



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

MAR 11 2013

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

Re: FOIA-2013-00568
Herbalife Lead Generation Firms

Dear Mr. Holley:

This is in response to your request dated February 22, 2013 under the Freedom of Information Act seeking access to consumer complaints regarding Herbalife. On February 28, 2013, you spoke with Elena Vera and stated your willingness to pay fees up to \$300.00 for processing your request. In accordance with the FOIA and agency policy, we have searched our records, as of February 27, 2013, the date we received your request in our FOIA office.

We have located approximately 100 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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

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

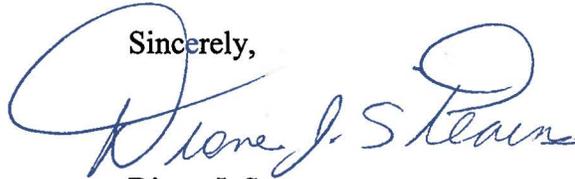
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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

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

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

Sincerely,

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

Dione J. Stearns
Assistant General Counsel

Enclosed:
One CD



CIS COMPLAINT

Record 1 of 72	
Reference Number	12549068
Created Date	01/03/2008
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	GHORTON
Entered Date	01/03/2008
Updated By	JOB: Upd_internet_related
Updated Date	01/04/2008
Agency Contact	Internet
Complaint Date	12/29/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	fallbrook
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)

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

Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$40.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: herbalife) they keep stringing you along i kept asking about the system what your selling they keep trying to push you go little further then when i finally found out what their really pitching i told them i want my money back now i cant get ahold of personal coach at all his phone was disconnected and he has wife or somebody answering cell phone
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute 45 Days Flag - FOIA only	N

Record 2 of 72

Reference Number	28686508
Created Date	12/29/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/29/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/29/2010
Transaction Date	05/20/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Oneida
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	b(6)
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd
Company Address, Line 2	#166
Company Address, Line 3	
Company Address, City	Colorado Springs, CO
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	800
Company Phone, Number	4940985
Company Phone, Extension	
Company Email	support@theonlinebusiness.com
Company Website	http://online-business-systems.com/
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	05/20/2010
Complaint Info Initial Response Method	Phone: other

Complaint Info Initial Response Date	05/20/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I just want to inform you about Online Business Systems. This company is marketing Herbalife. I signed up, but I was very disappointed in the way this company advertises. They advertise on the radio, internet and even sites like Carear Builder dot com, Syracuse Help Wanted dot com and so forth. Their ads only tell you about people's stories in making a lot of money. The only thing they mention is a 3 billion dollar in sales in a (Health and Nutriotn Comany). They don't tell you It's Herbalife. The web site mentions "Herbalife" at the botton of the website. I also noticed on Syracuse Help Wanted dot com they false advertise by "Looking for office assistance, construction workers" and the like. They make it look like a "job opportunity" when it is a business. Online Business Systems should not be allowed to advertise work from home opportunities on job banks. They are just misleading the public. Online Business Systems doesn't tell you what you will be doing in their "decision package" kit either. The booklet, video and audio cd is the same repetitive stories over and over. They hide "Herbalife". I just wanted to mention the poor advertising that this company uses.</p>

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

Record 3 of 72	
Reference Number	29112585
Created Date	01/18/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037019916
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/18/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	01/11/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MADERA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>I ordered a packet from Online Business Systems that was to contain a CD and a DVD with information about online businesses. The packet contained the CD and DVD but they were both 99% testimonials and nothing about actual business there were 14 other pages that I never read because after listening to the CD and The DVD I decided I was not interested and read no further. On a separate sheet of paper I discovered that I would be billed \$39.95 if I did not cancel in 2 weeks. I did not discover this until my credit card was charged \$40.18 plus a \$1.20 'foreign transaction' fee from this company. I feel I was charged the above fees for nothing and that this is a very deceptive way of doing business. I just found out I was charged \$40 and change plus an additional processing fee of \$1.20 because I did not read the fine and I mean fine print on the stuff you sent me. So I paid over \$50 to get a cd and a dvd of testimonials from people and absolutely no solid 'how to' info. I think this is a rip off and am going to file a complaint with my credit card carrier and the BBB. Then I find out you are just another 'funnel' group. Shame on you, you take \$50 from people for nothing..Richard's Online Business Systems Reviews Is Online Business Systems a Scam? Online Business</p>

Complaint Info Comments

Systems is a company that works as a lead generation and marketing tools developer for one of the largest public companies around. If you find yourself at online-business-systems.com, you'll notice that there is very little upfront information about the actual online business opportunity they're offering. This is one of the reasons that some people who are looking for a way to make money online accuse Online Business Systems' marketing techniques as a 'scam'. Once someone makes their way through the sign up process at their website, they are very surprised when they get to the end and see what the opportunity really is. After you sign up for the work at home information kit you will be charged \$9.95 for shipping and handling. When you receive the kit you will have 14 days to decide if you want to proceed with the business opportunity, after which you will be charged \$39.95 for the kit. It's only after this that you find out that the business opportunity they're looking at is actually the multi level marketing company Herbalife. This is a company that manufactures vitamins and health supplements and markets them through independent distributors. And Online Business Systems is basically a 'lead generation' website for Herbalife, meaning they find people who are interested in making money and refer them to Herbalife. Many people complain about the Online Business Systems package saying that it doesn't contain useful information, and that it's just basically a bunch of testimonials. There are also many additional products to buy in order to get your vitamin selling business off the ground. They don't tell you these things until your coach calls to explain what's really going on. It's because of these shady marketing practices that Online Business Systems is often called a scam. There are many different ways to start an online business but you should learn from companies that are forthcoming and don't hide what they really sell. The network/multi-level marketing industry itself is full of controversy and can be endlessly debated. By law these types of companies are required to reveal how much and what percentages of their distributors make

money. The results reveal that usually less than 5% of people working for companies like Herbalife make a profit and within that less than 1% make above a livable wage. I'm not going to go into a whole argument for or against MLMs here, but understand that most people do fail to make real money with that sort of setup. If selling Herbalife is what you want to do then that's your choice, but know that you don't have to go through Online Business Systems to do it. Technically what OBS is doing is legal and not a scam, I just --- Additional Comments:

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 4 of 72

Reference Number	29112587
Created Date	01/18/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037019752
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/18/2011
Updated By	BBBCOCO-USER
Updated Date	02/21/2012
Agency Contact	External Agency
Complaint Date	12/28/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NORTH LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I have been looking for a way to earn extra income by working from home. I discovered incomeathome.com. Their site offered an information package on how to earn income by working from home. I ordered the package for \$9.95 to cover shipping. I understood the package was going to explain this business opportunity and how to make money from my home. After receiving the package, there was no information on how to earn money from home, no information about a product or service I would be providing, no information on how to set up the business, no information about a multi-level marketing or Herbalife, and no helpful information whatsoever. What I received was printed literature, a CD, and a DVD that contained nothing but testimonials and arbitrary statistics. My complaint is false advertising, double charge by the representative, and returned product with no refund. Details from my American Express card statement: There were two entries with the same information below. Date of purchase: 12/03/2010 Associate: (b)(6) (b)(6) ABBOTSFORD BC Amount of purchase: \$9.90 MISC FOOD STORE (b)(6) Foreign Spend Amount: 9.95 Canadian Dollars Doing Business As: HERBALIFE Merchant Address: (b)(6)</p>

(b)(6) ABBOTSFORD, BC,
ABBOTSFORD, (b)(6)
CANADA Reference Number:
(b)(6) Category:
Merchandise & Supplies - Groceries ---
Additional Comments: A full refund of the
double charge \$9.90 twice (\$19.80) A full
refund of the international fees \$0.54 (each
charge \$0.27) A full refund of the shipping
costs to send package back (\$4.95) Total
refund: \$25.29'

Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - 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	
	<p>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</p>

Complaint Info Comments	<p>then asked her how to receive a refund. She told me that if I had the cd's original, undamaged packaging I could then send it back for a refund...otherwise I would then be charged an extra 39.95 to keep the cds.</p> <p>I went back to the website and it does say something about Herbalife at the very bottom of the page, after scrolling to the end and in the fine print. There is nothing else listed on the site that is noticeable to the consumer when first glance on the website about Herbalife and the extra 39.95 being charged.</p> <p>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.</p> <p>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.'</p>
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	<p>I responded to a radio ad by signing up online and agreeing to pay to receive an information kit and to receive contact from a company rep. After the initial presentation I was excited about the opportunity but was reluctant to join because of the high cost of membership (\$399). I was also informed of a one-time \$100 initial charge and \$49.95 recurring monthly charge to use the business website. After I was told there would be no further expenses to utilize the program, I paid to become a member. Afterwards, I was informed that to 'climb the ladder of success' within the company I'd have to sell thousands of dollars worth of volume points within one month to advance to the next level of membership. This is usually done by investing thousands of dollars to purchase Herbalife products for personal use and to use as the start-up kits for new members. It is highly unreasonable to expect that a new member would sell that much Herbalife product in one month without investing their own money to do it. Also, I was promised guidance and one-on-one training and coaching to help get my business started. After going through the online training, I was counting on the promised coaching but was completely abandoned for about three months while I continue to pay various charges for various websites associate with the business. My complaint is in regard to</p>

the unfulfilled pre-membership promises of no further charges as well as personalized coaching. It was presented to me as if I wouldn't have to pay anything else and that I'd have a coaching every step of the way. I would have NEVER signed up if I'd been told that I'd need to invest more money past the initial fees, or if I'd known I'd be left on my own past the first two or three weeks. I feel tricked into joining and I'm very unhappy with the product and service I received. DesiredSettlementID:
RefundProduct_Or_Service: Membership to online business systems associated wit
herbalifeOrder_Number:
(b)(6) Purchase_Price: 399.00 ---
Additional Comments: Refund of the money I lost in this bad investment.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 8 of 72

Reference Number	29533315
Created Date	02/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020201
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/08/2011
Updated By	BBBCOCO-USER
Updated Date	02/10/2012
Agency Contact	External Agency
Complaint Date	02/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	REDDING
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>MLM marketing scheme. They won't reveal their product is Hebalife, which is a pyramid organization that gets much of its money from 'new' distributor investors, who lose, instead of make money with this scam.I entered my email, but no other info, to find out what the product was. But, instead, they began inundating me with email after email, telling me about how to be a successful person, but NEVER telling me what was the product I would be expected to buy and sell. They asked me to tell them why I would not respond further. So, I did, but they simply ignored my legitimate Email response to them. Just kept getting more and more computer-generated Emails from (b)(6) (b)(6) that ignored my response.(I also started getting hordes of other Spam Emails, from other sources, after that. So, I suspect they also make money by selling Email addresses, that are entered at their website, by those making honest inquiries.)Instead, they wanted me to send them almost \$50 to buy a packet from them. If one does that, they still won't reveal what the product is. The scheme requires considerably more investment by the suckers that respond to their website, before the sucker ever finds out what the product is (Herbalife Vitamins), or how he is supposed to sell it, to recoup the money. It is NEVER revealed to him that the Herbalife market was fully saturated</p>

Complaint Info Comments

with distributors years ago, nor that most dropped out after losing money (not making money) by joining up with Herbalife. Nor, that with so many money-losing distributors trying to dump the products they were required to buy, that the market is swamped with Herbalife products being sold at prices far-below what each new distributor has to pay for them (check Ebay and other such sites, for the 'dumping' prices.) Nor, that the product claims to help consumers lose weight, which is a total scam, without any scientific evidence at all to support that fraudulent claim. (Herbalife used to have ephedrine in its weight-loss, body-building capsules, but had to take it out, because it was so dangerous). Without that ingredient, there is no scientific evidence that the product actually helps the consumer lose weight.)Nor do they reveal that a great percentage of the prices charged for their products, goes to MLM commissions, and not for the cost of the product itself.Nor do they reveal that it is an illegal pyramid marketing scheme, that charges prices far, far higher for the actual products, than one has to pay for competitive brands in local stores (because so many levels of commission have to be paid).I am astounded that a scam organization like this claims to have your BBB Plus A rating? Is that for real? Did you bother to investigate how this company actually operates and how many sucker new distributors get ripped off by them?The only way that one can really make money with this company, is to join them in their scheme of recruiting new distributors that have to 'Invest' considerable sums of money, before they finally realize it is almost impossible to sell the Herbalife products, in a profitable way that is also an ethical way.There is a long history of both criminal and civil court cases against this MLM pyramid marketing scheme. BBB should know above all others, that their tactics are immoral, dishonest and that most who respond to their offer to enable you to 'make money from your home,' will end up losing considerable sums of their own money, not making any.Herbalife executives get rich by ripping off masses of new suckers. That is how it works and BBB

	<p>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</p>
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	<p>Payment was made to Online Business Systems through (b)(6) for employment in selling Herbalife Products. Was told that I could request my money back at any time if this program did not work for me. It did not. I requested my money back and was told that was not possible and all communication has been closed to Online Business Systems. All I want is to be refunded for the charges to (b)(6) 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.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 10 of 72	
Reference Number	29929737
Created Date	03/22/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020350
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/22/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	02/22/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MEDFORD
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The advertisement described a kit representing a value in exchange for my money. The so-called kit was mere well produced testimonials. The amount was \$9.95 which won't break me, but to me and others this is a SCAM. All they are doing is recruiting for HerbaLife a business I choose to avoid. They use obscurity to promote and make money from the process of advertising itself and the tout that they are members in good standing of the BBB. Were t not for the BBB mention, I would never have opted in. --- Additional Comments: I wonder if this is legal? If it is perhaps it should be proposed to legislators that a recruiting campaign be forced to reveal what lies beneath the surface otherwise it is pure nonsense and in my view FRAUD!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 11 of 72	
Reference Number	29929787
Created Date	03/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020271
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/08/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	02/15/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIRAMAR
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I ordered a kit from Incomeathome.com. I paid 9.95 on January 9th. I was contacted by (b)(6) from Minnesota and she said I had to watch the DVD in the kit and make an appointment with her. I watched the DVD and no information about the kind of business yet. I made an appointment and my wife and I talked to her. We told her we had the speaker phone and she said it was OK. In this conversation she explained that you have to work hard and you get leads to sell Herbalife. Someone above you gives you the leads. She also said I could become a leader and have my own people getting leads. She did not explain what happens in my team leader drops. During the phone conversation she called another number and had a recording to explain the business. It was just to say I would make a lot of money and it explain the leadership system. It sounded like the pyramid scam to me. Well I told her I did not want the business she never mentioned I had to return the kit. I thought that was the end of it so I threw the kit away. Today, I see my bank statement and I have a charge for \$39.95. I called (b)(6) and she said it was the price of the kit. If I return the kit I would get the money back. Who keeps a kit if you are not doing business with them? My wife called later to ask about the \$9.95 because when they advertise they make it look like that's the</p>

price of the kit. (b)(6) 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 (b)(6) 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	<p>They advertise as a Work from Home Business but the only way they tell you what product you will be selling is when you pay them \$9.95+ 2.00 ship charge. I even called the phone number given on the web site to find out first what the product was and they would not tell me. The customer representative said I would have to commit to the \$9.95 chrg. & I will get a kit that will then tell me what it is! Which I did. I need work. I found out it was Herbalife. I am not interested in selling Herbalife, want to send the kit back and now find that even though you have a 15 day period to send it back w/o being charged an additional \$39.95, this company never enclosed a return postage label so THEY would be responsible to cover the return postage and not have it come out of my pocket again. I feel they intentionally withhold information, charge you to find out who they are, and if your not quick enough sending it back, they will put another 39.95 on you credit card. ---</p> <p>Additional Comments: First: No one, including myself, should be charged anything to find out the name of the company whose product they would be selling. They deliberately withhold the name of the product. Second, I am disputing the return postage fee under the circumstance. '</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 13 of 72

