan. nor did I give them permission to send whatever they wanted in the way of their product and then debit the account. They have told me we faxed a permission slip but if they would care to have a handwriting expert analyze it, they would find neither my husband or I gave written permission for anything. thx		
Entered By:	MPHILLIPS	Entry Date:	2/15/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Unauthorized Debits or Charges for Unknown Products
Amount Requested:	$58.00	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	2/14/2005	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:	Telemarketing Sales Rule	Law Violation:	TSR: Unauthorized billing
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b) (6)
Address 1:		Address 2:	
City:	Se	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Melaleuca		
Address:	3910 S. Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 77 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5617585	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer is calling to file a complaint against Melaleuca. Consumer states that he was contacted via telephone by a rep from Melaleuca on Jan. 15, 2004. Consumer states that the rep was selling cleaning products that child-safe. Consumer accepted a 30 day money back guaruntee and rcv'd a package listing the products and outlining this program. Consumer states that he paid $31.99 for the start up package and was promised that this one a one time fee and that all information would be destroyed for the consumer's protection. Consumer decided he did not want to participate in the program and returned the package on Feb. 3, 2004, but never rcv'd a refund. When consumer contacted Melaleuca he was told that he had not followed what the contract stated he had to do in order to receive a refund. Consumer referred to this as a pyramid scheme and states that he rcv'd approximately 3-4 checks from Melaleuca in the amount of $2.38 each for a total of $9.52. Consumer reports that after he cancelled his membership with Melaleuca they continued to withdraw $47.99 from his account for a total of $578.88. Consumer did not provide an email address.		
Entered By:	RALLGIRE	**Entry Date:**	2/9/2005
Updated By:		**Updated Date:**	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$607.87	**Amount Paid:**	$607.87
Payment Method:	Bank Account Debit	**Agency Contact:**	Phone
Complaint Date:		**Transaction Date:**	1/15/2004
Initial Contact:	Phone	**Initial Response:**	Answer cold call
Statute/Rule:	FTC Act Sec 5 (BCP) Telemarketing Sales Rule	**Law Violation:**	Deception/Misrepresentation TSR: Other Deception or Abuse (note in comments)
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:		**Dispute with Credit Bureau over 45 days?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Highland	**State/Prov:**	California
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3130 N Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83401	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:		**Title:**	

Record # 79 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5534224	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	Consumer became a member of a Wellness home delivery service and totalled $55.65. They sell products that reduce cancer and sent her affadavits of people who took Wellnesses vitamins. Because of a medical condition she didn't notice this right away. Consumer signed a contract that she was obligated take deliveries but doesn't remember. She didn't receive any products. Their is a clause in the contract that says she can cancel anytime. She is in a wheelchair and was taken advantage of in her own home. The representative sat in her house and saw her in a wheelchair and it was a friend. The friend duped her.		
Entered By:	MLITTEN	**Entry Date:**	1/21/2005
Updated By:		**Updated Date:**	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Other Products\Supplies
Amount Requested:	$57.55	**Amount Paid:**	$0.00
Payment Method:	Unknown	**Agency Contact:**	Phone
Complaint Date:		**Transaction Date:**	8/1/2005
Initial Contact:	In Person	**Initial Response:**	Mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation Defective Product\Poor Quality Other (Note the Violation in the Comment Field)
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:		**Dispute with Credit Bureau over 45 days?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Mount Morris	**State/Prov:**	Michigan
ZIP:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	40 - 49
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:	208	**Phone Number:**	5220700
Ext:			
Representative Name:		**Title:**	

Record # 80 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5510490	**Originator Reference Number:**	
Language:	English	**Contact Type:**	Complaint
Source:	Consumer	**DNC?**	N
Comments:	MAIL: Consumer writes to complain that she called Melaleuca in May of 2004 to request they discontinue their relationship with her. She was told to send a letter, which she did. She requested they stop withdrawing finds from her bank account. They continued the withdrawls, and the consumer reports they have taken $1659.72 to date. No phone number is listed for the consumer.		
Entered By:	RLOPER	**Entry Date:**	1/14/2005
Updated By:		**Updated Date:**	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	**Product Service Code:**	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	$1,659.72	**Amount Paid:**	$1,659.72
Payment Method:	Bank Account Debit	**Agency Contact:**	Mail
Complaint Date:	1/10/2005	**Transaction Date:**	5/1/2004
Initial Contact:	Unknown	**Initial Response:**	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Fraud Complaint?:**	Y
Dispute with Credit Bureau?:		**Dispute with Credit Bureau over 45 days?:**	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	Woodland Hills	**State/Prov:**	California
ZIP:	(b)(6	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	**State/Prov:**	Idaho
ZIP:	83402-6003	**Country:**	United States
Email:		**URL:**	
Area Code:		**Phone Number:**	
Ext:			
Representative Name:		**Title:**	

Record # 81 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5467976	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I became a customer of Melaleuca in December of 2003. In May of 2004 I sent a letter to Melaleuca stating that I no longer wished to be a customer of theirs. I stated that I wanted to sever all ties with Melaleuca and I requested that they cease and desist from withdrawing funds from my account. To date, Melaleuca has fraudulently deducted $1,659.72. I have not received any products for this money. They have yet to reverse these charges that I never authorized.		
Entered By:	RLOPER	Entry Date:	1/5/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:	$47.00	Amount Paid:	$1,659.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	1/4/2005	Transaction Date:	12/1/2003
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Woodland Hills	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca, Inc.		
Address:	3910 S. Yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	311-7052
Ext:			
Representative Name:	Dominique Whitfield	Title:	

Record # 82 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5327596	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Yesterday I filed a complaint with you against Russell Paley. Now JJ Ramirez is threatening me, so I want to take action against JJ Ramirez spamming me. I got JJ Ramirez's email from Paley's list. Paley started the spamming. Thank you.		
Entered By:	RLOPER	Entry Date:	12/3/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	12/4/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:	$0.00	Amount Paid:	$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	12/2/2004	Transaction Date:	12/2/2004
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: Other\general annoyance
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Montclair	State/Prov:	New Jersey
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	201	Phone Number:	921-4746
Ext:			
Representative Name:	JJ Ramirez	Title:	

Record # 83 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5298490	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer wanted to remain anonymous and only wanted to know if there was a way to see if the FTC has ever taken action against Melaleuca.		
Entered By:	DELLIOTT	Entry Date:	11/29/2004
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Every Product\Service Code
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Subject			
Subject:	Melaleuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 86 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5208636	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	To Whom It May Concern: I am writing to find out what the deal is on this company is because of an e-mail she (the presn representing the company) sent to one of the e-mail lists I'm on. I did not include her name because it is the company that she's representing that worrise me. When she described how the set up was for the sales if someone else buys from the company I got the sense/feeling that this was a pyramid scheme and I just want to have this company checked out further to see if they are legitimate or not. Also, they have an 800 # but I was not able to put it here for you but it is listed on their site. Thank you for any help you can give me on this.If you still need the name of this girl also pls let me know and I will gladly give you that info.		
Entered By:	DBRAHLEK	Entry Date:	11/3/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	11/4/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	10/31/2004	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6) redacted	Last Name:	(b)(6) redacted
Address 1:	redacted	Address 2:	
City:	Jacksonville	State/Prov:	Florida
ZIP:	(b)(6) redacted	Country:	UNITED STATES
Home Number:	redacted	Work Number:	
Fax Number:	redacted	Ext:	
Email:	redacted	Age Range:	30 - 39
Subject			
Subject:	Melaleuca		
Address:	3910 South Yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	522-0700
Ext:			
Representative Name:		Title:	

Record # 87 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	5188617	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	After dealing with this company for several years I decided to give up my Preferred Customer status. After several months without making any purchases the company sent me a letter (7/23/04) that I had a credit balance and invited me to place an order to use up this balance. They in fact sent several letters to this affect but never including the balance amount in the letter. I recently decided to place an order with them which would use up my credit. When I telephoned them to place my order they informed me that I now longer had a credit balance with them. Upon further questioning they explained that they charge a $10.00 fee each time they send out the letter described above and that these fees had totally depleted my credit balance. At no point in this entire process did they inform me that my balance would shrink each time they chose to send me a letter. I feel that this is a very deceptive and probably illegal practice. This company should be forced to return all such charges to all of their customers.		
Entered By:	DCRASE	Entry Date:	10/28/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	10/26/2004	Transaction Date:	7/23/2004
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6) redacted	Last Name:	(b)(6) redacted
Address 1:	redacted	Address 2:	
City:	Bloomfield Hills	State/Prov:	Michigan
ZIP:	(b)(6) redacted	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6) redacted
Fax Number:		Ext:	
Email:	redacted	Age Range:	50 - 59
Subject			
Subject:	Melaleuca The Wellness Company		
Address:	3910 S. Yellowstone Hwy.		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402-2055	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	5220700
Ext:			
Representative Name:	Brian VanderSloot	Title:	

Record # 88 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	4714023	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Karen Stubbs is or was a recruiter for Melaleuca. I started talking to Karen about in Julu or Aug. of 2003 about working at home (I am unemployed). I had to sign up and try some of the products which she introduced me to. I emailed Karen asking her how I could cancel my membership with Melaleuca, do I write or call the company, because I could not afford to buy the products. Karen stated that she would cancel my membership for me. I left everything to Karen. As of May of this year (2004) checking my bank statement I found out that Melaleuca has been debiting my checking account for 45.95 since Oct. 2003. I feel that I have been robbed I did not give Melaleuca authorization to access my account. I have written to Melaleuca to close my account and to return my money back to me (I have not order anything from Melaleuca since Aug. 2003). I have not receive any written confirmation that my account has been closed or anything saying that they will give me my money back ($45.95 * 9 =$413.55). Would this be an Automotic Debit Scam? Ijust would like to get my money back.		
Entered By:	AHOWARD	Entry Date:	7/20/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/18/2004	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Chicago	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Melaleuca Inc		
Address:	3910 S Yellowstone Highway		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	282-3000
Ext:			
Representative Name:	Karen Stubbs	Title:	

Record # 91 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	4407485	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer is wanting to know the legitimacy of a work at home company called Melateuca. Consumer states that the company requires a $29 start up fee. Consumer has not paid any money to the company.		
Entered By:	ASWOBODA	Entry Date:	5/10/2004
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	$29.00	Amount Paid:	$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	5/10/2004
Initial Contact:	Phone	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Palatine	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Melateuca		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 92 of 92 / Consumer Sentinel Network Complaints			
Reference Number:	4398509	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I asked to enter the program, but I specifically told them not to debit my card until April 30th when I knew the money would be in my account. They didn't do that, it was debited before April 30, and my account was overdrawn. They sent start up package that I refused and that was part of the cost. I also sent a cancellation letter to the company, to say if they can't be honest and do what they say they will do, then I don't want any part of this company. Now I looked at my bank statement and notice another charge for products I didn't order and debited my account to 56.00. I called the company and said how can you send something to me and I didn't order it nevertheless no what the products were. They told me it was in my contract for them to do that, but the products weren't in the contract for me to choose from. I admit I should of read the contract from word to word, but you can't send someone something and they didn't order it. Now my account will be overdrawn again do to this problem. Could you please help me? Thank you (b)(6)		
Entered By:	JXHEINY	Entry Date:	5/6/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:	$29.00	Amount Paid:	$85.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	5/5/2004	Transaction Date:	4/22/2004
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b) (6)
Address 1:		Address 2:	
City:	Centerville	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	[redacted]	Age Range:	30 - 39
Subject			
Subject:	Melaleuca Headquarters		
Address:	3910 South Yellowstone Hwy		
City:	Idaho Falls	State/Prov:	Idaho
ZIP:	83402	Country:	United States
Email:		URL:	
Area Code:	208	Phone Number:	522
Ext:			
Representative Name:	Lisa Gilleat	Title:	

Identity Theft Complaints

Record # 23 of 92 / Identity Theft Complaints			
Verified IDT Complaint?:			
Theft Subtype:	Employment	Language:	English
Occurred Date:		Noticed Date:	2/27/2008
# Accounts Affected:	1	Did subject use the Internet to open the account or purchase the goods or services?:	Don't know
Amount Lost by Victim:		Amount Obtained by Subject:	
Comments:	Consumer reports incident(s) involving employment. Consumer states that there is a suspect and that the suspect relationship is Otherwise Known. The consumer has not contacted any of the Credit Reporting Agencies. Consumer has not contacted law enforcement. The consumer reports non-monetary harm. The consumer reports that the method of obtainment is unknown. The consumer does not know whether the Internet was used. The consumer did not provide an alternate phone number or email address.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Middle Name:		Business Name:	
Address 1:		Address 2:	
City:	Los Banos	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Work Number:		Ext:	
Home Number:		Fax Number:	
Email:		Date of Birth:	(b)(6)
Harm Suffered:	Denied Employment or Loss of Job		
Reported By			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Country:	
Home Number:		Work Number:	
Ext:		Email:	
Date of Birth:			
Subject			
First Name(s):	Maria	Last Name(s):	Rodriguez
Company Name:	Melaleuca Co.		
Address:			
Address 1:		Address 2:	
City:		State:	
Zip:		Country:	
Email:		URL:	
Phone:			
Country Code:		Area Code:	
Phone Number:		Ext:	
Relationship:	Otherwise Known	Additional Information:	
Method of	Had access through relationship with		

Obtaining Information:	consumer		
First Name(s):		Last Name(s):	
Company Name:			
Address:			
Address 1:		Address 2:	
City:		State:	
Zip:		Country:	
Email:		URL:	
Phone:			
Country Code:		Area Code:	
Phone Number:		Ext:	
Relationship:		Additional Information:	
Method of Obtaining Information:	Wallet or purse containing ID lost or stolen		

Associated Institutions

Name:			
Type:		Contact Name:	
Address 1:		Address 2:	
City:		State:	
ZIP:		Country:	
Phone Number:		Phone Extension:	
Institution Notified?:		Institution Notified in Writing?:	
Problem With Institution?:		Associated Institution Product Service Code:	
Associated Institution Statute Rule:		Associated Institution Violation:	

Government Entities

Department Name:		Field Office:	
Contact Person:		State:	
Phone Number:		Notified Local Law Enforcement?	N
Report Taken?	N	Report Number:	

Credit Bureau

Notified?:	Equifax: N	Experian: N	Transunion: N	Other:
Fraud Alert on Files?:	Equifax: N	Experian: N	Transunion: N	Other:
Credit Report Ordered?:	Equifax: N	Experian: N	Transunion: N	Other:
Complaint?:	Equifax:	Experian:	Transunion:	Other:

Reference Information

FTC Reference Number:	13092070	Originator Reference Number:	
Complaint	TOLL FREE NUMBER AND CONSUMER	Contact Type:	Complaint

Source:	SENTINEL		
Source:	Consumer	**Agency Contact:**	Phone
Internet Related:			
Created Date:	2/29/2008 4:44:53 PM	**Created By:**	PSNYDERII
Updated Date:	2/29/2008	**Updated by:**	HWILSON

Record # 42 of 92 / Identity Theft Complaints			
Verified IDT Complaint?:			
Theft Subtype:	Electronic Fund Transfer or ACH	Language:	English
Occurred Date:	12/15/2006	Noticed Date:	4/30/2007
# Accounts Affected:	1	Did subject use the Internet to open the account or purchase the goods or services?:	Don't know
Amount Lost by Victim:		Amount Obtained by Subject:	$106.00
Comments:	Consumer reports incident(s) involving EFT or ACH. Depository Institutions involved: Chase. Consumer states that there is a suspect and that the suspect relationship is unknown. The consumer has not contacted any of the Credit Reporting Agencies. Consumer has not contacted law enforcement. The consumer reports no non-monetary harm. The consumer reports that the method of obtainment is unknown. The consumer reports that the Internet was not used. The consumer did not provide an alternate phone number or email address.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Middle Name:		Business Name:	
Address 1:		Address 2:	
City:	New York	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Work Number:		Ext:	
Home Number:		Fax Number:	
Email:		Date of Birth:	(b)(6)
Harm Suffered:			
Reported By			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Country:	
Home Number:		Work Number:	
Ext:		Email:	
Date of Birth:			
Subject			
First Name(s):	John H	Last Name(s):	Fianerhio
Company Name:	Melaleuca		
Address:			
Address 1:	(b)(6)	Address 2:	(b)
City:	Flushing	State:	New York
Zip:	(b)(6)	Country:	United States
Email:		URL:	
Phone:			
Country Code:		Area Code:	718
Phone Number:		Ext:	
Relationship:		Additional Information:	
Method of Obtaining Information:			
Associated Institutions			
Name:	Chase		