Reference Number	30388396
Created Date	04/25/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020985
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/25/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	04/16/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	MIDDLETOWN
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In February of this year, I looked into joining incomeathome.com. I received that starting package with the dvd included and made contact with the recruiter, (b)(6) (b)(6) 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 (b)(6) (b)(6) and her coach (b)(6) I decided to halt any further action. In my e-mail correspondence with (b)(6) I apologized for having wasted her time and kindly requested a refund. On February 26 in an e-mail, (b)(6) advised me to reject the packages containing the herballife trail products and they would be returned to her so that she could refund \$179.95 to my account (which is the amount I paid to them minus shipping). On March 21, (b)(6) 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 (b)(6) giving her one last opportunity</p>

to resolve this problem, I have not received a response and so I have no choice but to assume that the e-mail was totally ignored and that there never was an intention to refund the money as she stated she would in an e-mail dated February 26. --- Additional Comments: All that I am asking is that the \$179.95 is refunded to me as it was promised by one of your personal mentors/distributors.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 14 of 72	
Reference Number	30388416
Created Date	04/12/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020673
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/12/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	03/21/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ELGIN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>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 (b)(6) (b)(6) independent Herbalife Distributo (b)(6) -- Additional Comments: Want my \$39.95 back.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 15 of 72

Reference Number	30388427
Created Date	04/18/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020677
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/18/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	03/22/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	POST FALLS
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I have heard on the radio about incomeathome.com for months. So one day I was going to check it out. All they talk about is all this money you make at home. They never tell you what it is. They talk about their great rating with the BBB. After registering on the web site for the 'free' information pack (and giving them my credit card info) I was listening to the video testimonials. One lady slipped up and mentioned the name Online Marketing Systems. I googled that and found out it was Herbalife. They overnighted their info pack to me. It too just talks about all this money you can make. (b)(6) gives me a call a couple of days later. I mentioned that I did not like the veil of secrecy in the advertisements. After I told him no I did not want to pursue this 'opportunity' he would not give up his sales tactics. I told I was not going to treat my friends and family this way. He would not give up so I hung up. A few days later I emailed him asking for instructions for how to return this information packet and avoid the \$39.95 charge. I remembered from the web site I had 90 days to return it for free. It turns out that no I had 14 days to return it. I received the packet on or about Feb 09. Per the USPS tracking email that I have a copy of it was delivered on 2/28/11. USPS Priority mail took 6 days for the delivery from 2/22 to</p>

2/28. That is longer than 14 days. What I am upset about is the deceptive advertising, the \$9.95 charge to send me the information packet and the \$39.95 charge for being a few days late on sending it back in unused condition. (b)(6) s phone number is (b)(6) DesiredSettlementID: Other (requires explanation) --- Additional Comments: A return of \$9.95 and \$39.95 (b)(6) s phone number is (b)(6) (b)(6)

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	
	<p>When I found out that IncomeatHome.com is not the business they portray to be I requested a refund by e-mail and Pat, of IncomeatHome, stated:</p> <p>We are a Marketing System vendor and not part of Herbalife? If you wish to cancel your business agreement or future product orders with Herbalife, you must contact them directly.</p> <p>IncomeatHome.com advertises that we can make money from home and will not have to make any Cold Calls, and they will send the customers to us. They tell us it cost only \$9.95 to view their business and if we choose to stay it then costs another \$39.95.</p> <p>They do not tell you that you need to be a Sponsor, nor that you have to purchase the customers for a minimum of \$500.00 for 10 people that might be interested in becoming Distributors or Sponsors, nor do they tell you that you have to purchase their website to sell on for \$100.00 for the set up fee then \$79.00 a month.</p> <p>I cancelled my \$79.00 a month website and</p>

Complaint Info Comments	<p>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.</p> <p>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.</p> <p>(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'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 17 of 72	
Reference Number	30761096
Created Date	05/04/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021206
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/04/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	05/04/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	METAIRIE
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$50.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Hello,</p> <p>I followed a radio advertizing about 'incomeathome.com'; in the shawn hannity show (New Orleans,LA, WRNO-FM 99.5) and decided to give it try. After the registration, I received a call from a 'tutor', paid \$50 with a credit card and received a booklet and DVD... The tutor set up a phone appointment but never showed up, has not returned my calls or emails, his web page disappeared.. I know that they work with Herbalife and seemed to be a real business. There is no actual direct phone to customer service at 'incomeathome.com', just the person that contacts you. I have called to the phone listed in BBB with no answer, have contacted the radio shows several times by email to help me with a direct number but have not receive response. I have been doing this for a month! and none of the phones (only answering machines..) and messages is responded.</p> <p>I applied on March 25. Charged \$9.95 on March 26 Charged \$39.95 on March 28 buySAFE Certificate of Guarantee (b)(6) (b)(6)</p> <p>Purchase Date: 3/25/2011 8:05:48 PM Store: IncomeAtHome.com Order ID: (b)(6)</p>

This is your official buySAFE Certificate of Guarantee that is provided to you and paid for by IncomeAtHome.com.

The name of the contact 'tutor' is (?) (b)(6) (b)(6), email:

(b)(6), Web page: newhomewebbiz.com

Phone numbers:

888-367-7241 (b)(6)

All of the above worked for several days until the 'phone interview'...

The radio advertizing is still on so I wonder if it was a lone scam or there's more..

I would like to contact customer service (if it exists) to know what happened and decide if continue with what was offered or ask for a refund... if it is not another scam!

Thanks in advance or your help.

(b)(6) DesiredSettlementID:

RefundProduct_Or_Service: incomeathome online systemPurchase_Price: 50.00 ---

Additional Comments: Continue with the service or receive a refund if I am not satisfied after the explanation of the problem.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 18 of 72	
Reference Number	30985052
Created Date	04/26/2011
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001426289
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	04/26/2011
Updated By	BBBSAMO-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILWAUKEE
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On April 20, 2011 an agent for this company (_____)made an unauthorized charge to my checking account Via Debit transaction. On or about 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</p>

response at all. I have since closed out the debit card used in 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 (b)(6). 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	<p>I purchased a business package from (b)(6) on 5/19/11 for \$399 with a 30-day return policy. By following this system, (b)(6) 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, (b)(6) 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. (b)(6) also instructed me to check my phone messages on my obs office. When I did this, I was immediately charged \$100. (b)(6) 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 (b)(6) 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 (b)(6) I will not accept less. I suspect this is a way they make money if you elect to return the business</p>

	package (charging for an open bottle of supplements and logging in to the obs office site). '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 20 of 72

Reference Number	31226375
Created Date	05/31/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021483
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/31/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/31/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHICO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I learned about incomeathome.com through radio advertising by Dr. Laura and became interested. I went to their website and obtained the information to find out more. I was put in contact with a representative for retail sale of Herbalife. I was then put on a conference call with this representative and one other salesperson (the closer). I was pressured to spend approximately \$3900.00 to get this at home business started, of which I chose to think about. I paid a \$199.95 fee to get the training package prior to this phone call. Anyway, I decided not to go forth with this venture and requested a refund of the \$199.95. The training package was returned by myself to (b)(6) (b)(6) Midlothian, VA (b)(6) (the 'mentor') who sent me the package in mid April. I was told by this mentor that a refund had be sent to me vis US mail. To this day I have not received that refund. I have made many attempts to contact this mentor with no response by phone and email. Now, the phone number has been disconnected or no longer in service.DesiredSettlementID: RefundProduct_Or_Service: herbalife training packagePurchase_Price: 199.95 --- Additional Comments: a refund of the \$199.95'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 21 of 72

Reference Number	31511201
Created Date	06/15/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021694
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/15/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/15/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GREENVILLE
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>The cost are already mounting \$78 a month for OLB , Then \$100 to upgrade the account \$500 for leads. It's just to much.. I do need to get a refund on my Credit Card on the \$78 and \$100 for the Online Business System account. I would also like to send back the Decision package for refund. I do thank you for your time and I'm sorry it will not work out at this time. I have not seen the credit for the decision package \$399 nor the \$180. I need your to help me get this stuff returned for my refund. According to you all I was only responsible for is the \$9.99 . Everything else is refundable if I was not satisfied and I was not.Please get this resolved soon. I have informed the Credit card company to that I will dispute the payment on the grounds i was mislead. I thought this was a sales job and it certainly is not. I will be giving your info as well as all my documented calls to the better business bureau. I want what was promised my refund all but the \$9.99 I agreed to. I have all the merchandise and Training Guide ready to ship back. I need a packing slip and my refund to my Discover card. After I sent this email (b)</p>

(b)(6) my coach Phone: (b)(6) Phone:

(b)(6)

(b)(6) she stated I could not get a refund. This company thrives on people signing up more people, not selling product from home. the more people you sign up. the higher rank or level you receive. The only way to make money is sucker people into signing up to sell Herbalife which puts them in the place of signing more people up and so on and so on. Scheme !! All I asked for was my refund. which totals nearly \$400 and was promised to make at least \$500 by my first week, I was in the -\$400 in cost. not one sale. I was Lied to. --- Additional Comments: I do need to get a refund on my Credit Card on the \$78 and \$100 for the Online Business System account. I would also like to send back the Decision package for refund. I have not seen the credit for the decision package \$399 nor the \$180. I need your to help me get this stuff returned for my refund. I was only responsible for is the \$9.99 initial charge which I am fine with.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 22 of 72	
Reference Number	32043327
Created Date	07/23/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037022212
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	07/23/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/23/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DAVENPORT
Consumer Address, State Code	IA
Consumer Address, State Name	Iowa
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>At the beginning of July 2011 I signed up to receive the basic information starter package (with money back guarantee) for online business systems. After reviewing the initial video (which had no information) I received a call from a 'mentor' who indicated that in order to move further I had to pay an additional \$199.00 I did so and was given a code to access LineLogix (their online business site) which then cost me an additional \$19.99- all with a money back guarantee. Once I was able to access the site, I realized that it was a scam for Herbalife- it really seemed more like a pyramid marketing scheme. I indicated on July 6 that I did not want to continue with this company and wanted my money refunded. On July 13 I found that they did not process my cancellation request, so I filed another request for termination and for a full refund of all of my money (as was indicated by them). They indicated that it would take up to 7 days to refund my account. It is now July 23rd (10 days later) and I have not been refunded for any of the fees (39.95 for starter package, \$199.00 for training package, or \$19.99 for LineLogix account). I am very frustrated and angry with this company. In fact I have tried to contact them, but am not able to get any email through to them since cancelling my account with them. I also am not able to</p>

	<p>reach them by phone. I believe that your bureau needs to fully investigate this company as I think it is a scam rather than a legitimate opportunity. I also would like them to refund my money. --- Additional Comments: I would like to be refunded for all of the money that I have given them.'</p>
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	(b)(6)
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

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

Complaint Info Comments

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

	that sell their products are saying and doing.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 24 of 72

Reference Number	32440220
Created Date	09/02/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037022817
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/02/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/02/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NAPLES
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I got online and communicated with people that said you received a pack for an income at home information package. It was \$9.95. I charged it to a credit card. I received the package, the instructions were to call your 'mentor' and have a phone conversation about the package. I did as directed. Basically, I found out it was a pyramid scheme with Herbalife and I told the woman I was not interested, thank you for your time. Now, I paid \$10 for this. A couple days later it occurred to me that they had my credit card # and I called, did not get an answer, left a message and asked that they would please destroy my card. Never heard another word. Then the next month there was an unauthorized charge for \$39.95. I called several times and left email messages for 2 weeks to no avail. I had to cancel my credit card and dispute the charges, a pain. Finally, I left a not so nice message to call and she finally called back a week later. Telling me that they charged my account because I didn't send the booklet back, which I was not instructed to do. I asked why they didn't answer my calls and she made many excuses. The bottom line is they misrepresented themselves and made an unauthorized charge to my account. I closed the account so they can't do it again, with much trouble to me. They got their \$10 for nothing as far as I'm</p>

concerned. Who knows what else they would charge to my account. I was very angry. I also notified the radio station that promotes them.
 Product_Or_Service: Internet business starter pack
 Order_Number: 366944
 Purchase_Price: 10.00
 IsB2BComplaint: false
 HasComplainedToBusiness: false
 IsBusinessProblemAdjusted: false
 IsAcceptedByConsumer: false ---
 Additional Comments: DesiredSettlementID: Other (requires explanation) I've disputed the charges and if that is settled then I will be fine. But otherwise, I want my money back. And I don't want them to be able to continue to rip off other people. You pay \$10 to find out it's something you don't want to get involved with and then they have your number. I won't fall for that again. Tired of these rip off people. I work too hard for my money. You hear an advertisement on a reputable radio station and think it may be an opportunity and this is how it works out'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 25 of 72

Reference Number	32874373
Created Date	09/29/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023165
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/29/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BOOTHBAY
Consumer Address, State Code	ME
Consumer Address, State Name	Maine
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On or around 8-5-11 I contacted an online business which seemed right for me. It advertised taking orders over the internet for a business. I contacted the company. It had no information as to who the business was. I received a call from _____ stating she would be sending me out a package in the mail with all the details. I received the package on or around the 7th of August. In that information package their again was no information to the business. It wasn't until August 10th when _____ called that I found out the business was Herbalife. I still was under the impression that I would be taking orders over the internet from this company and getting paid for it. When she called on the 10 she ask me for a credit card number so that she could send me out more products so I could try them out. Her words were if you are going to sell the products you need to know how they work. Which is very true. But I still felt a little 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 immediatly which would involve me spending more money. I have no idea how much because I put a stop to it shortly</p>

thereafter. Upon talking with ____ and ____ I told them I felt pressured into going to the next level. and in her e-mail sent to me on 8/15 she stated I told her that I felt no pressure which I had stated to her several times. So she lied to me in that e-mail I then wrote to ____ o August 18 and told her I was not interested in this business. I had tried call FEDEX to have the products back but they would not pick it up without permission from Herbalife. I ended up sending the package back myself on Saturday the 26th of August. I have not heard from ____ or ____ since my last e-mail and explained that I felt a tre ---
Additional Comments: I would like the entire 399.00 refunded because it cost me over 17.00 to send the products back. I would also like the 39.95 refunded for the information kit that I have sent back. I would like the entire truth told in the packages that they send out to the potential clients. Like I said I felt a tremendous amount of pressure that they put on me going to the supervisor level. (b)(6) 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	(b)(6)
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	(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	kmunds@theonlinebusiness.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$49.90
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$49.90
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Briefly describe what you would consider a reasonable resolution to your complaint: I would like the refund of \$39.95 that I was informed I would get if unhappy with the initial packet of information. --- Topic Description: Describe the transaction and your complaint.: I was told I was getting information about beginning a home-based online business. What I actually received was a DVD and a CD with absolutely no instructions at all. It merely has more of the same testimonials and success stories that were present in their radio advertisement. Upon further research, I found that this was a recruitment tool for the HERBALIFE brand of vitamins and not only would selling be involved, but also a significant investment of funds would also be needed on my part. I was told that I could return the initial packet for a refund (minus shipping)if I were unhappy for any reason, but no representatives seem to want to assist me with that undertaking.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45	