Type:	Depository Institution	Contact Name:	
Address 1:		Address 2:	
City:		State:	
ZIP:		Country:	
Phone Number:		Phone Extension:	
Institution Notified?:	Y	Institution Notified in Writing?:	N
Problem With Institution?:	Y	Associated Institution Product Service Code:	
Associated Institution Statute Rule:		Associated Institution Violation:	

Government Entities

Department Name:		Field Office:	
Contact Person:		State:	
Phone Number:		Notified Local Law Enforcement?	N
Report Taken?	N	Report Number:	

Credit Bureau

Notified?:	Equifax: N	Experian: N	Transunion: N	Other:
Fraud Alert on Files?:	Equifax: N	Experian: N	Transunion: N	Other:
Credit Report Ordered?:	Equifax: N	Experian: N	Transunion: N	Other:
Complaint?:	Equifax:	Experian:	Transunion:	Other:

Reference Information

FTC Reference Number:	10528410	Originator Reference Number:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Contact Type:	Complaint
Source:	Consumer	Agency Contact:	Phone
Internet Related:			
Created Date:	4/30/2007 6:22:17 PM	Created By:	SFARLEY
Updated Date:		Updated by:	

Record # 61 of 92 / Identity Theft Complaints			
Verified IDT Complaint?:			
Theft Subtype:	Inquiry	Language:	English
Occurred Date:		Noticed Date:	
# Accounts Affected:	0	Did subject use the Internet to open the account or purchase the goods or services?:	Don't know
Amount Lost by Victim:		Amount Obtained by Subject:	
Comments:	Consumer reported that her church received a letter from Melaleuca stating there was a seminar for Project Dreem stating that there is a workshop on how their church can get helpful information on how to raise funds for $69.00. She wanted to know if it was a legitamant company. She will contact the BBB and CPA.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Middle Name:		Business Name:	New Life Church
Address 1:		Address 2:	
City:	Springfield	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Work Number:		Ext:	
Home Number:		Fax Number:	
Email:		Date of Birth:	
Harm Suffered:			
Reported By			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Country:	
Home Number:		Work Number:	
Ext:		Email:	
Date of Birth:			
Subject			
First Name(s):		Last Name(s):	
Company Name:	Melaleuca		
Address:			
Address 1:		Address 2:	
City:	Tampa	State:	Florida
Zip:		Country:	United States
Email:		URL:	
Phone:			
Country Code:		Area Code:	
Phone Number:		Ext:	
Relationship:		Additional Information:	
Method of Obtaining Information:			
Associated Institutions			
Name:			
Type:		Contact Name:	
Address 1:		Address 2:	

City:		State:	
ZIP:		Country:	
Phone Number:		Phone Extension:	
Institution Notified?:		Institution Notified in Writing?:	
Problem With Institution?:		Associated Institution Product Service Code:	
Associated Institution Statute Rule:		Associated Institution Violation:	

Government Entities

Department Name:		Field Office:	
Contact Person:		State:	
Phone Number:		Notified Local Law Enforcement?	N
Report Taken?	N	Report Number:	

Credit Bureau

Notified?:	Equifax:	Experian:	Transunion:	Other:
Fraud Alert on Files?:	Equifax:	Experian:	Transunion:	Other:
Credit Report Ordered?:	Equifax:	Experian:	Transunion:	Other:
Complaint?:	Equifax:	Experian:	Transunion:	Other:

Reference Information

FTC Reference Number:	7998517	Originator Reference Number:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Contact Type:	Request for Information
Source:	Consumer	Agency Contact:	Phone
Internet Related:			
Created Date:	4/6/2006 2:43:25 PM	Created By:	CDENK
Updated Date:	4/6/2006	Updated by:	CDENK

Do Not Call Complaints

Record # 4 of 92 / Do Not Call Complaints			
Reference Number:	21507167		
Complaint Date:	1/28/2009	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	1/28/2009	Transaction Time:	12:00:00 PM
Existing Business Relationship?:	Y	Pre-recorded message?:	Y
Requested entity to stop calling?:	N		
Comments:	I made complaint but after the complaint I did find through google search that I have done business with this company.The do not call site has no contact info that I can find. PLEASE DISREGUARD MY RECENT COMPLAINT-ThankYou		
Consumer			
First Name:	(b	Last Name:	(b)(6)
Address 1:		Address 2:	
City:		State/Prov:	Alaska
ZIP:	(b)(6	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	
Country Code:	1	Phone Number:	(800) 7422444

Record # 8 of 92 / Do Not Call Complaints			
Reference Number:	20935619		
Complaint Date:	11/18/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	11/18/2008	Transaction Time:	7:00:00 PM
Existing Business Relationship?:	N	Pre-recorded message?:	Y
Requested entity to stop calling?:	Y		
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Norristown	State/Prov:	Pennsylvania
ZIP:	(b)(	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	
Country Code:		Phone Number:	(978) 5702296

Record # 14 of 92 / Do Not Call Complaints			
Reference Number:	20131486		
Complaint Date:	9/1/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	8/29/2008	Transaction Time:	3:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:	Y		
Comments:	I get repeated messages left regarding an account. I believe this to be fraudulent and intentionally misleading business practices especially since I have never done business with this company and have tried to get them to stop calling me.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(
Address 1:		Address 2:	
City:	Edgewater	State/Prov:	Maryland
ZIP:	(b)(6	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca Inc.	State:	
Country Code:		Phone Number:	(208) 5220700

Record # 15 of 92 / Do Not Call Complaints			
Reference Number:	20366909		
Complaint Date:	8/8/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	IVR
Transaction Date:	8/8/2008	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:	Hi. Uh.. This company keeps calling me. And it's an automated company, telling me I can make tons of money in just a couple of hours. So, um.. One lady actually called me, and I talked to her. And she just talked to me about it, and I said I'm not interested. And, now I'm getting their automated services. So, if you could make them stop, that would be awesome. Thank you.		
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	
Country Code:		Phone Number:	(928) 2395217

Record # 16 of 92 / Do Not Call Complaints			
Reference Number:	19470573		
Complaint Date:	7/7/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	7/7/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:	This person is an independent rep with Melaleuca and is taught to harvest peoples phone numbers that are with other direct sales companies to see if they would be "open" to another business. This has got to stop. I have been contacted about 10 times in the past month from reps from this company.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Rocklin	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Shannon Page - Distributor With Melaleuca	State:	
Country Code:		Phone Number:	(707) 4257335

Record # 17 of 92 / Do Not Call Complaints			
Reference Number:	19440003		
Complaint Date:	7/2/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	7/1/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	Y
Requested entity to stop calling?:	Y		
Comments:	This company has been calling me every couple of days for over 6 months and leaves messages on my answering service. The messages are intentionally misleading with outright false statements to try and get me to call them back. I have never done business with this company and they continue to harass me. Please help.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Edgewater	State/Prov:	Maryland
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	
Country Code:		Phone Number:	(208) 5220700

Record # 18 of 92 / Do Not Call Complaints			
Reference Number:	19356156		
Complaint Date:	6/21/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	6/21/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	Y
Requested entity to stop calling?:			
Comments:	I tried calling them, but all you get is a recording of a sales pitch. Very annoying!! I have certainly never done business with them & want the annoying recorded messages to stop asap.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Glenview	State/Prov:	Illinois
ZIP:	(b)(6	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca.com	State:	
Country Code:		Phone Number:	(641) 7153864

Record # 19 of 92 / Do Not Call Complaints			
Reference Number:	13819787		
Complaint Date:	5/14/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/14/2008	Transaction Time:	4:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Pflugerville	State/Prov:	Texas
ZIP:	(b)(6	Phone Number:	(b)(6)
Subject			
Company Name:	Beth Scomp - Melaleuca Independent Consultant	State:	Virginia
Country Code:		Phone Number:	(703) 6802194

Record # 21 of 92 / Do Not Call Complaints			
Reference Number:	13372643		
Complaint Date:	3/25/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	3/16/2008	Transaction Time:	4:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b) (6)
Address 1:		Address 2:	
City:	Olathe	State/Prov:	Kansas
ZIP:	(b)(	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca - Representative Gloria Bonde	State:	
Country Code:		Phone Number:	

Record # 41 of 92 / Do Not Call Complaints			
Reference Number:	10573136		
Complaint Date:	5/5/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	IVR
Transaction Date:	5/3/2007	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca The Wellnes Company	State:	Toll Free
Country Code:		Phone Number:	(800) 7423653

Record # 46 of 92 / Do Not Call Complaints			
Reference Number:	10095213		
Complaint Date:	2/24/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/24/2007	Transaction Time:	9:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Metuchen	State/Prov:	New Jersey
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	International
Country Code:		Phone Number:	1668868920

Record # 51 of 92 / Do Not Call Complaints			
Reference Number:	9678783		
Complaint Date:	12/30/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	12/30/2006	Transaction Time:	4:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Mexico	State/Prov:	Maine
ZIP:	(b)(6	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca Wellness Company	State:	
Country Code:		Phone Number:	

Record # 59 of 92 / Do Not Call Complaints			
Reference Number:	8261721		
Complaint Date:	5/24/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/22/2006	Transaction Time:	2:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Spokane	State/Prov:	Washington
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	Idaho
Country Code:		Phone Number:	(208) 5220700

Record # 62 of 92 / Do Not Call Complaints			
Reference Number:	7782676		
Complaint Date:	3/4/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/28/2006	Transaction Time:	10:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Spokane	State/Prov:	Washington
ZIP:	(b)(6	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	Iowa
Country Code:		Phone Number:	(641) 9850085

Record # 63 of 92 / Do Not Call Complaints			
Reference Number:	7667042		
Complaint Date:	2/14/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/14/2006	Transaction Time:	6:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	Washington
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca	State:	Washington
Country Code:		Phone Number:	(509) 8933975

Record # 64 of 92 / Do Not Call Complaints			
Reference Number:	7658582		
Complaint Date:	2/13/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/13/2006	Transaction Time:	8:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Cokato	State/Prov:	Minnesota
ZIP:	(b)(6	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca, Inc.	State:	Alberta
Country Code:		Phone Number:	(780) 5399659

Record # 67 of 92 / Do Not Call Complaints			
Reference Number:	6999952		
Complaint Date:	11/1/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	11/1/2005	Transaction Time:	5:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Redmond	State/Prov:	Washington
ZIP:	(b)(6	Phone Number:	(b)(6)
Subject			
Company Name:	Melaleuca (www.melaleuca.com)	State:	Idaho
Country Code:		Phone Number:	(208) 5220870

Record # 72 of 92 / Do Not Call Complaints			
Reference Number:	5840273		
Complaint Date:	3/21/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	3/21/2005	Transaction Time:	7:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6
Address 1:		Address 2:	
City:	Flower Mound	State/Prov:	Texas
ZIP:	(b)(	Phone Number:	(b)(6)
Subject			
Company Name:	Melateuca Exec.	State:	Idaho
Country Code:		Phone Number:	(208) 5220870

Provided by the Federal Trade Commission

Edwards, Deanna 2011-01157

From: WebServer User <www@m217465vwbs2003.pnj1.attens.net>
Sent: Thursday, June 30, 2011 6:48 PM

Follow Up Flag: Follow up
Flag Status: Flagged

FEDERAL TRADE COMMISSION
RECEIVED

JUL 01 2011

FOIA BRANCH
GENERAL COUNSEL

name = Shar'Ron Ford
staddr = (b)(6)
city =
state =
zipcode =
telno =
faxno =
email =
coinfo = MELALEUCA The Wellness Company3910 South Yellowstone HwyIdaho Falls.ID 83402-6003I want to know if this compant is legit. I signed up , then I read some complaints and before I recommended anyone else I want to know if I've been set up or hoodwinked.Please help me get the right information about this company.I've read that once you get in you can't get out. I want to know if I should try and get out now.
describe = Individual
EdSciName =
privatelawname =
medianame =
money = None
B13 = Submit

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

JUL 14 2011

Shar'Ron Ford
(b)(6)

Re: FOIA-2011-01157
Melaleuca, The Wellness Company

Dear Ms. Ford:

This is in response to your request dated June 30, 2011, under the Freedom of Information Act seeking access to complaints regarding Melaleuca. In accordance with the FOIA and agency policy, we have searched our records, as of July 1, 2011, the date we received your request in our FOIA office.

We have located 422 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.

I am withholding10 responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C.§ 57b-2(f), *see Kathleen McDermott v. FTC,* 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981).

Enclosed are 412 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).

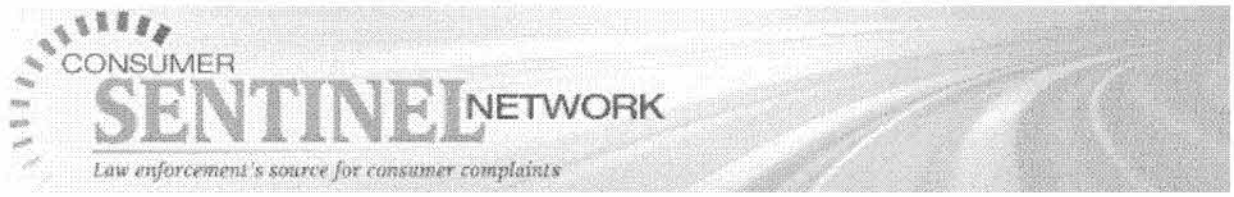
If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy 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 Elena Vera at (202) 326-3368.

Sincerely,

Joan E. Fina
Assistant General Counsel

Enclosed:
One CD



CIS COMPLAINT

Record 1 of 133	
Reference Number	10043020
Created Date	02/20/2007
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	MRITZ
Entered Date	02/20/2007
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Jan 1 1900 12:00AM
Transaction Date	Dec 14 2006 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Vega Baja
Consumer Address, State Code	PR
Consumer Address, State Name	Puerto Rico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)

Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	Av. Tony Santana
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Carolina
Company Address, State Code	PR
Company Address, State Name	Puerto Rico
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	787
Company Phone, Number	2532025
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	

Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	12/14/2006
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$62.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$62.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	DDM|LJB
Complaint Info Law Violation Description	Deception/Misrepresentation|Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer ordered some products from Melaleuca and never received the merchandise. Consumer was told that they were out of stock and when the consumer indicated them that she wanted to cancel the order they refused. Consumer stated that it has been awhile and she has not received the products or her money back, even though she has requested it. No work ph # or email address for consumer.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 2 of 133	
Reference Number	10043623
Created Date	02/20/2007
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASALAZAR
Entered Date	02/20/2007
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Jan 1 1900 12:00AM
Transaction Date	Dec 18 2006 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	VEGA BAJA
Consumer Address, State Code	PR
Consumer Address, State Name	Puerto Rico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 South Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402-6003
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6346246
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	12/18/2006
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	$72.18
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$72.18
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer Melaleuca a multilevel company, consumer bought merchandise from company and was charged on bank account but consumer never received the products, consumer can't contact the company to dispute the matter. Consumer did not provide email address
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 3 of 133	
Reference Number	10100535
Created Date	02/26/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	02/26/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Feb 23 2007 2:22PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Doral
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	1842 NW 93RD, AVENUE
Company Address, Line 2	DORAL
Company Address, Line 3	
Company Address, City	FLORIDA
Company Address, State Code	FL
Company Address, State Name	Florida
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	33172
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	ARNOLD
Company Rep Middle Name	
Company Rep Last Name	BOWLEG
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	$250.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	TR11
Complaint Info Law Violation Description	TSR: Other Deception or Abuse (note in comments)
Complaint Info Statute Code	TR
Complaint Info Statute Description	Telemarketing Sales Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: HEALTH PRODUCTS) THEY KEEP CALLING ME, I WOULD LIKE TO KNOW IF THIS COMPANY IS AUTHENTIC AND ARE THEY REGISTERED WITH YOU AND THE BETTER BUSINESS BEARUE. THANK YOU
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 4 of 133	
Reference Number	10225505
Created Date	01/12/2007
Complaint Source	BBB IN Fort Wayne
Originator Reference Number	03520026006740
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBFTWN
Entered Date	01/12/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jan 12 2007 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	GOSHEN
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA INC
Company Address, Line 1	3910 S YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834024342
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$461.15
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Billing or Collection Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 5 of 133	
Reference Number	10315218
Created Date	03/26/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JXHEINY
Entered Date	03/26/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Mar 22 2007 12:21PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Holly Hill
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	522-0700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$39.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$3000.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Automated debit from account without any purchase) This is in regard to a blind client I am working with who has been debited at least 49.00 permonth since 2002. She signed an agreement as a preferred coustomer with them but had not idea that they were debiting her account. She is very limited in regard to bank account and was shocked to learn that she was debited even if she did not order any products. We called the company and sent in the paperwork after much argument to take her off the preferred customer list so that no more debits would be taken out. We asked for a refund of the debit of 49 dollars taken out that day on March 7, 2007. After letters and phone contact they refused to reimburse her. This client blind since birth is under severe financial stress, I have had to buy her food and medicine as she has been taken advantage of and has had no money to live. She works for the state for 27 years and takes home 300 per week for all her rent and bills. She notified the company on two occaisions that she did not know there was a debit and that she was under financial hardship- they will not refund her bank account. The local FBI office that I contacted instructed me to send this complaint. There are many elderly and mentally impaired people in Florida that