Days Flag - FOIA only

Record 27 of 72

Reference Number	33119041
Created Date	08/26/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037022702
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	08/26/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DALY CITY
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I reply to initial radio add from reputable station and radio host about income at home .com which turn to be Online Business System which is really Herbalife multy level marketing entity, This fact was never disclosed or stated until I pay \$9.95 and receive starter package that also never disclose or reveal who is really behind this 'incredible' good to be truth opportunity. I listen to all their cd,dvd and written testimonial not a single mention of Herba Life concept. This is fraud Online Business Systems get 'A' rating for clearly and intentionally misrepresenting who they really are, fake front window for infamous MLM Herba Life --- Additional Comments: This is total bogus and should be clearly disclosed upfront that this Online Business System is nothing but milty level marketing offered by Herbalife and client will be ask to buy their distribution \$400 package and attend their training before and if you will ever make any money as they advertise. I am very disappointed that BBB issue any rating for misrepresented entity. How much did they pay to get this unjust rating'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 28 of 72

Reference Number	33119088
Created Date	09/27/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023128
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/27/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/27/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILAN
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$45.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I went to the website hoping to find several options for an online business and they said they would get back to me. What I got was a packet with all these claims and two cds. At that time they asked for a payment of \$9.99 for a 30 day try. I played the cds and they told me nothing. I called the number on the packet but had trouble catching up with her to get more info. During that time the trial period ended and I was charged an additional \$35.00 and I hadn't even talked to anyone yet. Well, here recently I finally reached her and guess what the great business opportunity was? Herbalife!!!! Diet aids & supplements. That was the great opportunity? It was all about recruiting more suckers like me to pay money to a coach, create a downline, recruit more people to recruit more people and so on. Can you say pyramid scheme? sure you have the option to sell stuff but in her own words she made most of her money from her downline. Ripoff. Oh, and to get started it cost \$399.00 to do it right. I originally contacted them because I was strapped for money. started with income at home.com, ended with onlinebusiness systems.Product_Or_Service: information on business --- Additional Comments: DesiredSettlementID: Refund\$9.99 & \$35.00'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 29 of 72	
Reference Number	33646110
Created Date	10/31/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023576
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/31/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/31/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN ANTONIO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I recieved the decision package for Online Business Systems and went over the information. I still was left wondering what exactly this business was about. Then I was contacted by my 'coach' who made it sound like a 'ligit' business opportunity. I then was asked to spend \$400 on some business package. After being mislead into spending the money, I was then told what I would be doing, selling Herbalife products. My account was charged \$402 on October 12, 2011. I have tried contacting the Online Business System multiple times and leave voicemails in which nobody has yet to return my call. I have sent emails and made multiple phone calls to my 'coach' and get no response. I told him that I was not going any further with this 'scam' business and I will be sending the products back and want my money back. After all of that, I was charged another \$100 that was unauthorized. I do not know what this charge is for. They have my credit card information and I think they believe they can charge what the want to it. I am disputing the charges with my bank right now. This 'business' has been a nightmare. I have not been on the 'business website' since I have been trying to get a refund and I am still getting random emails for the website. --- Additional Comments: I would just like the \$402 I was scammed out of for the business package, plus the \$100</p>

	for unknown charge. I would like people to know what kind of 'scam' this is.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 30 of 72

Reference Number	33857025
Created Date	11/10/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023715
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/10/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/10/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAKEHILLS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	97pct. of the decision pack leads requested total refunds. 100pct. of the Herbalife shake leads requested total refunds. Herbalife would not refund \$99.00 for the Extravaganza ticket for Las Vegas that I did not attend. --- Additional Comments: I spent more then \$14,000. I am requesting refunds for the leads, since they requested refunds for decision packs and shakes!
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 31 of 72

Reference Number	34146862
Created Date	12/15/2011
Complaint Source	BBB NJ Trenton
Originator Reference Number	02210080218188
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBTRNJ-USER
Entered Date	12/15/2011
Updated By	BBB-CommentsUpdate
Updated Date	07/26/2012
Agency Contact	External Agency
Complaint Date	12/15/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HAMPTON
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	220 Broad St
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	WASHINGTON
Company Address, State Code	NJ
Company Address, State Name	New Jersey
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.myobsoffice.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I answererd an ad for workathome .com I pd the 9.95 for the decision pakageand the \$399.00 dollars to Join. \$100.00 for the website. what the advertise is no cold calling but they don't tell you is that it cost an additional \$500.00 to get the leads also I asked my sponser (b)(6) to get me registerd at Herbalife. He said they woud do it online 3 times he has refused me I can not sell the product becuse they don't know I exist. also when you pay the \$500.00.the want you to jump to supervisor right away for an additional \$4000.00 more if you can't it seems that they don't want anything to do with you. my web site has been up for three weeks now and I still can not process an order.another \$79.00 is due in a week for my website.Account_Number: (b)(6)</p> <p>--- Additional Comments: DesiredSettlementID: Other (requires explanation)I want to be registered with herbalife I want my next months website fee waved and it would be nice to get some leads free of charge also I want a new coach. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 32 of 72	
Reference Number	34406969
Created Date	01/09/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024348
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/09/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SACRAMENTO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>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.'</p>
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 Herbalife or their multi-level marketing, I declined to pursue it. However ever since that time, I've received dozens of other phone calls from different, unrelated companies pitching home business opportunities, because (according to them) I 'recently indicated an interest in home income opportunities.' I did not knowingly give Herbalife (or whatever entity it is that operates under 'Income at Home') permission to sell or distribute my contact information. My phone now rings several times a day from companies pitching credit card services products, online retail stores, etc. I ask each caller to remove my name and number from their list, but the calls just keep coming. --- Additional Comments: I'd like to see Herbalife/Income at Home called out for selling this information. This is really a despicable way to milk every last dime out of a consumer contact.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 34 of 72

Reference Number	34747837
Created Date	11/29/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023910
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/29/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PARMA
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I decided that Herbalife which is marketed by Online Business Systems wasn't for me I cannot get a refund for upgrading from 'Distributor' to 'Supervisor'.My initial request was made to my 'Coach' and she gave a phone 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 (b)(6) or my name on file.I have Emailed Customer service several times and they keep referring me back to my Coach (Lori Ganser).She is also new at this 'Business' and doesn't have nor can she get the proper information I need to finalize this nightmare.I have the forms to return my products to Herbalife for a 90% refund which I intend to do shortly.Please help.Thank you. --- Additional Comments: DesiredSettlementID: Other (requires explanation)A complete and total refund for upgrading to Supervisor. Desired Settlement: Refund'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 35 of 72