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

Record 6 of 133	
Reference Number	10397739
Created Date	04/09/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JKIGHT
Entered Date	04/09/2007
Updated By	VLAW
Updated Date	04/30/2007
Agency Contact	Internet
Complaint Date	Apr 5 2007 11:10AM
Transaction Date	Apr 5 2007 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	river oaks
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S. yellowstone hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	522-0700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	04/05/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$103.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$103.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: membership back up orders/payments/dues) after 6 months of trying to get our so-called membership cancelled and our $58 plus debits stopped. We continue to get an obvious runaround from the company. First they tell us we can cancel by phone then they tell us we have to cancel by mail and then they tell us we can cancel by fax, then we can cancel by email, then WE HAVE TO CANCEL BY REGISTERED MAIL then we can cancel by fax but there's no guarantee they will get it. It's obvious that once they get their hooks into you--they have no intention of letting you go. It's bad enough that they make false claims of their products being far superior to all other products--they have now put us into a position to where we are about to lose everything we own. They have broke us. $58 x 24 = $1392, and that's just an average. They expect us to get other people to join their multilevel marketing scheme they call consumer direct ordering which will allow them to siphon off money from other people's accounts. Their complete line of products, which are somewhat good, but are not superior to all other products. We are very unsatisfied and feel it is totally unreasonable for the company to allow you to join by fax or phone but cannot cancel that way.
Complaint Info CRA Dispute Flag	N

Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

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

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Sherry Metcalf
Company Address, Line 1	6150 N Ridge Rd W
Company Address, Line 2	PO Box 877
Company Address, Line 3	
Company Address, City	GENEVA
Company Address, State Code	OH
Company Address, State Name	Ohio
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	44041
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	440
Company Phone, Number	4151259
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Sherry
Company Rep Middle Name	
Company Rep Last Name	Metcalf
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$33.56
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0703150304185001:I placed a small order with Sherry Metcalf in December 2006 for one Melaleuca product, to be mailed to a friend. On January 8, 2007, I confirmed my friend had received her order, and then placed an order for myself with Sherry Metcalf for additional Melaleuca products. She billed me for the amount due, and I paid it with Paypal, transaction ID: 07U32532W1985614U. Later that day, she was reported to Consultant Check (a yahoo group) as being a scammer who takes money put does not deliver the product. I became concerned, and emailed to ask if she had placed my order. She replied, confirming it had been placed and would be delivered via UPS within 7 days. More people posted to Consultant Check, confirming their own negative transactions with Sherry, so I posted to the yahoo group Sherry and I were part of on January 15, expressing my concern. At that point, Shannon Griffeth, another member of the group who was Sherry's upline in Melaleuca, emailed me on January 15, saying she would be willing to check on the order for me. Shannon emailed me on January 16, saying she had called the company and they confirmed that Sherry had NOT placed an order with them at all, and they had no record of my order. I immediately filed a paypal dispute for the money, on January 16 Non-receipt - Case

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

Record 8 of 133	
Reference Number	10926877
Created Date	06/27/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	06/27/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Jun 26 2007 12:48AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Lakewood
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	4777 W 65th South
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

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

Record 9 of 133	
Reference Number	11021380
Created Date	07/12/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	07/12/2007
Updated By	VLAW
Updated Date	08/22/2007
Agency Contact	Internet
Complaint Date	Jul 11 2007 9:47PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Covington
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Wellness
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$14.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$245.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Sales Program) Company stated there would be a one time charge of $14.50 for an initial sales packet to explain their opportunity. A month later I was charged $61.40 and a package showed up at my door. I explained to Melaleuca that I did not want the package and wanted a refund. They 'understood' and did refund my money and I sent the package back. I explained I did not want any further packages and they said there would be no further charges. The next month, they charged me again and another package arrived. I went through the same procedure but this time there was no refund. I continually called but received no help. I was then charged again but it was a few weeks before I noticed. This time there was no package. The operator explained, "I could not get a refund unless I sent back the package." Now, they are saying I can't even cancel this program (which I didn't even sign up for) without sending in a cancellation letter. Not once did they mention any cancellation letter. They also said I must not have read the paperwork before I signed it - there was no paperwork and I didn't sign anything. I have since closed my checking account because the bank was not helpful in stopping the charges.
Complaint Info CRA Dispute Flag	Y

Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 10 of 133	
Reference Number	11043598
Created Date	07/17/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	07/17/2007
Updated By	JOB: Upd_internet_related
Updated Date	07/18/2007
Agency Contact	Internet
Complaint Date	Jul 16 2007 11:39PM
Transaction Date	Jan 1 2007 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	san diego
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	unkown
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	unknown
Company Address, State Code	NR
Company Address, State Name	Location Not Reported
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company Address, ZIP Code	000000
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	unkown
Company Rep Middle Name	
Company Rep Last Name	unkown
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	01/01/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$20.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$20.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: health care products) My wife bought some soap/shampoo, and other health products from Melaleuca after buying into what I think was a pyramid scheme or gifting club. I just think it sounds like a pyramid scheme or gift club because she made money off of other people's sales if she recruited them. Let me explain a little bit of the company's policies. She was told to recruit members for $20 dollars and she would receive a percentage of the $20. If those people bought something she would receive a percentage of their sale, and if their sold members sold more memberships she's receive another percentage of the sale as well. If she bought something she'd receive 35 product points a month. When she reached 35 product points a month, she'd receive "advantage dollars" in return. Does this sound like a pyramid scheme? Also, I was wondering about pre-paid legal, and another one called "...Star" I can't remember what the "...Star" program's name is but it's basically a company who has brother companies such as walmart or best buy that allows them to receive a discount if they purchase through their company's website "...star.com" Sorry, I can't remember the whole name at this time.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days	

Flag - FOIA only	N

Record 11 of 133	
Reference Number	11232643
Created Date	08/08/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LSHARP
Entered Date	08/08/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Aug 7 2007 5:02PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Shreveport
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 South Yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$221.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$221.00
Complaint Info Product Service Code	9004
Complaint Info Product Service Description	Unauthorized Debits or Charges for Unknown Products
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Automated Ordering) I had an account with this company and initially ordered several times but then did not order for almost three months. I checked my credit card statment in june after more than 3 months of NOT ordering through this company and found 3 charges from them. When I contacted their cust svc i was told by philip that if i returned a shipment that i would be receiving I would be credited the three charges and my acct cancelled. I returned the shipment at my expense and waited a mth for it to be credited when I found a fourth charge of 61 dollars on my credit card. When I again called cust svc i was told i should have cancelled by letter by the 25th and that i would not be refunded the first two charges called a "convenience" charge of roughly 50 dollars apiece. I believe this company is deceptive as I was never made aware that if i did not order a minimum order each month i would be charged anyway for products i didn't want or order.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

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

Consumer Fax, Number

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Unknown
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 13 of 133	
Reference Number	11633679
Created Date	09/18/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	09/18/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Sep 17 2007 12:37PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Manhattan
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca The Wellness Company
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	282-3000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	IMB
Complaint Info Law Violation Description	Fail to Cancel Membership on Request
Complaint Info Statute Code	QQ
Complaint Info Statute Description	Negative Option Rule
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Consumer services and there practices) this company makes alot of promise that are very misleading and after having numous contacts with them on the phone I followed there directions to cancle my account three different times there good about taking money out of my bank account and sending me products I did not order , they said to cancle my account to send a letter I did that wice then they said to send a fax I did that twice and after the last time I talked to them on the phone they would cancle my account then today thay took money out of my account , and I called them again and they said I 'd have to send another fax I want them to stop taking money out of my account and I wish not to do business with them ever again they'll promise aperson the world till they get them off the phone they now owe me $90.00 I've recorded all there phones calls I've ever made to them complaining now at 30 in a six month spand and I told them I was recording them the last time I called them to cancle this account again I talked to over six different supervisors but theres no doubt there running me around this is a bad company they have a website with testmonies from other customers very unhappy - there products are good its just there customer service that seems to do what ever it takes to stall decieve and make promises they never plain to deliver

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

Record 14 of 133	
Reference Number	11649220
Created Date	09/20/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	09/20/2007
Updated By	JOB: Upd_internet_related
Updated Date	09/21/2007
Agency Contact	Internet
Complaint Date	Sep 19 2007 7:46PM
Transaction Date	Sep 10 2007 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

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

Record 15 of 133	
Reference Number	11857364
Created Date	10/16/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	10/16/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Oct 12 2007 5:32PM
Transaction Date	Aug 1 2007 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Ceres
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Wellness Corporation
Company Address, Line 1	3910 South Yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	282-3000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Joanne
Company Rep Middle Name	
Company Rep Last Name	Melnyk
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	08/01/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$94.97
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$190.19
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: All products, and ordering procedure) On or about 8-1-2007, I inquired online about a possible at-home business oppportunity. I was contacted by Joanne Melnyk, who explained to me how this business worked. I stated clearly and unequivocally that I DID NOT WISH TO BE INVOLVED WITH SALES OF ANY KIND! On the strength of the statements that this company's products are non-toxic & environment-friendly, I agreed to order some samples of the products. At no time did I indicate, authorize or give my permission to JOIN anything, nor to become a "serial customer", with repeating charges to my debit card. I received the only order of products I made, used them, and determined that they were not what they were advertised to be! I signed nothing, on paper or electronically. In September, I received a package of printed materials, for which I was billed, and did not protest. However, I did speak with Ms. Melnyk on the phone to reiterate that I did not wish to receive anything further, nor have my card billed. A full two months after making my wishes known, I was again billed $64.08, for which I have received nothing! An email answer to my inquiry indicates I was billed BECAUSE I ordered nothing. I have printed out the "so-called" order form I am suppposed to have signed. My name has

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

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

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$193.76
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0710161622214212:Melaleuca's representatives failed to inform when they signed me up that money will be taken from my card monthly regardless of my order. The meeting was party-like, out of focus, noisy and crowded. They send me every month product that I don't need and charge my card. I contacted their representative in August she promised to cancel the service. I got a parcel in September again. I called them myself and ask to cancel my membership. Today 10/16/07 I received another parcel. They overdrafted my credit card and refused to close my membership. I contacted the BBB in their region. Melaleuca failed to respond on BBB's attempt to contact.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 17 of 133	
Reference Number	12445190
Created Date	11/12/2007
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057108642
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSPMN
Entered Date	11/12/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 12 2007 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	BISMARCK
Consumer Address, State Code	ND
Consumer Address, State Name	North Dakota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA INC
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834026003
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 South Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7422444
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0711042129055621:All transactions including registration is on unsecured websites (http) They require social security number, birthday, and credit card on the unsecured websites at Melalueca.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 19 of 133	
Reference Number	12536465
Created Date	10/04/2007
Complaint Source	US Postal Inspection Service
Originator Reference Number	1394836
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	USPS
Entered Date	10/04/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Oct 4 2007 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN JUAN
Consumer Address, State Code	PR
Consumer Address, State Name	Puerto Rico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834024342
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	$36.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$61.75
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	10/4/2007 AEasterling This one of the multiple Multilevel companies who're in business for fasting dollar growing. Take group of people in a meeting, showing products and for enrollment have to paid only by credit card or debit to your account the initial amount of 33.00 dollars, before the end of the month they will automatically withdrawal from your account the Value Pack Product which consists of 100 of the best Melaleuca products which was supposted to be received in 3 weeks after they send from Idaho. This shipment was f/up more than 6 calls to the Business Development Department, first shows an incorrect address, than excuses as it was received by other person on 114 FD Roosevelt which isn't the correct physical and postal address as enrolled. After twice intentions to have the reimbursement of the $61.75 at present is circuling arount the Planet, because also gave a false tracking number for USPS. Please check out this kind of company which in only 10 years of establish is doing Trillions, taking people as idiots. They have a Warehouse at Saint Just in Trujillo Alto, PR. At this time, they are not doing such numbers and meeting as months ago. Some friends also have the same problem, they order the products and never received what they order.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days	

Flag - FOIA only	

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

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	P O Box 22011
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Wilmington
Company Address, State Code	DE
Company Address, State Name	Delaware
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	19891-0011
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	2901
Complaint Info Product Service Description	Credit Cards
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: credit card offers) About 3 years ago I bought some products from Melaleuca. Since then they have been sending me credit card offers. I have written to them 4 times asking them to remove me from their mailing list, we do not want their credit card or any other product they have. They still have not removed me. I get another credit card offer about every other month. What can I do?
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 22 of 133	
Reference Number	13166569
Created Date	02/06/2008
Complaint Source	BBB OH Columbus
Originator Reference Number	03020070040849
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCOLU
Entered Date	02/06/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Feb 6 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CARROLL
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834024342
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Delivery Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 23 of 133	
Reference Number	13177100
Created Date	02/12/2008
Complaint Source	BBB MN Saint Paul
Originator Reference Number	07040057116288
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSPMN
Entered Date	02/12/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Feb 12 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ROCHESTER
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA INC
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	834026003
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 24 of 133	
Reference Number	13502496
Created Date	04/10/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	MPHILLIPS
Entered Date	04/10/2008
Updated By	JOB: Upd_internet_related
Updated Date	04/11/2008
Agency Contact	Internet
Complaint Date	Apr 9 2008 5:07PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Norwalk
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	282-3000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$61.11
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$61.11
Complaint Info Product Service Code	2106
Complaint Info Product Service Description	Buyers Clubs (not travel or lottery)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: mailing me products even though I cancelled my membership) Their website offered lower price on products if you became a member. I became a member on 3/31/08. When I further read the membership contract, I found that I had to purchase at least 35 points worth of product (approx $70) or they would send product to me anyway. On April 1, 2008, I decided to take advantage of my 3-day-to-cancel right and sent a certified return receipt letter on that same day April 1, 2008 to that effect, since the contract stated this was the procedure to cancel. However, they still sent me product because they say they got the letter on the 7th. If the only way to cancel is via mail, no one will be able to get a letter to them w/in 3 days unless they happen to mail the letter nearby. I argued with their customer service about this fact. She also informed me that even though it had not shipped yet, payment was submitted and they could not stop the shipment from going out. People should be warned about them! I notified my bank and they said they couldn't do anything until the amount posted to my account.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

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

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

Complaint Info Amount Requested Value	$550.54
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	3/24/2008 AMLudwig I received an invoice from this company last month and since I have not purchased anything from them for perhaps 9-10 yrs. I assumed it was an error. On the phone I was told that "my account" needs to be discussed. A purchase in the amount of $550.54 was supposedly ordered by me and sent to (b)(6) Conyers GA There were two names on the paper work that of Terri Sandao or Sandau and Deloris Eichelmann. I am instructed to sent a letter with all of this information to Melalueca. I informed them I was contacting the Inspection Service and our Prosecutor. I work at the Post Office in Steelville MO 65565. I am eager to hear back from you. Thank you very much.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 26 of 133	
Reference Number	20256871
Created Date	08/10/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0808102256402901
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	08/10/2008
Updated By	NW3C FileUpload
Updated Date	12/02/2008
Agency Contact	External Agency
Complaint Date	Aug 10 2008 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	IRVINE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	unknown use of credit card
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	stephensuzu77@inbox.com
Company Rep First Name	please see info belo
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Other
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0808102256402901My wife (Debbie) and I were contacted by our credit card company regarding suspicious online purchases. When we reviewed certain online purchases they were in fact not ordered by our family. Oddly these online purchases were shipped to our home address. Two of these companies did not want us to ship their products back to them but the third asked us to mail their product back which we have done. 1) Melaleuca - 3910 S. Yellowstone highway Idaho Falls, ID 83402 Sent $49.49 in assorted soaps and lotions (June '08) 2) Gevalia - Holmparken Square (7/24/08) P.O. Box 6276 Dover, DE 19905-6276 Sent $22.95 in coffee and carafe 3) Precision niche products - 1414 N. Camaron St. (7/24/08) Harrisburg, PA 17103 Sent $7.32 for anti- aging cream This company provided us with the e-mail address and IP address of the person who used our credid card # to order the above products. Our credit card company is VISA thru Chase Card Services P.O. Box 17280 Wilmington, DE 19885-7280 phone # (888) 813-7092 We have already changed our credit card number with Chase Card VISA and they have deactivated the credit card number used illegally. Again we did not lose or have our cards stolen but obviously someone had access to our card number and address. We do have the original