Reference Number	34748484
Created Date	12/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024021
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	12/08/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	THE COLONY
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Back on October 11th I received the 'Decision Package' I ordered and contacted my coach after reviewing the contents included. I was very motivated and convinced that I was going to engage in a business venture that promised me 'guaranteed' results. According to what my coaches coach ((b)(6)) told me: 'If I invested a couple of thousand dollars (\$2,337.07 to be exact) on an order of Herbalife products I would become a 'Supervisor' which would then grant me a 50% discount on future orders.' So I agreed since it made sense to me at the moment and she herself arranged the order for me and charged the amount mentioned above using her merchant account. She also indicated that I would achieve that 'Supervisor' qualification as of Nov. 1st. Today is Dec. 8th and Herbalife has NO knowledge what so ever of me placing an order that would qualify me as a 'Supervisor'. After several attempts to try to get a refund and return the products (which I did not receive directly from Herbalife) this person has only blamed everyone from Herbalife saying that they have been slow in processing my status and my immediate coach or sponsor for not 'submitting' the correct paperwork and has failed to respond to my request of a refund and return of the products. That's only the first issue. Online Business Systems sold me</p>

a set of 'leads' for \$500.00 that according to (b)(6) 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 (b)(6) A refund from Online Business Systems for \$500.00 I paid for leads that were NO GOOD. And a refund for the amount of \$100.00 I paid for a for a 'setup fee' when I opened my OBS account which I already canceled. After all they have a '100% money back Guarantee' sticker on the site when you sign up.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 36 of 72

Reference Number	34804141
Created Date	01/17/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024448
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/17/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/17/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GREENSBORO
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>First the website claims there is no money risk and all money is 100% risk free. That is completely not true, no matter what you do, you will always be out the \$10 shipping/handling that costs this company less than \$2 to ship. Second problem is this business is claiming people are actually earning between \$500-\$5000 a month. I clicked on a small link at the bottom of the page and it gave me the first honest information this company has claimed. 75% of people waste hundreds of dollars and will not make any extra income only lose money (this is a fact on their chart). Only 25% of people will reach \$16 a week for a short period of time, but required to spend hundreds (also another fact on the chart given below) so this group will also be out of their money. Bottom line - if you invest in this BBB A+ scam of a company, you will end up wasting your time, money and end up with nothing. I wish they would tell customers when they order this \$50 instruction packet, that only supervisors earn any extra income, so unless they have hundreds of extra dollars to gamble, they will be in more debt and no extra income. BBB has this company at A+, but with over 190 complaints just this past year and over 300 in just 3 short years. Please lower this companies rating or drop them all together, because they are a SCAM!! Please</p>

Complaint Info Comments

read:THE STATEMENT OF AVERAGE GROSS COMPENSATION OF U.S. SUPERVISORS - 2010Herbalife offers its Distributors an opportunity to achieve a lifetime of better health through its scientifically advanced weight management and nutrition products. A Distributor earns profits by buying Herbalife products at wholesale and reselling them at retail***MORE AND MORE MONEY OUT OF MY POCKET (RISK FREE HUH??). If the Distributor wants to increase his or her involvement in the business and enjoy the possibility of higher levels of income, he or she may sponsor others into the business and develop an organization. ***WE WANT MORE AND MORE OF YOUR MONEY OR YOU PROBABLY WON'T BREAK EVEN****25% of Distributors reach the rank of Supervisor and above ('Leader'), qualifying them for additional compensation which is paid by Herbalife based upon the sales production of those they have sponsored directly and indirectly. ARE YOU READY FOR THESE HORRIBLE FIGURES THAT I'M SURE YOU HAVE NEVER SEEN OR YOU WOULDN'T BE PUTTING YOUR NAME BEHIND THIS SCAMMING, CORRUPT COMPANY??? Average Earnings (USD)President'sTeam 0.2% 0.6% \$ 486,985 *LESS THAN 1%*Millionaire Team 0.7% 1.8% \$ 95,484 *LESS THAN 1%*GET 2.5% 6.7% \$ 21,343 **LESS THAN 3%***World Team 2.9% 7.8% \$ 5,688 LESS THAN 3%***Supervisor 31.3% 83.1% \$ 812 **ONLY 31%***If you are in the 31% group then you are making around \$16 a week extra money after spending hundreds more than that, so you will always be in the hole and never come out on top. The other 69% of people have lost \$300-\$600 of their hard earned money and will continue to lose more or opt out and take their loses. Have you seen these facts? If so, how do you condone this company's behavior? SCAM SCAM SCAM SCAM is what I am going to post all over the internet about this companies site Please delete them or take their A+ down to a F- PLEASE!!! Don't allow anymore poor people to get roped into this scam because your name is

behind it and they have put that the Better Business Bureau backs them 100%.Yikes!!
--- Additional Comments: Please take down your website and quit scamming people out of their hard earned money. Or, please disclose ALL OF THE INFORMATION about what they are buying into. Tell them they will have to sell some herbal product that no one has ever heard of or cares to buy. Tell them there is less than 10% chance they will EVER get all of the money they have put into the company. Disclose all the facts and risks on your page, after you click on a tiny word on the very bottom of your webpage that takes you off your page to an adobe document. STOP SCAMMING PEOPLE OUT OF \$10 and change your 'postal and handling' charges fro

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 37 of 72

Reference Number	35215825
Created Date	01/17/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024453
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/17/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/17/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BOILING SPRINGS
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I heard an ad on the radio for an 'online business'. I went to the web site and was given very little real information. They make you pay to get a packet in the mail that is SUPPOSED to tell you all about it. The cost was \$9.95 and was charged to my credit card. The packet STILL did not tell me what kind of business it is. I had to call someone who was my 'mentor.' When I called him initially he STILL would not disclose any information. He said I had to get called AGAIN. I set up a time and he asked me a few more questions about myself then played a recording (the same guy on the video?) and FINALLY he let it out....it's HERBALIFE. I do not wish to sell Herbalife ESPECIALLY after I found out the HUGE start up costs associated with the company. \$399 for the 'online business package', \$79 per month for a web page, \$50 for a merchant account, and so on...so I asked the man I spoke with 'how do I return the packet?' He said just put it back in the envelope, tape it up and take it to the UPS store, and they would not charge me to send it back. I did as he instructed and they DID charge me! \$9.12 to send that worthless information back to them. If I did not send it back, they would charge me an additional \$39.95. So, now I am out \$19.07 and all of my time spent trying to find out the information just to find out that the company</p>

is Herbalife. I want my \$19.07 refunded back to me.They should not be allowed to dupe people like that! I am unemployed and did not need to give them my money for NOTHING! Shameful business practices! Shame on them for hoo-dooing people out of their HARD earned money. No wonder they are a multi BILLION(?) dollar company....they RAPE their salespeople and unsuspecting patrons!!!! Makes me SICK! --- Additional Comments: I want my \$9.95 refunded back to me as well as the \$9.12 that I HAD to spend to send the packet back.Grand total I want refunded: \$19.07'

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

Record 38 of 72

Reference Number	35392471
Created Date	01/31/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024574
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/31/2012
Updated By	BBBCOCO-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	01/31/2012
Transaction Date	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	RANCHO SANTA FEll
Consumer Address, State Code	CAll
Consumer Address, State Name	Californiaall
Consumer Address, Country Code	USAll
Consumer Address, Country Name	UNITED STATESll
Consumer Address, ZIP Code	ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	ll
Consumer Work Phone, Number	ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I ordered a promo packet on line for the \$9.95 shipping and handling. Packet was sent 12/19/11 and card was charged 12/17/11. Due to Xmas holidays, I received packet on 12/27/11 and spoke to (b)(6) (b)(6) on 1/2/12. The next day, I sent an email advising her that I was not interested because their advertising did not mention the fact that this was a marketing arm of Herbalife selling weight control products. Advised her not to charge my card (agreement gives you 15 days to decide) and asked for a return address. This, and subsequent phone messages and emails were ignored, though she continued to send me mass emails regarding the fabulous opportunity at onlinebusinesssystems. All she had to do was tell me that my card had already been charged and that a credit would be issued. This business seems like a scam, where distributors make money off packet sales. --- Additional Comments: credit on my credit card of \$39.95'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 39 of 72	
Reference Number	35670237
Created Date	01/13/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024426
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/13/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/13/2012
Transaction Date	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	b(6)ll
Consumer Address, Line 3	ll
Consumer Address, City	LISTOWELll
Consumer Address, State Code	ONll
Consumer Address, State Name	Ontario, Canadall
Consumer Address, Country Code	CANll
Consumer Address, Country Name	CANADAll
Consumer Address, ZIP Code	ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	b(6)ll
Consumer Home Phone, Number	b(6)ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	b(6)ll
Consumer Work Phone, Number	b(6)ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	All that is given is the wonderful opportunity to sign up. It costs to do so, but if you don't like it, you have to send there product back and this costs in total \$20.00 plus for the shipping both ways. Since shipping from their side is about \$5.00 this is a racket, a scheme. I have heard about Herbalife since my early 20's, and I have never even considered this company. If I had known right from the beginning, I would never have considered it. This company should refun ALL the money and pay for ALL the shipping if they refuse to even put what their company is about. --- Additional Comments: Full shipping refund, from them and back for this so called garbage the call a kit.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 40 of 72

Reference Number	35934398
Created Date	02/15/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024767
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/15/2012
Transaction Date	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	MESA ll
Consumer Address, State Code	AZ ll
Consumer Address, State Name	Arizona ll
Consumer Address, Country Code	USA ll
Consumer Address, Country Name	UNITED STATES ll
Consumer Address, ZIP Code	b(6)ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	b(6)ll
Consumer Work Phone, Number	b(6)ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>In August, 2011 I was searching for an online part-time home business opportunity and, based on the widespread radio advertising for the site, requested information on the opportunity at www.incomeathome.com. What the site promised was a turnkey online home business, great income potential (always with the careful legal disclaimer, results not typical for the constant stream of testimonials in each succeeding video), no door-to-door sales, no sales experience, etc, ad nauseum. What I got instead was three months of increasing expenses not previously disclosed when I originally signed up at the Supervisor level, time away from my family and regular job on weekends and during the week, three boxes of unsellable products, no support or encouragement at all from my upline manager, and the final realization by the first week of December that I could not begin to afford the exorbitant fees necessary to pay for the paid sales leads needed to make the online business function. At that point I canceled my membership and shut down the business, having to pay all the third-party cancelation fees not previously disclosed, which now are harassing me and my family. The website www.incomeathome.com is simply the online gateway to the multi-level marketing</p>

Complaint Info Comments

(MLM) pioneer and health products giant, Herbalife (HL). After requesting more information, and paying a fee for the overnight shipment of the sales DVD, I became what I later learned was a Paid Pack online sales lead, the most valuable AND MOST EXPENSIVE sales lead of all the potential leads in the HL online system. I got a series of telephone interviews by the person who would later be my upline manager, being directed each time to a different website, all of which constantly pressured the prospect, ME, to enter the HL marketing system at the Supervisor level, where the maximum income-producing methods are available. Lower levels, beginning with Distributor, are available for prospects to enter the marketing system much more cheaply, but are studiously passed over in the sales presentations where entry at the Supervisor level is always emphasized. Why? Because the traditional method to obtain the Supervisor membership level is to pay \$4,000.00 by credit card upfront on the final call which is a conference call with your future managers higher level manager. An alternate method is to recruit 2 other prospects, which will pay the Supervisor fees, bringing you in as their manager. Ive been in MLM organizations before, and this is how MLMs make their money; not by selling products, done at the lower levels of the organization, but by recruiting Supervisors who will pay high upfront fees for the privilege of making sales income, bonuses, and residual income faster. Recruiting and creating your own sales group, not retail sales, is the fastest method to reach the upper MLM income levels. After I had paid my Supervisor fee, which cost me all of my remaining 401k loan balance, pay bonuses, and added significantly to our family credit card balance, I had to focus intensely (since I was determined to put all I had into this business to make it succeed) on several levels of online training. This included having to participate in evening or morning conference calls three times per week, which required us to go out and buy a special 3-way call-capable telephone and install an expensive landline, which we had avoided previously because of the expense.

	<p>Because of my work schedule, I had to take several days off to participate in morning conference calls just to keep up with training. What I also quickly began to experience during the first two levels of training was that I was being led through steps to set up the online business. These steps involved contracting with third-party vendors who charged significant setup and first-month fees for their services. I was already stretched to the limit financially, and none of these fees had been disclosed to me prior to signing up as a Supervisor. By</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 41 of 72

Reference Number	36103384
Created Date	02/22/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024850
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/22/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/22/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AMARILLO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Nowhere in the initial description or any of the pages and links you are able to access is Herbalife mentioned. It only references online work and several of the comments mention online posting. Only after paying the non-refundable shipping charges can you learn (after clicking several links) that you can only make money if you sale, buy and/or resale Herbalife products and that the majority of people only make an average of \$800 per year -- nowhere near the \$500 daily they claim you can make. You also don't learn until after you've paid that your '14-day free trial' begins today, but they have 72 hours to ship your kit, after which you must review the materials and DVDs and return the kit, all within 14 days, or your credit card will be charged \$34.95 for the kit. This is extremely misleading advertising. I have absolutely no desire to buy and/or sell Herbalife products. I was looking for work that I can do online to earn money since I was recently laid off and have no income to devote to buying products that I don't want or need. I do not want their kit after learning what it's really all about, but there is no contact information for the company on their website. On the BBB website, there is a toll-free number listed, but you are only able to leave your name, number & email address and 'someone will call you within 72 hours.' I do not want my</p>

	<p>account charged a non-refundable shipping charge of \$9.95 for this crap. Period. --- Additional Comments: IF my account is charged \$9.95 AFTER I have left explicit instructions on their toll-free number that I do NOT want the kit, I want my account reimbursed for these charges. I also want assurance that no other charge will EVER be charged to my account/credit card.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 42 of 72	
Reference Number	36349429
Created Date	02/17/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024795
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/17/2012
Updated By	BBBCOCO-USER
Updated Date	02/16/2013
Agency Contact	External Agency
Complaint Date	02/17/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SANTA CRUZ
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$49.90
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>This company offered a 'work from home' type of offer, but wouldn't give any information about what the product was unless I provided a refundable \$9.95 payment that was charged to my credit card. The company then send me an information packet which contained a DVD, which didn't work, and an audio CD. The audio CD contained nothing but testimonials about how much money I would make, but still no information about what the product was, or who the actual company was behind it. After much more research I finally discovered that the product was Herbalife... a pyramid scheme. I returned the materials to the address they were sent from, as instructed. I mailed them certified mail. Rather than refunding my 9.95, the company charged me an additional \$39.95. Although the materials came from this address: Online Business Systems 203 East 35th Avenue Suite B Bellevue, NE 68005 The charge on my credit card appeared as 'ELIZABETH & LAWRENCE MESA AZ D' Their email address is EandL@theonlinebusiness.com - but they refuse to respond to my email messages. Order_Number: (b)(6) --- Additional Comments: DesiredSettlementID: RefundI want a refund for both of the charges that were made to my credit card. One for 9.95</p>

	and one for 39.95. ',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 43 of 72