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

Record 27 of 133	
Reference Number	20668955
Created Date	10/23/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/23/2008
Updated By	JSMITH
Updated Date	11/26/2008
Agency Contact	Internet
Complaint Date	Nov 26 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Salem
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

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

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

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

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

Record 29 of 133	
Reference Number	20823053
Created Date	11/07/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/07/2008
Updated By	RBROWN
Updated Date	11/28/2008
Agency Contact	Internet
Complaint Date	Nov 28 2008 12:00AM
Transaction Date	Nov 6 2008 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Idaho Falls
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Community First National Bank
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	810
Company Phone, Number	8520137
Company Phone, Extension	
Company Email	service@com1nb.com
Company Website	
Company Rep First Name	Pete
Company Rep Middle Name	
Company Rep Last Name	Cook
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	11/06/2008
Complaint Info Initial Response	

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

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

Record 30 of 133	
Reference Number	20856593
Created Date	11/10/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/10/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Nov 10 2008 12:00AM
Transaction Date	Aug 8 2008 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	San Antonio
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca|Capital One Bank
Company Address, Line 1	3910 S. Yellowstone Highway|
Company Address, Line 2	|P.O. Box 60024
Company Address, Line 3	|
Company Address, City	Idaho Falls|City of Industry
Company Address, State Code	ID|CA
Company Address, State Name	Idaho|California
Company Address, Country Code	USA|USA
Company Address, Country Name	UNITED STATES|UNITED STATES
Company Address, ZIP Code	37914|91716
Company Address, ZIP Code Extension	|0024
Company Phone, Country Code	|
Company Phone, Area Code	800|800
Company Phone, Number	2823000|9033637
Company Phone, Extension	|
Company Email	|
Company Website	www.melaleuca.com|www.capitalone.com
Company Rep First Name	Unknown
Company Rep Middle Name	
Company Rep Last Name	Unknown
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone

Complaint Info Initial Contact Date	08/08/2008
Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	08/08/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$364.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I was delibratly done wrong by 2 Melaleuca Independant Company Representatives. The names of these 2 individuals are John Drew 210 744-5105 & Aide Torres 210 744-2105. I told both of these 2 individuals more than half-dozen times that I was ONLY interested in becoming a Melaleuca Customer, Not A Melaleuca Representative. Because Melaleuca had a special promotion at that time, only $1.00 to become a company representative, these two individuals signed me up as a company representative anyway. When I did not place an order, Melaleuca automatically billed my credit card almost $65.00 dollars EVERY MONTH anyway. They throw a few very low-priced, buget items in a box & ship it out to you even though you did NOT order it, or even have a need for any of it or like it. Customers should have every right to purchase ONLY EXACTLY what they want, WHEN they want it! Melaleuca keeps themselves alive by automatically billing

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

Record 31 of 133	
Reference Number	20869350
Created Date	11/12/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	CDEARMAN
Entered Date	11/12/2008
Updated By	RFIELDS
Updated Date	12/14/2009
Agency Contact	Phone
Complaint Date	Dec 14 2009 12:00AM
Transaction Date	Oct 12 2008 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Bridgeport
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Tennesee Fabric & Textile|Melaleuca.
Company Address, Line 1	|
Company Address, Line 2	|
Company Address, Line 3	|
Company Address, City	|
Company Address, State Code	|
Company Address, State Name	|
Company Address, Country Code	|
Company Address, Country Name	|
Company Address, ZIP Code	|
Company Address, ZIP Code Extension	|
Company Phone, Country Code	|
Company Phone, Area Code	|800
Company Phone, Number	|2620600
Company Phone, Extension	|
Company Email	tnfabrics030@googlemail.com|
Company Website	|
Company Rep First Name	Tina|Sherry
Company Rep Middle Name	|
Company Rep Last Name	Howard|Washburn
Company Rep Salutation	
Company Rep Comments	|
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	10/12/2008
Complaint Info Initial Response	

Method	Internet/E-mail
Complaint Info Initial Response Date	10/12/2008
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1900.00
Complaint Info Amount Paid Method	Wire Transfer - Other
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	464
Complaint Info Topic Description	Counterfeit Check Scams
Complaint Info Comments	Consumer says she applied for a job online with a company called Tennesee Fabric & Textile and consumer duties was to receive money orders and deposit them and send the balance back to them. Consumer says she received 2 m/o for $975 each and her bank found out they were fraud. Consumer says now she continues to get more m/o and emails wanting her to deposit those and wire them also. Consumer says the money orders were mailed from: Tookie Williams 124 Lagrange ct. LaGrange, GA. Consumer was asked to wire money to: Adelaja Mobolijiadepero in London,UK. UPDATE12/14/09: The consumer states that she got a phone call from a lady who talked her into selling some products. They took $62.95 out of her account.RFields
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 32 of 133	
Reference Number	20911920
Created Date	11/07/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0811070008555461
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	11/07/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 7 2008 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	IDAHO FALLS
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Community First National Bank
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Pete
Company Rep Middle Name	
Company Rep Last Name	Cook
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0811070008555461Please note that I did not lose any money, nor made contact with the sender. I'm reporting this because it was a very suspicious e-mail. On November 6th at 7:19 am, I received an e-mail at my office address (b)(6) with the following information: -----Original Message----- From: Community First National Bank [mailto:service@com1nb.com] Sent: Thursday, November 06, 2008 7:19 AM Subject: Important Member Service Information Importance: High In our terms and contidions you have agreed to state that your account must always be under your control or those you designate at all times. We have noticed some activity related to your account that indicates that order parties may have tried gaining access or control of your information in your account. Therefore, to prevent unauthorized access to your Community First National Bank Internet Banking account,you are limited to five failed login attempts in a 24-hour period. You have exceeded this number of attempts.* To reactivate your debit card , please call: +1(810-852-0137) Sincerly, Pete Cook, President Community First National Bank. (c) 2008 Community First National Bank, All Rights Reserved First - I do not give my work e-mail address for my

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

Record 33 of 133	
Reference Number	20925711
Created Date	11/17/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	JHENDERSON
Entered Date	11/17/2008
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Nov 17 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Countryside
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7422444
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer is filing a complaint against Melaleuca, an online company. Consumer states that she ordered vitamins w/Melaleuca & provided her cc# online. Consumer reports that she was told that she can change the method of payment for future orders, but now there's no other option except cc payments. Consumer will contact her state consumer protection agency. No alternate phone# or email address given.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 34 of 133	
Reference Number	21102526
Created Date	11/11/2008
Complaint Source	BBB IL Chicago
Originator Reference Number	06540094208275
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	11/11/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 11 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ROCKFORD
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

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

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Customer Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 35 of 133	
Reference Number	21151998
Created Date	12/15/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	JHENDERSON
Entered Date	12/15/2008
Updated By	BAYALA
Updated Date	01/27/2009
Agency Contact	Phone
Complaint Date	Jan 27 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Bronx
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

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

Record 36 of 133	
Reference Number	21297739
Created Date	12/30/2008
Complaint Source	BBB OH Columbus
Originator Reference Number	03020070054074
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	12/30/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Dec 30 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GALLOWAY
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	4342
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

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

Record 37 of 133	
Reference Number	21313845
Created Date	12/25/2008
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0812250353551481
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	12/25/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Dec 25 2008 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LOS ANGELES
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 South Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	www.Melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	ICCC Ref #:I08122503535514811 met a sales lady for this website company " Melaleuca" back in April 2007 at a Eco convention near Orange County. Her name was Elizabeth Kilchoer. She was selling environmentally friendly cleaning products. I became interested in purchasing them, so I bought 2 items with cash and then she proceeded to tell me that If I became a member I would get a discount and she said nothing else. So I filled out the form with my address and credit info and submitted it to her. One month later I received a Big box of products (that I did not order) at my front door from Melaleuca. I checked my credit card balance and sure enough they charged my card $71.99. I called Elizabeth to complain. She apologized and said she authorized the purchase because that was their membership policy (which she did not explain to me). I told her I did not order the products, I do not want them, and I am returning them to the main office. I also, told her I did not want to be a member anymore. She gave me the cancellation policies and I returned the goods to the office and sent in my written letter for membership cancellation. I also called my credit card company to stop payment on the unauthorized charge and cancel my card # and give me a new one. This seemed to have worked until roughly 1 year later, I was doing a routine check on

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

Record 38 of 133	
Reference Number	21551956
Created Date	02/02/2009
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	RCONDON
Entered Date	02/02/2009
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Feb 2 2009 12:00AM
Transaction Date	Apr 1 2004 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Bronx
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	04/01/2004

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

Record 40 of 133	
Reference Number	22448138
Created Date	04/10/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0904101549589401
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	04/10/2009
Updated By	Kishor Gangavarapu
Updated Date	06/17/2009
Agency Contact	External Agency
Complaint Date	Apr 10 2009 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ANCHORAGE
Consumer Address, State Code	AK
Consumer Address, State Name	Alaska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	only work for 1
Company Name	melaleuca the wellness company
Company Address, Line 1	main enroller Arizona
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$60.71
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0904101549589401. they claim you will spend a little money to make a lot in short you have become a salesman and thet is not what I signed up for their claim is in the first contact no money is talked about just an agreement it is then the second phone call that says oh by thye way you will be billed for 60 dollars a month as to your contract by phone recording thank you that is fraud right there I have been trying to unsubscribe but the program sends you to reordering you can't unsubscribe that alone is illegal
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 41 of 133	
Reference Number	22521370
Created Date	04/27/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/27/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Apr 27 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	San Jose
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 So. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220870
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

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

Record 42 of 133	
Reference Number	22771177
Created Date	04/22/2009
Complaint Source	National Consumer League
Originator Reference Number	565608
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CLGC-USER
Entered Date	04/22/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Apr 22 2009 12:00AM
Transaction Date	Apr 14 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FARMINGTON HILL
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	ROTAL TRUST FINANCIAL
Company Address, Line 1	P O Box 4545
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	WINDSOR
Company Address, State Code	ON
Company Address, State Name	Ontario, Canada
Company Address, Country Code	CAN
Company Address, Country Name	CANADA
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	416
Company Phone, Number	8307650
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	04/14/2009
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	4190
Complaint Info Product Service Description	Nigerian/Other Foreign Money Offers (not prizes)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	"I did not contact this companythough I did receive a check for $4735.00 from MELALEUCA INC.3910 South YellwstoneIdaho FallsID 83402and drawn on Wells Fargo Bank N.A.115 Hospital DR.Van VertOH 45891. I want you to know about this.","","","","","","","","","",""
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 43 of 133	
Reference Number	22924848
Created Date	05/19/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0905192308127721
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/19/2009
Updated By	GBOSQUE
Updated Date	01/19/2010
Agency Contact	External Agency
Complaint Date	May 19 2009 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	IONA
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	Melaleuca
Company Name	themotherless.com
Company Address, Line 1	456 N. Plaza Motel
Company Address, Line 2	P.O. Box 598
Company Address, Line 3	#Suite 4
Company Address, City	SANTE FE
Company Address, State Code	NM
Company Address, State Name	New Mexico
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	87964
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	587
Company Phone, Number	8527894
Company Phone, Extension	
Company Email	alyssamil@yahoo.com
Company Website	themotherless.com
Company Rep First Name	Alyssa
Company Rep Middle Name	
Company Rep Last Name	Milano
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9043
Complaint Info Product Service Description	Government Impostor
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0905192308127721. I am identity 452 citizen obliged 43 of Terrain/Terrestial Pxxx handler and stasher of criminal witness Riki Larsen, Marth Horse-Fudge Lopez Estuardo (Chitka-Banana Sucrets) vice roayalse to Hon. Sen. Joseph F. Lieberman of Conneticut, Rod Otterson, Bryan Stoddard, Barbara "Lucky-Charms" id 4783 Nibisco girl younger daughter supmemiia, and all rest of morning shift working at Melaleuca including pxx handlingew Frank Vandersloot. As mentioned above I secretly play guitar hero to celibruiqe Alisa Milano and intention drugged Adams Rachel NPI of ID, with Sharrie Skurkis Moon (Nonaceduct blond repo-ape binary to Dr. Laura Paula Schlessinger IKE 89 Green Beattle Bug, Angelina Jolie, Angelique Jolie Pxx porhandler, Will F. Smith, Tommy Lee Jones, nonkiko, Mr. Commadore 64 who works at Kmart in Rexburg, IKE administration nonaffect till releiase 9:01 witness Hank Jr. of April 18, Wendy G. and staff at Dollar Tree Store, Paul F. Swider, Sr. and following. Please disendorse my integrity and take me full will Infuriate 9 of full measure without Gatt authority virus 34.787.9 of Homeland, FBI, CIA, and procedure immuleat 34 Const. Amendment 90.her.89/Rush Limbaugh consigned to case

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

Record 44 of 133	
Reference Number	22925179
Created Date	05/19/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0905191556151632
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/19/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	May 19 2009 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	RIGBY
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	Melaleuca
Company Name	Melaleuca
Company Address, Line 1	P.O. Box 67
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IONA
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83442
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	3904714
Company Phone, Extension	
Company Email	dudeit@mod.hot.mail.com
Company Website	www.broadbandcommunication.com
Company Rep First Name	Melissa
Company Rep Middle Name	
Company Rep Last Name	Galbraith
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$60000.00
Complaint Info Product Service Code	9043
Complaint Info Product Service Description	Government Impostor
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0905191556151632. Activated my cell phone to protect identity of Interlasse Affairs contagion to operational cossetea of U.S. Nafta/Gatt treatise 53. 56.09 amendment clause 1. I conduct impersonal affairs using FBI, CIA, and Interpol to scare and illegally apprehend minors or vice implurita. I am conjuctavie of metropolitan areas of lynching, hiding, and married to adoptive brother blood Mike. Incesii. Need asylum and retribution of collaise from issue of mandatory reaperimputation. Conniptive larseny of Melissa Galbraith. Need servitutude of criminal actuatory nature.//nonkiki riki larsen XXX-XX-XXX soc. security/9 (Date of Incident 04/01/2009-6:00 pm)dizzo you guys are not going to anything and I know it. Your are lazy at IQ3. So what is the godd... point to try. Oh, well.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 45 of 133	
Reference Number	22932764
Created Date	05/28/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0905280601484731
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	05/28/2009
Updated By	Fred Maples.
Updated Date	06/16/2009
Agency Contact	External Agency
Complaint Date	May 28 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	b(6)
Consumer Address, City	SAN BERNARDINO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address,	

ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	none
Company Name	Possibility Only
Company Address, Line 1	unknown, last known in Washington state

Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	253
Company Phone, Number	8436246
Company Phone, Extension	
Company Email	
Company Website	http://profiles.yahoo.com/u/BGWJCMIFY6QDF2QNLJKTOU
Company Rep First Name	Dana
Company Rep Middle Name	
Company Rep Last Name	Vander Voort
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	

Complaint Info

Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$34.00
Complaint Info Product Service Code	0346
Complaint Info Product Service Description	Spyware\Adware\Malware
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0905280601484731. 3/2008 : I began at site www.cafemom.com 6/2008 : approx. I met through CafeMom, Dana Vander Voort 7854102081 cellphone, got me involved with Melaleuca, Inc. During the next 8 months or so, I had unusual additions to my orders that would give her a higher % of commission, etc. Then I quit Melaleuca and Still got charged and lost about $34.00 that I have been trying to recoup to no avail. After I quit, Diana kept emailing me and Yahoo Im me and I added her-then had more problems with my sites, even just yesterday, something was added to my CafeMom site that I hadn't done myself. I tried to remove her

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

Record 47 of 133	
Reference Number	23164531
Created Date	06/03/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0906031807487231
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	06/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 3 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SCARBOROUGH
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Not Provided By Org
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0906031807487231. I was asked to open an RBC Account for transaction of being an Account Receivable person in Canada as this company finds it cheaper to use Home based business rather than opening up offices in Canada. The transaction was that I would collect money from companies and wire it back to UK Pharmaceutical company. I was to get 7% of the cheque and all other transactions were going to be paid for by the company. I was to use Western Union only for the transfers of fund and I was to email them the info they required to track the funds. I have never done anything of this sort, my only temptation is the fact that I have been out of work for 8 months and my husband is scheduled to be laid-off end of June and I was trying other business ventures aside from Avon and Melaleuca to earn extra money to help with bills and mortgage. When I went to the bank this morning they had already conviscated the monies and they also took a cheque that was sent to me to deposit and make transfers so that a report could be sent to the Mystery Shopper group reporting on the customer service, transaction number, agent name. According to Mystery Shopper they have had alot of complaints about Western Union not doing their job or releasing funds. Unfortunately, no monies had exchanged hands at this point and the bank

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

Record 48 of 133	
Reference Number	23287268
Created Date	07/06/2009
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	VGONZALEZ
Entered Date	07/06/2009
Updated By	VGONZALEZ
Updated Date	07/06/2009
Agency Contact	Phone
Complaint Date	Jul 6 2009 12:00AM
Transaction Date	Jul 6 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Russell
Consumer Address, State Code	KY
Consumer Address, State Name	Kentucky
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S Yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	07/06/2009
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$62.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$62.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer enroll with Melaleuca, however he was not explained the full terms of the enrollment. Consumer states that the company took out $61.10 from the consumers bank account for an automatic monthly order. When consumer called the company he was told that they automatically charge for a monthly order of products whether the consumer orders them or not. Consumer was told he was binded to the contract based on the information he filled out online. Consumer never received any written paperwork about the terms. Consumer was told to cancel the enrollment he would have to fax a letter to them, consumer was told to send back the products but he would have to pay out of his pocket for shipping and handling which would not be refunded by the company.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 49 of 133	
Reference Number	23345402
Created Date	07/09/2009
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	MRITZ
Entered Date	07/09/2009
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	Jul 9 2009 12:00AM
Transaction Date	Jun 29 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	The Avant Garde Group|CFCIG|Melaleuca Inc., The Wellness Company|New Horizon Real Estate|Eric Douglas Johnson, Attorney at Law
Company Address, Line 1	7840 Firestone Blvd|333 H St|21133 Victory Blvd||
Company Address, Line 2	Suite 103|Suite 5082|Suite 209||
Company Address, Line 3	||||
Company Address, City	Downey|Chula Vista|Canoga Park||
Company Address, State Code	CA|CA|CA||
Company Address, State Name	California|California|California||
Company Address, Country Code	USA|USA|USA||
Company Address, Country Name	UNITED STATES|UNITED STATES|UNITED STATES||
Company Address, ZIP Code	90241|91910|91304||
Company Address, ZIP Code Extension	||||
Company Phone, Country Code	||||
Company Phone, Area Code	562|888|818||
Company Phone, Number	8462143|3779640|2640184||
Company Phone, Extension	||||
Company Email	||||
Company Website	||||
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	

Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	06/29/2009
Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3500.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$3500.00
Complaint Info Product Service Code	3220
Complaint Info Product Service Description	Mortgage Modification/Foreclosure Relief
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: Consumer gave the names of 5 companies that committed fraud against him that offered loan modifications and asked for money but did not do anything to solve the consumer's mortgage problems.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 50 of 133	
Reference Number	23645790
Created Date	08/08/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/08/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Aug 8 2009 12:00AM
Transaction Date	Jul 1 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Hamilton
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	5301 N National Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Knoxville
Company Address, State Code	TN
Company Address, State Name	Tennessee
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	37914
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	can't remember :-(
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	07/01/2009
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	07/01/2009
Complaint Info Amount Requested	

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

Record 51 of 133	
Reference Number	23655012
Created Date	08/10/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/10/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Aug 10 2009 12:00AM
Transaction Date	Jul 7 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	san bruno
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7428094
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	Richard
Company Rep Middle Name	
Company Rep Last Name	Mator
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	07/07/2009
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	07/07/2009
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	This is part of a due diligence of this company that makes "biodegradable" and "natural" claims of their products. I'd like to know if they have any complaints, or false advertising claims against it. They do not provide commercial grade products and claim MSDS's are not available for any of their cleaning products because of that OSHA requirement. They claim they have proprietary ingredients and therefore cannot divulge that information. Is there a way to find out more of these details? I have asked but they claim it is not available.. PS9000: business claiming biodegradable products and health benefits from nutraceuticals Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 52 of 133	
Reference Number	23664990
Created Date	07/20/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0907202251399181
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	07/20/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jul 20 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BERLIN
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Anna Rosario
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	Melaleuca.com
Company Rep First Name	Anna
Company Rep Middle Name	
Company Rep Last Name	Rosario
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Other
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

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

Record 53 of 133	
Reference Number	23800038
Created Date	08/21/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/21/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Aug 21 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Plano
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, The Wellness Company
Company Address, Line 1	3910 S. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	20852207
Company Phone, Extension	
Company Email	
Company Website	http://content.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	CS1
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Continue send marketing information and email after several request for them to stop. PS9000: Catalog supplies company Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 54 of 133	
Reference Number	23911306
Created Date	08/21/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0908211520312781
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	08/21/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 21 2009 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN DIEGO CA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	Unkown
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	LNR
Company Address, Country Name	LOCATION NOT REPORTED
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	martins.mario2009@ymail.com
Company Website	
Company Rep First Name	Mario
Company Rep Middle Name	
Company Rep Last Name	Martins
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	3319
Complaint Info Product Service Description	IDT Other
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I0908211520312781. I was on Craigslist looking for additional income. Came across with this man Mario Martins who offered me a job. He would pay me $500.00 a week to assist him. I was very presistant about asking questions about him, (I did not want to get involved with anything shady). The response I got was that I would be receiving a UPS package with a check for $3500.00, $500.00 was my fee and $3000.00 was to be sent to an Orphanage in Florida. This morning the UPS package arrived with the check, Bank that the check was drawn on was Wells Fargo. I took the check to the bank and they immediately new it was fraudulent, now if I would not have savy this would have cost me lots of grief financialy. I want this person to pay for all the grief that he could cause and to be stopped. I have all the correspondence, the UPS package, and a copy of the check,(the bank has the original). I am also afraid because this individual has my address and phone number.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM|MCO
Complaint Info Law Violation Description	Deception/Misrepresentation|Collects Unauthorized Interest\Fees\Expenses
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer reports that he ordered an item from Melaleuca "The Wellness Company" to order an item, the consumer never authorized the billing of any items other than the item he purchased on 06/2009. Consumer's been billed for the 3 past months from Melaleuca "The Wellness Company".
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 56 of 133	
Reference Number	24138815
Created Date	08/19/2009
Complaint Source	US Postal Inspection Service
Originator Reference Number	1490341
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	08/19/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 19 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NEWARK
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA, INC.|PRIVATE COURIER
Company Address, Line 1	3910 S YELLOWSTONE HWY|
Company Address, Line 2 |
Company Address, Line 3 |
Company Address, City	IDAHO FALLS|
Company Address, State Code	ID|
Company Address, State Name	Idaho|
Company Address, Country Code	USA|
Company Address, Country Name	UNITED STATES|
Company Address, ZIP Code	83402|
Company Address, ZIP Code Extension	4342|
Company Phone, Country Code |
Company Phone, Area Code |
Company Phone, Number |
Company Phone, Extension |
Company Email |
Company Website |
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

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

Flag - FOIA only	

Record 57 of 133	
Reference Number	24289594
Created Date	10/12/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/12/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Oct 12 2009 12:00AM
Transaction Date	Oct 12 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Omaha
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	IN
Company Address, State Name	Indiana
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5020700
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	10/12/2009
Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	10/12/2009
Complaint Info Amount Requested	

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

Record 58 of 133	
Reference Number	25284675
Created Date	02/03/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	02/03/2010
Updated By	CRSS\psnyder
Updated Date	02/08/2010
Agency Contact	Internet
Complaint Date	Feb 3 2010 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	French Lick
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc
Company Address, Line 1	3910 S Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	$750.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	3902
Complaint Info Product Service Description	Bank: National\Commercial
Complaint Info Law Violation Code	MCO
Complaint Info Law Violation Description	Collects Unauthorized Interest\Fees\Expenses
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After numerous requests to disenroll my family from their forced shipping program, and unauthorized monthly charges to my checking account of $61.00 or more. I am requesting any assistance I can get to deal with these thieves.. PS9000: Wellness company Other-Other Update
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 59 of 133	
Reference Number	25850537
Created Date	10/10/2007
Complaint Source	North Carolina Department of Justice
Originator Reference Number	0711708
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	NC01-USER
Entered Date	10/10/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Oct 10 2007 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GREENSBORO
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca The Wellness Company
Company Address, Line 1	3910 South Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 60 of 133	
Reference Number	26152453
Created Date	04/15/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/15/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Apr 15 2010 12:00AM
Transaction Date	Mar 12 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Tetonia
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	http://www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	03/12/2010
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	03/12/2010
Complaint Info Amount Requested	

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

Record 61 of 133	
Reference Number	26281778
Created Date	04/29/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/29/2010
Updated By	CRSS\pwilliamson
Updated Date	05/04/2010
Agency Contact	Internet
Complaint Date	Apr 29 2010 12:00AM
Transaction Date	Apr 2 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Orem
Consumer Address, State Code	UT
Consumer Address, State Name	Utah
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S Yellowstone
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	spanishregion@melaleuca.com
Company Website	melaleuca.com
Company Rep First Name	Jorge
Company Rep Middle Name	
Company Rep Last Name	Mena
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	04/02/2010

Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	04/02/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1|CS6|DDM
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored|SPAM: Other\general annoyance|Deception/Misrepresentation
Complaint Info Statute Code	CS|P
Complaint Info Statute Description	CAN-SPAM Act|FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Canceled membership on 3/25, and no longer have a business relationship with Melaleuca. When canceling, I provided written notice by fax to remove my email address from any distribution lists. Since then, they have emailed me three times with promotional email. I have responded to each with the request to stop emailing me. All three email from them lack a couple of elements required by the CAN SPAM Act: - Offering a Way to Reject Future Messages – Commercial e-mail senders must provide easily-accessible, legitimate ways for recipients to reject future messages from that sender. - Return Address – All commercial e-mail, and e-mail considered transactional and relationship messages (about existing transactions), must contain legitimate return e-mail addresses, as well as the sender's postal address. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA THE WELLNESS COMPANY
Company Address, Line 1	3910 SOUTH YELLOWSTONE HIGHWAY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	TN
Company Address, State Name	Tennessee
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	MELALEUCA.COM
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown

Complaint Info Initial Contact Date	04/06/2010
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	04/06/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$70.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$140.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I ENTER TO SALE PRODUCT W/ MALEUCA ON MARCH 10,2010. MY MEMBERSHIP WAS DONE 3/19, BUT IT WAS A COMPLICATED REGISTRATION B-C THERE WAS A PERSON WITH MY NAME IN CALIFORNIA... FINALLY I GOT REGISTER W/ ACC 63757109 ... I RECEIVED THE PRODUCT AND WAS FINE... THEN ON 4-6-10 MY ACCOUNT WAS DEBIT WITH 68.00 ACC 63657635(DUPL).... I CALLED AND I FOUND I WAS REGISTER TWICE... I CALLED AND COMPLAINED FOR THE SILLY SYSTEM THAT COULDNT IDENTIFY THE ISSUE... IT WAS A NIGHTMARE ...NOW 5/3 THEY TOOK 78.00 ...(63757109 WHEN I CANCELLED THE ORDER FOR APRIL) EVERYTIME IS INCREASED AND THE ACCOUNT WAS CANCELLED.... SO I DECIDED TO CANCELLED AND THE FIRST TIME THEY WONT LET ME DO IT , WHEN I DID THE FIRST TIME... I WAS UPSET AND CALLED AGAIN W A SUPERVISOR AND PER NOTE I SAID SOMETHINF DIFFERENT... OK.. I CALLED ON 4/19 AND CANCELLED

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

Record 63 of 133	
Reference Number	26374722
Created Date	05/07/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/07/2010
Updated By	CRSS\sleslie
Updated Date	05/10/2010
Agency Contact	Internet
Complaint Date	May 7 2010 12:00AM
Transaction Date	May 6 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	King City
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 South Yellowstone,
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	6346246
Company Phone, Extension	
Company Email	yourorder@melaleuca.com
Company Website	www.melaleuca.com
Company Rep First Name	Melaleuca order
Company Rep Middle Name	
Company Rep Last Name	Melaleuca order
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	05/06/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	05/06/2010
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$90.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$90.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I am buying products from this company. I am calling to place an order. In many occasion, Melaleuca doesn't await my phone calls and send me without my authorization products that I do not need, then goes to my bank account and discharge money for unwanted shipped package. If I refuse the package, they charge me for unordered and unwanted package fee for handling and shipment. During six month, I am working with the company and during this time Melaleuca charged me in four occasions for shipping and handling of refused packages, as well created me overdraft on my bank account because I had pendant other transactions. I lost in overdrafts during six months US $165.00 and in handling US $84.00. During the phone conversations of the month of march 30, I agreed with Melaleuca to do not send me products I do not order, until I would not call and place an order but Melaleuca violated that agreement, discharged money from my debit card wich were designed to other transaction, creating overdraft on my bank account of US $125.00. I request back the payment of US $125.00+165.00+84.00, the total of US 374.00 for all damages this company created to my bank account.I need MelaMelaleucaducts but I am exhausted to deal with this abusive company's atitatittudeard its costumers.

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

Record 64 of 133	
Reference Number	26704524
Created Date	06/10/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	JACOSTA
Entered Date	06/10/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	Jun 10 2010 12:00AM
Transaction Date	Jun 1 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Las Vegas
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc
Company Address, Line 1	3910 S Yellow Stone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person

Complaint Info Initial Contact Date	06/01/2010
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$65.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$65.00
Complaint Info Product Service Code	0318|9004
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales|Unauthorized Debits or Charges for Unknown Products
Complaint Info Law Violation Code	IHA|DDM
Complaint Info Law Violation Description	Billed for Unordered Merchandise|Deception/Misrepresentation
Complaint Info Statute Code	AE|P
Complaint Info Statute Description	Unordered Merchandise|FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states that he tried a product that this company advertized at a seminar. Consumer states that he ordered for two months and he ended up canceling because it was cheaper at Wal Mart. Consumer states that the next moth after he canceled they charged him for a months supply and even sent him the product.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 65 of 133	
Reference Number	26888677
Created Date	01/08/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	203269
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	01/08/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jan 8 2009 12:00AM
Transaction Date	Nov 2 2008 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AURORA
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	11/02/2008
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$69.34
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Another customer has been placing orders on complainant's account and paying for them on other customer's credit card. When the other customer did not place an order for November, the business placed an order and charged complainant's credit card. The products were returned in November, but the business has not yet credited the complainant's credit card. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 66 of 133	
Reference Number	26889065
Created Date	01/02/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	203177
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	01/02/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jan 2 2009 12:00AM
Transaction Date	Jan 1 2004 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BUFFALO
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	01/01/2004
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant requests "something official" from the AG's office that will put to rest the question of whether the business is an MLM or a pyramid. --- Law Violation Code: No Violation
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 67 of 133	
Reference Number	26889452
Created Date	03/24/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	203949
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	03/24/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Mar 24 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SACRAMENTO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Fax
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$148.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant and his father signed up to sell the product for a fee they were told at first was $1.00, then they were charged $200.00. Then received two packs and the charges became $400.00. The debiting of complainant's account caused the account to be overdrawn and so he acquired overdraft fees. He canceled the dealership with the business and submitted a request for a refund. He thought the matter was closed but then received an additional delivery of products to sell with more charges to his account. --- Law Violation Code: Misrepresentation
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 68 of 133	
Reference Number	26889552
Created Date	04/15/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	204231
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	04/15/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Apr 15 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MARYSVILLE
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant spoke with the business and provided his bank account information to them but did not authorize automatic monthly shipment of products and debiting of his bank account. He has selected a few items but has received more than he has ordered. Four times he has received the wrong products and had to return them. He would like his contract canceled. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 69 of 133	
Reference Number	26889924
Created Date	06/16/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	204722
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	06/16/2009
Updated By	Kishor Gangavarapu
Updated Date	07/01/2010
Agency Contact	External Agency
Complaint Date	Jun 16 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NO CITY
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	
Consumer Address, Country Name	
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number

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

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Courtesy copy of a complaint filed with the Canadian government by a Canadian citizen against Melaleuca, Inc. The complaint is in French. --- Law Violation Code: Misrepresentation
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 70 of 133	
Reference Number	26890082
Created Date	07/02/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	204897
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	07/02/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jul 2 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MOSCOW
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

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

Record 71 of 133	
Reference Number	26890443
Created Date	08/20/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	205284
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	08/20/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 20 2009 12:00AM
Transaction Date	Jul 1 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MT. PROSPECT
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	07/01/2009
Complaint Info Initial Response	

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

Record 72 of 133	
Reference Number	26890482
Created Date	08/14/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	205442
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	08/14/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 14 2009 12:00AM
Transaction Date	Jan 1 2007 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	01/01/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant has been purchasing products from the business for years. Complainant has noticed that over the past several years, the business has "downgraded" their product lines (no longer all natural products) to include ingredients that are toxic & cancer causing. However, Melaleuca's advertising & sales pitch have not changed, & the complainant believes this is deceptive & potentially harmful to the environment & unsuspecting consumers. --- Law Violation Code: Advertising
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 73 of 133	
Reference Number	26890826
Created Date	10/15/2009
Complaint Source	Idaho Attorney General
Originator Reference Number	205936
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	10/15/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Oct 15 2009 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIDDLETOWN
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

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

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

Record 74 of 133	
Reference Number	27545145
Created Date	08/17/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1008171734241842
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	08/17/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 17 2010 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WHITTIER
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	Melaleuca
Company Name	Carlos LDera
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	cldera@yahoo.com
Company Website	
Company Rep First Name	Carlos
Company Rep Middle Name	
Company Rep Last Name	LDera
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I1008171734241842. I had placed a job ad, Carlos had responded with his resume. When I had emailed him back about setting a telephone interview he responded saying that he would talk to me when the FBI got me on fraud. I then apologized to him and wished him luck. He has continued to email me about getting me fraud and scam. The last email I received from him said, "Just making sure I've got the right address for my fraud report. (b)(6) (b)(6) " This is the address I just moved from. I am a mother of 3 young children and do not feel safe knowing that man has looked up my information and claiming I am a scam artist when he has never talked to me and I have never told him about my business or the job!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 75 of 133	
Reference Number	27804448
Created Date	06/07/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	207991
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	06/07/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 7 2010 12:00AM
Transaction Date	Mar 1 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HAWTHORNE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	03/01/2010
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant cc' d the CPD on a second letter to the business requesting cancellation of her account. --- Law Violation Code: Misrepresentation
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 76 of 133	
Reference Number	27804450
Created Date	05/20/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	207904
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	05/20/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	May 20 2010 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LINDENHURST
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

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

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

Record 77 of 133	
Reference Number	27804451
Created Date	06/10/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	208122
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	06/10/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 10 2010 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

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

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$65.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant told the business he did not want any products from them. Business debited complainant's account anyway. Complainant wants a refund from the business. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 78 of 133	
Reference Number	27894723
Created Date	10/08/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/08/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Oct 8 2010 12:00AM
Transaction Date	Oct 21 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Mangilao
Consumer Address, State Code	GU
Consumer Address, State Name	Guam
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Company
Company Address, Line 1	3910 Yellow Stone High Way
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	www.melaleuca.com
Company Rep First Name	Shirly
Company Rep Middle Name	
Company Rep Last Name	Leon Guerrero
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	10/21/2009
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	10/21/2009
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$67.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$67.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I joined Melaleuca company October 2009 by paying $67.23. After six months I decided to cancel the membership.They charged $67.23 to my account and sent the products, which I could not use it. Out of sixty seven dollars and twenty three cents, they used $20.00 for shipping. Therefore I called them and asked them not to ship any more products and not to charge to my account. They told me that I cannot cancel by phone. They told me that I should download a cancellation form and sign it and mail to them. I tried several times and I could not download that form. So I called Shirly Leon Gurero and asked her to help me to cancel. She called the company and asked me to go download by going to www.melaleuca.com/your option. I tried several times and I could not download the cancellation form. I called back Shirley and explained my difficulties. She told me that she would check the company and let me know. After that I did not hear from her. I teach computer science in High School and if I have difficulties to download and send it, most people will have major problems of cancel their membership. My experience with this company is a very bad experience because the way they make it very hard for their customers to cancel their membership.I have paid $673.00 so far and I want the company to refund my money.At

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

Record 79 of 133	
Reference Number	28228383
Created Date	08/20/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	208632
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	08/20/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Aug 20 2010 12:00AM
Transaction Date	Jan 1 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HEMPSTEAD
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	01/01/2010
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant wants to end her business relationship with Melaleuca, Inc., effective immediately. The complainant cc' d the CPD on a letter to the business. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 80 of 133	
Reference Number	28228384
Created Date	09/27/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	208920
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	09/27/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Sep 27 2010 12:00AM
Transaction Date	May 29 1992 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILLVILLE
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	05/29/1992
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

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

Record 81 of 133	
Reference Number	28306090
Created Date	11/08/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1011081455475121
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	11/08/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 8 2010 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CONYERS
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Robert Williams
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	busywilli@vwrglobal.org
Company Website	
Company Rep First Name	Robert
Company Rep Middle Name	
Company Rep Last Name	Williams
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	6001
Complaint Info Product Service Description	Counterfeit Check Scams
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:I1011081455475121. On October 30 I answered an ad for a job on backpage.com for a temporary position as a driver. The ad poster contacted me by email to say that the job would consist of driving his wife around while she was in Atlanta. The pay would be $500 a week. On November 6 I received an envelope via FedEx containing two postal money orders for $925 each. The envelope was sent from someone named Sandra David at 5903 Melaleuca Ln in Greenacres FL 33463. That same day I received another email with instructions to cash the money orders at my bank, deduct my first week's salary and wire the remainder by western union to Alice Rena Self 324 Sage Rd. Harrison AK 72601. I was also given instructions about meeting the wife at the airport. Her name was Lisa Williams. The FedEx envelope had the tracking number 8741 8364 5314 and a sender's FedEx account number (b)((b)(6) I took the money orders to the post office this morning to confirm that they were fake.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 82 of 133	
Reference Number	28382057
Created Date	11/26/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/26/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Nov 26 2010 12:00AM
Transaction Date	Oct 29 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Apple Valley
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, The Wellness Company
Company Address, Line 1	3910 S. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	Janetputnam@melaleuca.com
Company Website	melaleuca.com
Company Rep First Name	Janet
Company Rep Middle Name	
Company Rep Last Name	Putnam
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	10/29/2010
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	10/29/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$62.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On Oct. 20,2010, Melaleuca Companyconcscted me and said I joined the Mfelaleuca team ajnd an amount of money would be taken outr of my checking account each month, I decline and did not want this, I was to try Melaleuca for only one month. I was told to cancel I must go online for a cancellation form I got the from and fax it to Melaleuca, they sent me an conformation on the 6th of Nov. and another box on the 9th of Nov. I returned the box to them. Then the conf;irmation and communication that they received the box back, I would like my money return to my account of $62.72 , I have talk to Janet office over three times, and seems to be getting the run around.Please return my money to my account!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 83 of 133	
Reference Number	28429776
Created Date	11/26/2010
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I1011261607547591
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	11/26/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 26 2010 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FARMINGTON
Consumer Address, State Code	NM
Consumer Address, State Name	New Mexico
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Not Provided By Org
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	godwnken2@gmail.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Email
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

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

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

Record 84 of 133	
Reference Number	29151689
Created Date	11/15/2010
Complaint Source	Idaho Attorney General
Originator Reference Number	209388
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	11/15/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 15 2010 12:00AM
Transaction Date	Nov 1 2009 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DEERFIELD BEACH
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	11/01/2009
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$305.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	End of may 2010, consumer severed his business relationship with Melaleuca, Inc. However, the business continued to debit his bank account for approximately 5 months. Consumer wants the stolen funds returned. The complaint was filed with the Florida AG & forwarded to the Idaho AGs Office. Consumer contacted the business regarding a refund. --- Law Violation Code: Unauthorized Charges/Account Withdrawals
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant copied our office her letter of cancellation of her account with the business. She returned vitamins she did not order. She asked the business for a refund on the vitamins. --- Law Violation Code: Contract
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	melaleuca, inc
Company Address, Line 1	3910 s. yellowstone hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	idaho falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83403
Company Address, ZIP Code Extension	8003
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2620600
Company Phone, Extension	
Company Email	
Company Website	www.melaleuca.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	I Initiated Contact
Complaint Info Initial Contact Date	12/11/2010
Complaint Info Initial Response Method	Fax
Complaint Info Initial Response Date	12/11/2010

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

Complaint Info Comments	stating, she called them at home, was told they would make deposit to cover my check, and then she over rode the rejected check and gave me cash. Had I deposited it, I would have been assessed $35.00 for bouncing check in deposit by BOA. They have sporadically make token payments since of September 22, 2010 when we executed the sales agreement and they took my puppy home.I am still owed $300.00 plus, once I file in Small Claims Court, court costs, and late charges which they voluntarily offered me to assuage my feelings and make up for all the inconvenience they caused me after the first three plus weeks of delays.I dont want to associate myself with people that dont keep their word, wont answer my inquiries, and dont make payment as they promised in writing to do. If ever I come back to Melaleuca, it will be under another representative. I will NEVER work with them again after this frightful experience. Right now, I am soured on the company because of this. I hope they are not totally representative of the quality and professionalism of persons in your company.If so, you have much work to do.Yours (b)(6) U.S. Rep. Lo Biondo NJ Sen. Whelan BBB, Case 8473055 & 8491513, Ph: 208-525-1768, Fax: 208-227-1603 FTC, Northeast Regional Office They did NOTCANCEL THIS AS PROMISED. THEY CHARGED ME FOR A SECOND MONTH"S DUES! ! ! ! 02172011 CHECKCARD 0216 MELALEUCA RENEWAL 800-2823000 ID24164071047065930097648 -$8.95 $299.70
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 87 of 133	
Reference Number	29411626
Created Date	11/10/2008
Complaint Source	Oregon Department of Justice
Originator Reference Number	FF10163-08
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OR01-USER
Entered Date	11/10/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Nov 10 2008 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OAK PARK
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA, INC.
Company Address, Line 1	3910 SOUTH YELLOWSTONE HWY
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

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

Record 88 of 133	
Reference Number	29768083
Created Date	03/22/2011
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/22/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Mar 22 2011 12:00AM
Transaction Date	Feb 28 2011 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Honolulu
Consumer Address, State Code	HI
Consumer Address, State Name	Hawaii
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca-The Wellness Company
Company Address, Line 1	3910 S. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	6003
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	Melaleuca.com
Company Rep First Name	Renee
Company Rep Middle Name	
Company Rep Last Name	Moniz
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	02/28/2011
Complaint Info Initial Response Method	In Person
Complaint Info Initial Response Date	02/28/2011
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$30.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$30.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On February 28, 2011 a Melaleuca salesperson entered my home and sold me a Preferred Customer Membership agreement. I signed a Preferred Customer Agreement Membership and paid $30.31 for this contract. Pursuant to the FTC Cooling off Rule I cancelled this Melaleuca membership contract on March 1, 2011, one day after I signed the contract. I sent the cancellation notice form along with a cancellation letter to Melaleuca by certified mail dated March 1, 2011. I also returned the Melaleuca membership kit to Melaleuca on March 14, 2011, as required by Melaleuca's policy. Although Melaleuca has cancelled my membership, as of March 22, 2011 Melaleuca has not acknowledged this return and will not refund my money. I have a signed acknowledgment that I have returned this kit to the return site as directed by Melaleuca. The return has been apparently lost by Melaleuca. I am not responsible for Melaleucas internal shipping problems. A refund of $30.31 should have been made within 10 days of my cancellation, March 10, 2011, pursuant to the cooling-off rules. This company is very deceptive in many ways. First, the sales people are intent on acquiring sales people under a pyramid scheme. Members sell membership to make money from the pyramid they set up below them, without informing them of all details.

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

Record 89 of 133	
Reference Number	30112204
Created Date	02/25/2011
Complaint Source	Idaho Attorney General
Originator Reference Number	210128
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	02/25/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Feb 25 2011 12:00AM
Transaction Date	Nov 13 2010 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ALVERDA
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	11/13/2010
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$61.14
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant was enrolled in a membership with the business where he received and paid for products once a month. He contacted business to cancel his membership. He was told the business would send paperwork to complainant. The paperwork to cancel took a month to arrive. In the meantime another order of products arrived. Complainant canceled his credit card and got a refund but the business took the money out again. Complainant closed his credit card account. Business says he will have to pay postage to send the unordered products back for a refund. --- Law Violation Code: Unordered Goods/Services
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 90 of 133	
Reference Number	30112728
Created Date	01/14/2011
Complaint Source	Idaho Attorney General
Originator Reference Number	209820
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	ID01-USER
Entered Date	01/14/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jan 14 2011 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PHOENIX
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca, Inc.
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	2823000
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$10.17
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complainant refused delivery of a package and returned it to the business. Business will refund the price of the product, but not the shipping and handling fee. Complainant believes business makes thousands of dollars by refusing to refund shipping and handling fees to consumers. --- Law Violation Code: Refunds
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$161.70
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$161.70
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On November 24, 2009 I recieved a letter stating that I had a credit with Meleleuca for products returned. After I contacted them via the telelphone in February 2010 they informed me that I had approx. $158 of credit. On Jube 29, 2010 I contacted the company Meleleuca to place and order for the credit. At some point I wasw informed that I only had approx. $10 credit because they deduct $10 monthly when they send out correspondence toinform customers of they accounts,,,,,I do not recallsigning a contract stating this. I would like a cash refund or product credit or the $158 of credit that i was due.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 92 of 133	
Reference Number	31389063
Created Date	06/08/2011
Complaint Source	US Postal Inspection Service
Originator Reference Number	1570344
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	USPS-USER
Entered Date	06/08/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	Jun 8 2011 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OLYMPIA
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MELALEUCA, INC.|PRIVATE COURIER
Company Address, Line 1	3910 S YELLOWSTONE HWY|
Company Address, Line 2 |
Company Address, Line 3 |
Company Address, City	IDAHO FALLS|
Company Address, State Code	ID|
Company Address, State Name	Idaho|
Company Address, Country Code	USA|
Company Address, Country Name	UNITED STATES|
Company Address, ZIP Code	83402|
Company Address, ZIP Code Extension	4342|
Company Phone, Country Code |
Company Phone, Area Code |
Company Phone, Number |
Company Phone, Extension |
Company Email |
Company Website |
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact	

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

Record 93 of 133	
Reference Number	31443000
Created Date	07/08/2011
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/08/2011
Updated By	CRSS\bsturm
Updated Date	07/11/2011
Agency Contact	Internet
Complaint Date	Jul 8 2011 12:00AM
Transaction Date	Jul 7 2011 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Anaheim Hills
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Inc.
Company Address, Line 1	3910 S. Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	2200700
Company Phone, Extension	
Company Email	info@melaleuca.com
Company Website	http://www.melaleuca.com
Company Rep First Name	Holly
Company Rep Middle Name	
Company Rep Last Name	Tsihlis
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone Call: Mobile/Cell
Complaint Info Initial Contact Date	07/07/2011
Complaint Info Initial Response Method	Other
Complaint Info Initial Response Date	07/07/2011
Complaint Info Amount Requested	

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

Record 94 of 133	
Reference Number	8375343
Created Date	02/18/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC022336
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	02/18/2006
Updated By	IC3-USER
Updated Date	01/08/2007
Agency Contact	External Agency
Complaint Date	Feb 18 2006 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COLUMBUS
Consumer Address, State Code	MS
Consumer Address, State Name	Mississippi
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Storm Pay
Company Address, Line 1	35 N. Chestnut Dr.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLUMBUS
Company Address, State Code	MS
Company Address, State Name	Mississippi
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	39705
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	662
Company Phone, Number	3277030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Sheryl
Company Rep Middle Name	
Company Rep Last Name	Smith
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$2376.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0602181122248422:We have an online business with Melaleuca, and we used 12 Daily Pro for advertising our website out to hundreds of thousands of people and viewing others' websites. We paid a membership fee for being part of 12 Daily Pro and we also earned a % back for our membership / advertising. 12 Daily Pro used the payment processor "Stormpay". For two months everything was great as 12 Daily Pro showed our website and paid us ON TIME EVERY TIME. Then Stormpay / Net IBA (we were told Net IBA was a "third party verification" process, and now we've learned that Net IBA is OWNED by Stormpay) froze all assets to where 12 Daily Pro can't get in to pay the members. I ALSO had a balance ($2376.00) in Stormpay which they TOOK (illegally???) as a charge back to give BACK to 12 Daily Pro. Additionally, they took $188. that was put in by Alien Trust and charged it back. What did Stormpay do with our money and what gave them the right to take funds sitting in Stormpay for others that did NOT even come from 12Daily Pro? Did they steal the money of 12 Daily Pro and all the many other autosurfs they froze assets to? 12 Daily Pro was one of the largest, but there were MANY other autosurfs also affected by Stormpay freezing their assets. To take funds that didn't belong ot them was WRONG and they need to be held

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

Record 95 of 133	
Reference Number	8375351
Created Date	02/18/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC022344
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	02/18/2006
Updated By	IC3-USER
Updated Date	01/08/2007
Agency Contact	External Agency
Complaint Date	Feb 18 2006 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COLUMBUS
Consumer Address, State Code	MS
Consumer Address, State Name	Mississippi
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Storm Pay
Company Address, Line 1	35 N Chestnut Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLUMBUS
Company Address, State Code	MS
Company Address, State Name	Mississippi
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	39705
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	662
Company Phone, Number	3277030
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Johnie
Company Rep Middle Name	
Company Rep Last Name	Smith
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0602181137534522:We have an online business with Melaleuca, and we used 12 Daily Pro for advertising our website out to hundreds of thousands of people and viewing others' websites. We paid a membership fee for being part of 12 Daily Pro and we also earned a % back for our membership / advertising. 12 Daily Pro used the payment processor "Stormpay". For two months everything was great as 12 Daily Pro showed our website and paid us ON TIME EVERY TIME. Then Stormpay / Net IBA (we were told Net IBA was a "third party verification" process, and now we've learned that Net IBA is OWNED by Stormpay) froze all assets to where 12 Daily Pro can't get in to pay the members. I have 2 pending payments ($1401.12) due from 12 Daily Pro but since Storm Pay froze 12 DP's account I can't get paid. 12DP always paid on time every time. What did Stormpay do with our money and what gave them the right to take funds sitting in Stormpay for others that did NOT even come from 12Daily Pro? Did they steal the money of 12 Daily Pro and all the many other autosurfs they froze assets to? 12 Daily Pro was one of the largest, but there were MANY other autosurfs also affected by Stormpay freezing their assets. To take funds that didn't belong ot them was WRONG and they need to be held accountable... and made to release all

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

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

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

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$9001.62
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0602182041435922:We have an online business with Melaleuca, and we used 12 Daily Pro for advertising our website out to hundreds of thousands of people and viewing others' websites. We paid a membership fee for being part of 12 Daily Pro and we also earned a % back for our membership / advertising. 12 Daily Pro used the payment processor "Stormpay". For ONE month everything was great as 12 Daily Pro showed our website and paid us ON TIME EVERY TIME. Then Stormpay / Net IBA (we were told Net IBA was a "third party verification" process, and now we've learned that Net IBA is OWNED by Stormpay) froze all assets to where 12 Daily Pro can't get in to pay the members. I ALSO had a small balance in Stormpay which they TOOK (illegally???) as a charge back to give BACK to 12 Daily Pro. What did Stormpay do with our money and what gave them the right to take funds sitting in Stormpay for others that did NOT even come from 12Daily Pro? Did they steal the money of 12 Daily Pro and all the many other autosurfs they froze assets to? 12 Daily Pro was one of the largest, but there were MANY other autosurfs also affected by Stormpay freezing their assets. To take funds that didn't belong ot them was WRONG and they need to be held accountable... and made to release all funds immediately.

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

Record 97 of 133	
Reference Number	8375839
Created Date	02/19/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC022827
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	02/19/2006
Updated By	IC3-USER
Updated Date	01/08/2007
Agency Contact	External Agency
Complaint Date	Feb 19 2006 12:00AM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN ANTONIO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0602191138439212:I own a business with Melaleuca, and we used 12 Daily Pro and Alien Trust for advertising our website out to hundreds of thousands of people (we also viewed other members websites). I paid a membership fee for being part of 12 Daily Pro and Alien Trust and I also earned a % back for my membership / advertising daily and for viewing other advertisements. 12 Daily Pro and Alien Trust both used the payment processor "Stormpay". For two months that I had been a member of 12 Daily Pro and a month with Alien Trust everything was great and all payments were made on time. 12 Daily Pro and Alien Trust would transfer funding I had earned to Stormpay, and Stormpay would process it into my account there where I could then transfer it to my personal bank account. The end of January / First of February we left for a funeral out of state, and we learned via telephone calls that Stormpay / Net IBA (we were told Net IBA was a "third party verification" process... yet we later learned it's OWNED by Stormpay) froze ALL assets to where 12 Daily Pro and Alien Trust can't get in to pay the members the money we were due. Many of our friends had balances from many sources in their Stormpay account, which Stormpay TOOK as a "charge back" to give BACK to 12 Daily Pro. What did Stormpay do with the money

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

Record 98 of 133	
Reference Number	8379137
Created Date	02/24/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC026104
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	02/24/2006
Updated By	IC3-USER
Updated Date	01/08/2007
Agency Contact	External Agency
Complaint Date	Feb 24 2006 12:00AM
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOLLYWOOD
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Stormpay
Company Address, Line 1	1690 Golf Club Lane
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CLARKSVILLE
Company Address, State Code	TN
Company Address, State Name	Tennessee
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	37043
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	931
Company Phone, Number	6478750
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$280.80
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0602240030385462:We have an online business with Melaleuca, and we used 12 Daily Pro for advertising our website out to hundreds of thousands of people and viewing others' websites. We paid a membership fee for being part of 12 Daily Pro and we also earned a percentage back for our membership/advertising. 12 Daily Pro used the payment processor "StormPay". For two months everything was great as 12 Daily Pro showed our website and paid us ON TIME EVERY TIME. Then StormPay/Net IBA (we were told Net IBA was a "third party verification" process now, however, we've learned that Net IBA is OWNED by StormPay) froze all assets so that 12 Daily Pro can't get in to pay the members. What did StormPay do with our money? Did they steal the money of 12 Daily Pro and all the many other autosurfs they froze assets on? 12 Daily Pro was one of the largest, but there are MANY other autosurfs also being affected by StormPay freezing assets. To take or hold funds that doesn't belong to them is WRONG and they need to be held accountable... and be made to release all funds immediately. The owners of StormPay should be held accountable and pay the monies being held to rectify the wrong that has been done. Additinal Info: I was involved in ecommerce on the internet, and there are several options for payment processors.

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

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

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S yellowstone Highway
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	205
Company Phone, Number	522-0700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

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

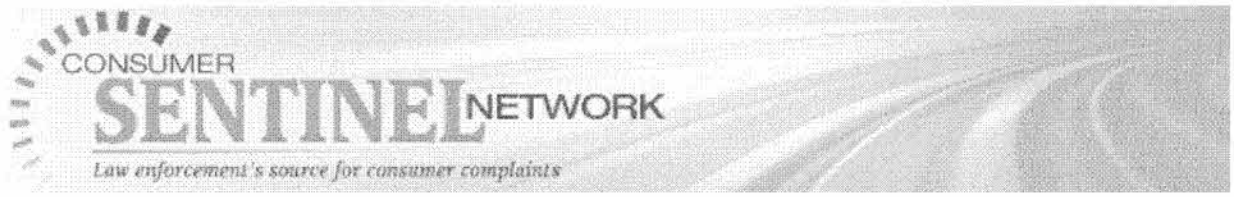
Record 100 of 133	
Reference Number	9075353
Created Date	09/27/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LANDREWS
Entered Date	09/27/2006
Updated By	IREEVES
Updated Date	09/27/2006
Agency Contact	Phone
Complaint Date	Jan 1 1900 12:00AM
Transaction Date	Aug 1 2006 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Marysville
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca Company|Websters Dictionary
Company Address, Line 1	|
Company Address, Line 2	|
Company Address, Line 3	|
Company Address, City	|
Company Address, State Code	NR|
Company Address, State Name	Location Not Reported|
Company Address, Country Code	LNR|
Company Address, Country Name	LOCATION NOT REPORTED|
Company Address, ZIP Code	|
Company Address, ZIP Code Extension	|
Company Phone, Country Code	|
Company Phone, Area Code	|888
Company Phone, Number	|5282090
Company Phone, Extension	|
Company Email	|
Company Website	|
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	08/01/2006

Complaint Info Initial Response Method	Mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0302|2001
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships|Books
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The consumer bought a business guide from an individual seller on www.ebay.com. The business guide is published by a company named Melaleuca Company and the consumer feels like the guide has inadequate and incomplete info. The consumer tried to make a sale using the guide and he could not because of the incomplete and inadequate info. The consumer also has a complaint against Websters Dictionary because they use the word "thing" to define other words yet the dictionary itself does not define "thing" as an individual word. The consumer has no work ph# or email address. UPDATE: 09/27/06 - Consumer had to go to a meeting and terminated the call. lreeves
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

Provided by the Federal Trade Commission



CIS COMPLAINT

Record 101 of 133	
Reference Number	9146806
Created Date	10/10/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	MPHILLIPS
Entered Date	10/10/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Oct 6 2006 1:07PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Goleta
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	

Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	70 - 79
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	MBNA
Company Address, Line 1	P O Box 17054
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Wilmington
Company Address, State Code	DE
Company Address, State Name	Delaware
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	19884
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Print
Complaint Info Initial Contact Date	

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

Record 102 of 133	
Reference Number	9294336
Created Date	11/03/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JKIGHT
Entered Date	11/03/2006
Updated By	SSCHWARTZ
Updated Date	11/16/2006
Agency Contact	Internet
Complaint Date	Nov 1 2006 5:21PM
Transaction Date	Jan 1 1900 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Houston
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S. Yellowstone Hwy.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402-6003
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	522
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	charles
Company Rep Middle Name	
Company Rep Last Name	Daughterty
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$30.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$30.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Sales practices) I signed up with the company as a preferred customer. If I did not order a certain dollar amount every month, I was automatically billed with for a "back-up" order. I returned that "bac-up order" and requested a credit via my director, Paula Lampley and in my return. I never received a check and actually forgot about the credit. About a month ago I received two letters from the company, sent about two weeks apart. The letter stated I had a credit and asked if I wanted to use the credit to become a preferred customer or to order more products. I called the company today for my credit. I was told I had a credit of $16. I asked about the rest. I was told that each time a notification letter was sent, my credit was charged $10 and that three letters had been sent out. No where in the notification letter does it state that you are charged $10. Further, I was never told anything about a $10 notification fee for a credit. This is fraud.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 103 of 133	
Reference Number	9504364
Created Date	12/07/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	12/07/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	Dec 6 2006 12:31PM
Transaction Date	Dec 4 2006 12:00AM
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Porterville
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	b(6)
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	3910 S Yellowstone Hwy
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	IDAHO FALLS
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	83402
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	unknown
Company Rep Middle Name	
Company Rep Last Name	unknown
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	12/04/2006
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	$40.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$40.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: membership sign up) My wife went to a Melaleuca party and signed up for the program. The lady was showing bonus checks to her and other prospectives. My wife gave her our Wells Fargo Visa check card number and also her social security number. The lady there fraudulently represented the company and tricked her into signing up. This happened at (b)(6) (b)(6) Porterville, CA (b)(6)
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

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

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Melaleuca
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Idaho Falls
Company Address, State Code	ID
Company Address, State Name	Idaho
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	

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

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

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

Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Webring Prospects 4 You
Company Address, Line 1	P.O. Box 905
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	PIGEON FORGE
Company Address, State Code	TN
Company Address, State Name	Tennessee
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	37869
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	865
Company Phone, Number	7427534
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Louis
Company Rep Middle Name	
Company Rep Last Name	Martin
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested	

Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$30.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # I0611291643186232:I have recently started a home business with Melaleuca and have been looking for ways to purchase leads. In the process, I received an email from what I thought was a legitimate company offering leads at a very reasonable rate. These leads were supposed to have filled out a work from home survey and then been given information about my home business, The leads actually emailed me personally requesting more information. I just received an email today from one of my "leads" telling me that the whole thing was a hoax and that she was told that she would be paid $2 for every ad she answered to "test" how well new business reps were doing. She also told me that she has never received any payment and advised me to discontinue using the service and to spread the word. I received many email leads and sent back responses via email that described the opportunity I was offering. I was also informed today that these leads were instructed to talk to home business owners for under five minutes and to never follow up on any request for information. Because of the leads I received, I thought it was legitimate. When I talked to the people requesting information, they gave every indication of interest. I didn't lose much money, but really want to shut these people down for their deception on both

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

IDT COMPLAINT

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

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

Consumer reports incident(s) involving

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

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

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

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

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

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

Record 108 of 133	
Reference Number	11009004
Originator Reference Number	
Language	English
Complaint Source	PUBLIC USERS - IDT
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Internet
Entered By	RLOPER
Entered Date	07/11/2007
Updated By	
Updated Date	
Consumer First Name	b(6)
Consumer Middle name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Flushing
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	
Reported By First Name	

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

I recieved a phone call at about 930pm at

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

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

Record 109 of 133	
Reference Number	13092070
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Phone
Entered By	PSNYDERII
Entered Date	02/29/2008
Updated By	HWILSON
Updated Date	02/29/2008
Consumer First Name	b(6)
Consumer Middle name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Los Banos
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

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

Consumer reports incident(s) involving

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

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

Record 110 of 133	
Reference Number	19391284
Originator Reference Number	
Language	Spanish
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	
Agency Contact Method	Phone
Entered By	wcardenas
Entered Date	06/25/2008
Updated By	
Updated Date	
Consumer First Name	b(6)
Consumer Middle name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Chula Vista
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	b(6)
Consumer Cell Phone, Number	b(6)
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

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

Consumer reports incident(s) involving

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

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

Record 111 of 133	
Reference Number	21834493
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	
Agency Contact Method	Phone
Entered By	RSITES
Entered Date	02/25/2009
Updated By	
Updated Date	
Consumer First Name	b(6)
Consumer Middle name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Oakland
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

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

Consumer reports incident(s) involving

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

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

Record 112 of 133	
Reference Number	25512956
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	
Agency Contact Method	Phone
Entered By	KBOONE
Entered Date	02/22/2010
Updated By	
Updated Date	
Consumer First Name	b(6)
Consumer Middle name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Hialeh
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

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

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

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

Record 113 of 133	
Reference Number	26259785
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	
Agency Contact Method	Phone
Entered By	ELOUDERMILK
Entered Date	04/27/2010
Updated By	ELOUDERMILK
Updated Date	04/27/2010
Consumer First Name	b(6)
Consumer Middle name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Hazelwood
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	

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

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

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

Record 114 of 133	
Reference Number	28605031
Originator Reference Number	-
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	-
Agency Contact Method	Phone
Entered By	PVERNON
Entered Date	12/17/2010
Updated By	-
Updated Date	-
Consumer First Name	b(6)
Consumer Middle name	-
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	-
Consumer Address, City	Evansville
Consumer Address, State Code	IN
Consumer Address, State Name	Indiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	-
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	-
Consumer Work Phone, Number	-
Consumer Work Phone, Extension	-
Consumer Cell Phone, Area Code	-
Consumer Cell Phone, Number	-
Consumer Fax, Area Code	-
Consumer Fax, Number	-
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	-
Consumer Soldier Station	-
Reported By Company Name	-

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

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

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

Record 115 of 133	
Reference Number	5616505
Originator Reference Number	
Language	English
Complaint Source	PUBLIC USERS - IDT
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Internet
Entered By	DBRAHLEK
Entered Date	02/09/2005
Updated By	
Updated Date	
Consumer First Name	b(6)
Consumer Middle name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	American Fork
Consumer Address, State Code	UT
Consumer Address, State Name	Utah
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	
Reported By Company Name	
Reported By First Name	

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

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

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

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

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

Record 116 of 133	
Reference Number	7034331
Originator Reference Number	
Language	English
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Contact Type	Complaint
Data Source	Consumer
Agency Contact Method	Phone
Entered By	KSTUCK
Entered Date	11/09/2005
Updated By	JFLACK
Updated Date	09/24/2007
Consumer First Name	b(6)
Consumer Middle name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Orange
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Email	b(6)
Consumer Date Of Birth	b(6)
Consumer Soldier Status	
Consumer Soldier Station	

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

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

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

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

DNC COMPLAINT

Record 117 of 133	
Reference Number	9678783
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Mexico
Consumer Address, State	ME
Consumer Address, State Name	Maine
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca Wellness Company
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	12/31/2006
Other Information Complaint Date	12/30/2006
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	12/30/2006
Other Information Transaction Time	16:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 118 of 133	
Reference Number	10095213
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Metuchen
Consumer Address, State	NJ
Consumer Address, State Name	New Jersey
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	melaleuca
Company State	ZZ
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	1668868920
Other Information Created Date	02/25/2007
Other Information Complaint Date	02/24/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	02/24/2007
Other Information Transaction Time	09:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 119 of 133	
Reference Number	10573136
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	MI
Consumer Address, State Name	Michigan
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	MELALEUCA THE WELLNES COMPANY
Company State	TF
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	7423653
Other Information Created Date	05/06/2007
Other Information Complaint Date	05/03/2007
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	IVR
Other Information Transaction Date	05/03/2007
Other Information Transaction Time	00:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 120 of 133	
Reference Number	13372643
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Olathe
Consumer Address, State	KS
Consumer Address, State Name	Kansas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca - Representative Gloria Bonde
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	03/26/2008
Other Information Complaint Date	03/25/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	03/16/2008
Other Information Transaction Time	16:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 121 of 133	
Reference Number	13819787
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Pflugerville
Consumer Address, State	TX
Consumer Address, State Name	Texas
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Beth Scomp - Melaleuca Independent Consultant
Company State	VA
Company Phone, Country Code	
Company Phone, Area Code	703
Company Phone, Number	6802194
Other Information Created Date	05/15/2008
Other Information Complaint Date	05/14/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	05/14/2008
Other Information Transaction Time	16:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 122 of 133	
Reference Number	19356156
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Glenview
Consumer Address, State	IL
Consumer Address, State Name	Illinois
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	melaleuca.com
Company State	IA
Company Phone, Country Code	
Company Phone, Area Code	641
Company Phone, Number	7153864
Other Information Created Date	06/21/2008
Other Information Complaint Date	06/21/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	06/21/2008
Other Information Transaction Time	12:00:00
Other Information Comments	I tried calling them, but all you get is a recording of a sales pitch. Very annoying!! I have certainly never done business with them & want the annoying recorded messages to stop asap.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	

Record 123 of 133	
Reference Number	19440003
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Edgewater
Consumer Address, State	MD
Consumer Address, State Name	Maryland
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca
Company State	ID
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Other Information Created Date	07/02/2008
Other Information Complaint Date	07/02/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	07/01/2008
Other Information Transaction Time	12:00:00
Other Information Comments	This company has been calling me every couple of days for over 6 months and leaves messages on my answering service. The messages are intentionally misleading with outright false statements to try and get me to call them back. I have never done business with this company and they continue to harass me. Please help.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to	

Stop Calling	Yes

Record 124 of 133	
Reference Number	19470573
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Rocklin
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Shannon Page - Distributor with Melaleuca
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	707
Company Phone, Number	4257335
Other Information Created Date	07/07/2008
Other Information Complaint Date	07/07/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	07/07/2008
Other Information Transaction Time	12:00:00
Other Information Comments	This person is an independent rep with Melaleuca and is taught to harvest peoples phone numbers that are with other direct sales companies to see if they would be "open" to another business. This has got to stop. I have been contacted about 10 times in the past month from reps from this company.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to	

Stop Calling	

Record 125 of 133	
Reference Number	20131486
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Edgewater
Consumer Address, State	MD
Consumer Address, State Name	Maryland
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca Inc.
Company State	ID
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	5220700
Other Information Created Date	09/01/2008
Other Information Complaint Date	09/01/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	08/29/2008
Other Information Transaction Time	15:00:00
Other Information Comments	I get repeated messages left regarding an account. I believe this to be fraudulent and intentionally misleading business practices especially since I have never done business with this company and have tried to get them to stop calling me.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	Yes

Record 126 of 133	
Reference Number	20366909
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	MI
Consumer Address, State Name	Michigan
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca
Company State	AZ
Company Phone, Country Code	
Company Phone, Area Code	928
Company Phone, Number	2395217
Other Information Created Date	08/08/2008
Other Information Complaint Date	08/08/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	IVR
Other Information Transaction Date	08/08/2008
Other Information Transaction Time	00:00:00
Other Information Comments	Hi. Uh.. This company keeps calling me. And it's an automated company, telling me I can make tons of money in just a couple of hours. So, um.. One lady actually called me, and I talked to her. And she just talked to me about it, and I said I'm not interested. And, now I'm getting their automated services. So, if you could make them stop, that would be awesome. Thank you.
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	

Other Information Requested Entity to Stop Calling	

Record 127 of 133	
Reference Number	20935619
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Norristown
Consumer Address, State	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca
Company State	MA
Company Phone, Country Code	
Company Phone, Area Code	978
Company Phone, Number	5702296
Other Information Created Date	11/18/2008
Other Information Complaint Date	11/18/2008
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	11/18/2008
Other Information Transaction Time	19:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

Record 128 of 133	
Reference Number	21507167
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	AK
Consumer Address, State Name	Alaska
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca
Company State	TF
Company Phone, Country Code	1
Company Phone, Area Code	800
Company Phone, Number	7422444
Other Information Created Date	01/28/2009
Other Information Complaint Date	01/28/2009
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/28/2009
Other Information Transaction Time	12:00:00
Other Information Comments	I made complaint but after the complaint I did find through google search that I have done business with this company.The do not call site has no contact info that I can find. PLEASE DISREGUARD MY RECENT COMPLAINT-ThankYou
Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	No

Record 129 of 133	
Reference Number	22614829
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	MA
Consumer Address, State Name	Massachusetts
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca, Inc - Alan Pariser
Company State	CA
Company Phone, Country Code	
Company Phone, Area Code	818
Company Phone, Number	9924749
Other Information Created Date	05/05/2009
Other Information Complaint Date	05/05/2009
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	05/03/2009
Other Information Transaction Time	14:00:00
Other Information Comments	I have asked this company - in writing - to stop all solicitations and marketing calls. They continue to call.
Other Information Existing Business Relationship	Yes
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	Yes

Record 130 of 133	
Reference Number	24110969
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Concord
Consumer Address, State	NC
Consumer Address, State Name	North Carolina
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	PROVO UT
Company State	UT
Company Phone, Country Code	
Company Phone, Area Code	801
Company Phone, Number	3700000
Other Information Created Date	09/23/2009
Other Information Complaint Date	09/23/2009
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	09/23/2009
Other Information Transaction Time	18:00:00
Other Information Comments	I received this calls after I sent a fax canceling my account with the company called Melaleuca. I call the company but they don't know this company. Also I tried to call back the number but it only goes to a fax line and I can't get a hold of no one. I already received 7 fax calls from them in the intervals of 10 minutes.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	No

Record 131 of 133	
Reference Number	25067893
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	FL
Consumer Address, State Name	Florida
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca Wellness Co
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	01/07/2010
Other Information Complaint Date	01/07/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	01/07/2010
Other Information Transaction Time	15:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 132 of 133	
Reference Number	26519718
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Westminster
Consumer Address, State	CO
Consumer Address, State Name	Colorado
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Melaleuca
Company State	WA
Company Phone, Country Code	
Company Phone, Area Code	425
Company Phone, Number	6432265
Other Information Created Date	05/21/2010
Other Information Complaint Date	05/21/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	05/21/2010
Other Information Transaction Time	20:00:00
Other Information Comments	
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	No
Other Information Requested Entity to Stop Calling	Yes

Record 133 of 133	
Reference Number	26730922
Complaint Source	National Do Not Call Registry
Phone In Registry?	N
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	WA
Consumer Address, State Name	Washington
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Someone with Melaleuca---First Call
Company State	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Other Information Created Date	06/14/2010
Other Information Complaint Date	06/14/2010
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	Web
Other Information Transaction Date	06/14/2010
Other Information Transaction Time	19:00:00
Other Information Comments	This was a recording of someone who identified themselves as being with Melaleuca or something like that. Since it was a recording, I hung up.
Other Information Existing Business Relationship	No
Other Information Pre-Recorded Message	Yes
Other Information Requested Entity to Stop Calling	No

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

Provided by the Federal Trade Commission

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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

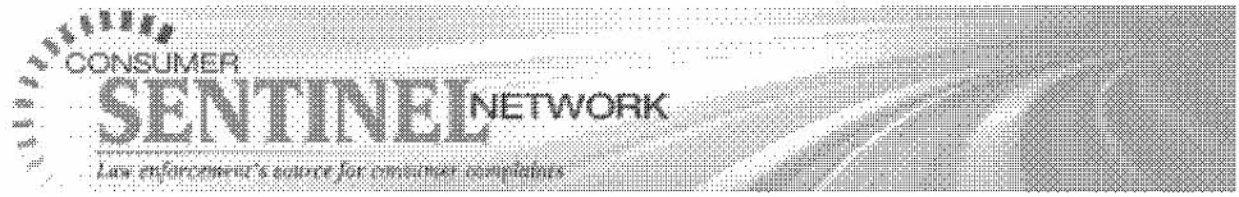
that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

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,

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	I just want to inform you about Online Business Systems. This company is marketing Herbalife. I sighned 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.

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	
	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 put they were both 99% testemonials 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 processingÃ?Â $1.20 fee 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 testemonials from people and absolutlely 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..RichardÃ?Â Online Business Systems ReviewsIs Online Business Systems a Scam?Ã?Â Online Business

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 of 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	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: $9.90MISC FOOD STORE BERNICE WRONSKI Foreign Spend Amount: 9.95 Canadian DollarsDoing Business As: HERBALIFEMerchant Address: 33321 GEORGE FERGUSON

	WAY, SUITE 7, ABBOTSFORD, BC, ABBOTSFORD, V2S2L6, CANADAReference Number: 32010338049011914OCategory: 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 - FOIA 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	
	Hello, 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. 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

Complaint Info Comments	then asled her how to receive a refund. She told me that if I had teh 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 noticable to the consumer when first glance on teh website about Herbalife and teh 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 compaints 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	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

	the unfulfilled pre-membership promises of no further charges as well as personalized coaching. It was presented to me as if I wouldn't have to pay anything else and that I'd have a coaching every step of the way. I would have NEVER signed up if I'd been told that I'd need to invest more money past the initial fees, or if I'd known I'd be left on my own past the first two or three weeks. I feel tricked into joining and I'm very unhappy with the product and service I received.DesiredSettlementID: RefundProduct_Or_Service: Membership to online business systems associated wit herbalifeOrder_Number: 101056727Purchase_Price: 399.00 --- Additional Comments: Refund of the money I lost in this bad investment.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 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	
	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

Complaint Info Comments	with distributors years ago, nor that most dropped out after losing money (not making money) by joining up with Herballife. 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 - FOIA 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	Payment was made to Online Business Systems through Jane Musgrove for employent 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, Intl. --- Additional Comments: Want the money paid out to the company Online Business Systems Paid back in full. That's all.'
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	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 and appointmnt 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

	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' 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	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. --- 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. '
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	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 (arranelsen@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 herbalife 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

	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 LiebermanIndependent Herbalife Distrbiutor718 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	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' informtion 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 vail 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

	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 4067DesiredSettlementID: 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 - FOIA 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	
	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: 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. 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. 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. I cancelled my $79.00 a month website and

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	Hello, 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. 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

	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	On April 20, 2011 an agent for this company (_____)made an unauthorized charge to my checking account Via Debit transaction. On or about Febuary 21, 2011 _____ a representative of Online Business Systems Herbalife International; made an approved by me debit charge to my checking account in the amount of $39.95 usd. This transaction was supposed to be a one time charge for an information package about the online business system and how it works. Shorty after receiving the packet I was contacted by _____. During a phone interview he proceeded to try to recruit me to join the Herbalife International business family. I refused at the time due to the lack of information given at the time of our phone conversation. He continued to try to get me to join by using the company's BBB accreditation to among other things to influence me to proceed with a start up deal that required me to send him $399.00 usd to begin a business. I refused. I continued to receive emails from him up until on or about March 5, 2011 in an attempt to get me to buy into the business. I never replied to his emails. On 4/20/2011 _____ completed another debit charge to my checking account for the amount of $39.95 that was in no way authorized by me or anyone representing me. I have attempted to contact _____ buy phone (877-684-6457)and buy email with no

	response at all. I have since closed out the debit card used it the original transaction but I was informed that there maybe more attempts that may be charged to me. This must not happen again. He must be stopped. I attempted to contact Herbalife International by phone today by the listed number on the BBB website but was told I had the wrong number (573-225-3137). This company boldly posts by banner on their website that they are accredited by the BBB, and they are not. I feel that the site should be shutdown on that fact alone. I am not sure if this is a isolated incident or not, but it is clearly intentional. --- Additional Comments: I would like the return of all monies taken without authorization. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 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	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

	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	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'
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	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. 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)

	(b)(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	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 contine 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

	reach them by phone. I believe that your burreau 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	
	I responded to an email for online work from home today 8/20/11. The website link took me to a page that listed a woman's (Kelly Richards) success story of online work at home, it also stated that this online business opportunity was advertised on MSNBC,CNN,ABC,USA Today and BBC. It also showed the BBB symbol and stated that it was a BBB approved business. The article instructed the viewer to fill out a short form which I did. The information given in the article stated that the form was to receive a starter kit that cost $3.00 (actually $2.97) and that was the entire cost; it also stated that this work at home opportunity was performed online only and that there was nothing to buy and nothing to sell. If it had not made that statement, I would not have gone any further, as I have checked into these offers before soon to find they were just scams. When I filled out the form to order the work at home kitthe cost for the kit was suddenly offered for freebut the shipping had been upgraded to priority mail for $9.95 for faster delivery. This article also stated there was a money back guarantee.

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

	that sell their products are sayingand doing.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 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	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 occured 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

	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: 366944Purchase_Price: 10.00IsB2BComplaint: falseHasComplainedToBusiness: falseIsBusinessProblemAdjusted: falseIsAcceptedByConsumer: 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 itworks 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	On or around 8-5-11 I contacted an online business which seemed right for me. It advertised taking orders over the internet for a business. I contacted the company. It had no information as to who the business was. I received a call from _____ stating she would be sending me out a package in the mail with all the details. I received the package on or around the 7th of August. In that information package their again was no information to the business. It wasn't until August 10th when _____ called that I found out the business was Herbalife. I still was under the impression that I would be taking orders over the internet from this company and getting paid for it. When she called on the 10 she ask me for a credit card number so that she could send me out more products so I could try them out. Her words were if you are going to sell the products you need to know how they work. Which is very true. But I still felt a little hesitatant. The stupidity on my part was 399.00. She then set me up to look at other information and training on the computer. And at that point I realized that I would have to advertise and sell these products. I expressed my concern with ____ because I felt I was being pressured into going to the supervisor level immediately which would involve me spending more money. I have no idea how much because I put a stop to it shortly

	thereafter. Upon talking with _____ and _____ I told them I felt pressured into going to the next level, and in her e-mail sent to me on 8/15 she stated I told her that I felt no pressure which I had stated to her several times. So she lied to me in that e-mail I then wrote to _____ o August 18 and told her I was not interested in this business. I had tried call FEDEX to have the products back but they would not pick it up without permission from Herbalife. I ended up sending the package back myself on Saturday the 26th of August. I have not heard from _____ or _____ since my last e-mail and explained that I felt a tre --- Additional Comments: I would like the entire 399.00 refunded because it cost me over 17.00 to send the products back. I would also like the 39.95 refunded for the information kit that I have sent back. I would like the entire truth told in the packages that they send out to the potential clients. Like I said I felt a tremendous amount of pressure that they put on me going to the supervisor level. Cheryl has indeed lied in the e-mail she sent to me and I would like an apology for that lie.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 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	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 1 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 fhnds 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.
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	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'
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	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'
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	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

	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	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 supervisior 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. '
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	I recently responded to 'Income at Home' advertising to learn more about their opportunity. Not being interested in Herballife 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.'
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	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 numer 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'**
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	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

	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	