Reference Number	36738373
Created Date	03/28/2012
Complaint Source	BBB KS Wichita
Originator Reference Number	07840000020707
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIKS-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OMAHA
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In late January 2012 I responded to an income-at-home radio ad which turned out to be for online-businss-systems. During the application process I agreed to the option of purchasing a box of herbalife products for \$399.99 I received the box February 3,2012. When I opened and read that I would get started by selling herbalife products to my friends and relatives I decided that this wss not something I wanted to do. I called my 'coach', (b)(6) the same day and told him I didn't wish to continue. I asked him if I could receive a refund if I returned the box of product. He said he could refund \$300.00 only, not the postage and that he could not refund the money until he had resold what I returned to a new applicant. I agreed and returned the box the very same day I received it (February 3).I asked what a reasonable lag time would be and he replied 'about a month'. On March 14,2012 I emailed (b)(6) and said I expected a refund of \$300.00 within a week or I would file a complaint with the bbb. He emailed back that I had to wait until he resold it and that he also had to work my 'online business'. This makes no sense as I had not yet received complete training and certainly did not have an online business established. It is now March 28 and I am still waiting for a \$300.00 credit to my credit card. Of course it is his word against mine but rest assured,</p>

	if (b)(6) does not honor his word, I will discourage anyone from responding to this company's ad in the future. --- Additional Comments: I am seeking \$300.00 refund to my credit card number.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 44 of 72	
Reference Number	36738375
Created Date	02/08/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024692
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/08/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/08/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ARCADIA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was pressured into purchasing the training model. When I was told that I would be selling Herbalife, I felt very uncomfortable and after further investigation on the process, I opted to cancel. I told this to my coach, but she never called me back. When we had our first coaching session, she completely disregarded the fact that I was not the appropriate match to this business venture since I could not endorse the product. They were rude and would not listen to me. They only wanted their money and kept talking about the product. They never called back again to complete the coaching process. I am not able to get the coach to return my calls, nor does she return my email messages. --- Additional Comments: I would like to be refunded my payment of \$399.56 as soon as possible.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 45 of 72

Reference Number	36848002
Created Date	02/16/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140300077297
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	02/16/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/16/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	SANTA CRUZ
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

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

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$49.90
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>This company offered a 'work from home' type of offer, but wouldn't give any information about what the product was unless I provided a refundable \$9.95 payment that was charged to my credit card. The company then send me an information packet which contained a DVD, which didn't work, and an audio CD. The audio CD contained nothing but testimonials about how much money I would make, but still no information about what the product was, or who the actual company was behind it. After much more research I finally discovered that the product was Herbalife... a pyramid scheme. I returned the materials to the address they were sent from, as instructed. I mailed them certified mail. Rather than refunding my 9.95, the company charged me an additional \$39.95. Although the materials came from this address: Online Business Systems 203 East 35th Avenue Suite B Bellevue, NE 68005 The charge on my credit card appeared as 'ELIZABETH & LAWRENCE MESA AZ D' Their email address is EandL@theonlinebusiness.com - but they refuse to respond to my email messages. Order Number: (b)(6) --- Additional Comments: Desired Settlement ID: Refund I want a refund for both of the charges that were made to my credit card. One for 9.95</p>

	and one for 39.95. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 46 of 72

Reference Number	36848053
Created Date	03/21/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025186
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/21/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/21/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	METHUEN
Consumer Address, State Code	MA
Consumer Address, State Name	Massachusetts
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I requested the Online Business Systems Decision Package with the promise of a money back guarantee if I decided the program was not for me. After finding out that the program was to sell Herbalife products I sent the program back (return receipt signed for package number (b)(6) (b)(6) USPS) well within the 15 day time period. (b)(6) tried to contact me several times by e-mail trying to push the sale. When I responded back saying I had returned the package all communication ceased. I've tried to contact this person by e-mail still with no response. They refuse to acknowledge my attempts at contact and refuse to credit my credit card the \$9.95 shipping costs promised in their advertisement. --- Additional Comments: I want the company to honor the promise in their advertisement and credit back my credit card the \$9.95 they charged me for.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 47 of 72

Reference Number	36901536
Created Date	06/06/2011
Complaint Source	BBB WA DuPont
Originator Reference Number	12960022293490
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSEAT-USER
Entered Date	06/06/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/06/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LA VERGNE
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	support@online-business-systems.com
Company Website	www.incomeathome.com
Company Rep First Name	Amanda
Company Rep Middle Name	
Company Rep Last Name	Schaffer
Company Rep Salutation	
Company Rep Comments	Customer Support Manager
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I purchased a business package from (b)(6) (b)(6) on 5/19/11 for \$399 with a 30-day return policy. By following this system, (b)(6) (b)(6) 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, (b)(6) 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. (b)(6) also instructed me to check my phone messages on my obs office. When I did this, I was immediately charged \$100. (b)(6) 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 (b)(6) twice with no response. I contacted Online Business Systems in Colorado with no resolution either. --- Additional Comments: 238.35 (\$138.35 is</p>

	the remainder of \$399 and \$100 for the OBS office site that I logged on to one time at the direction of (b)(6) I will not accept less. I suspect this is a way they make money if you elect to return the business package (charging for an open bottle of supplements and logging in to the obs office site). '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 48 of 72

Reference Number	37296716
Created Date	05/02/2012
Complaint Source	BBB KS Wichita
Originator Reference Number	07840000021030
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIKS-USER
Entered Date	05/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LITTLETON
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was seeking a company to assist me in establishing my own online business. I have my own products and needed to create an online avenue for sales opportunity. After speaking with a rep that would not disclose the fact that Online Business Systems is just an Herbalife distributor, I had to view their sales propaganda for 34 minutes and give them a Credit Card number first. Then had a 30 minute phone call with a rep who was trying to qualify me to work with them. That rep. again did not disclose that this was an Herbalife distributor. I made it clear that I was looking to establish my own web page for my own sales. I was put in contact with a business coach who was going to assist me in establishing the online business. This Coach would not disclose the Herbalife garbage either. I had to again listen to a prerecorded sales pitch. At that point I finally learned they are Herbalife. I immediately told them I had no interest in Herbalife sales. I was told it was too late. They had already shipped me their sales package and I was charged for the shipping. They are also threatening to charge me \$39.95 for their sales package if not returned in a specific way in a specific amount of time. I will be charged to return the package as well. I said I didn't want it and still I am charged to receive it. I want my money back now. This was clearly bait and switch and I</p>

	<p>am disgusted. --- Additional Comments: I do not want to pay for shipping for a product I made clear I did not want. I will try to be here to refuse delivery of their sales package, but if I miss it and the package is left by FedEx anyway, I will be charged to ship it back. I should not have to pay to return something I didn't want in the first place. They should be requesting the pick up by FedEx themselves so I am not charged. They need to do this within their own 14 day limitation so I am not charged the \$39.95 as well. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 49 of 72

Reference Number	37298153
Created Date	04/26/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140300079279
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	04/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/26/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	ORLANDO
Consumer Address, State Code	FL

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

Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company	

Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint	

Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint	

Info Topic Description	
Complaint Info Comments	<p>I received an unsolicited email from - Tanya Davis at youronline@theonlinebusinesslink.com. The email claims BBB Accredited. They list the company as Online Business Systems. The unsubscribe link is http://www.theonlinebusinesslink.com/cm/AA-ACAI-BJDFIBGH-BAIE/r?c=QNNED6. The Mailing address is Online Business Systems, 203 East 25th Ave. Suite B, Bellevue, NE 6800. Clicking on the link gives me https://www.theonlinebusiness.com/hbpage.php?p=revisit&revisit=2240 which also states BBB accredited and also states an A+ BBB rated business since 2003. All of these BBB statements have links which I was afraid to use. At the bottom of this page they list a 2012 Copyright by Centurian Media Group. None of these names show any BBB accreditation when searching BBB. This appears to be an Herbalife scam with many negative comments on the web. --- Additional Comments: DesiredSettlementID: No settlement requested - forThe BBB should either verify their accreditation or list them negatively and request they stop these BBB listings.I followed up because of these listings. I plan to report this scam to the domains ilisted n the headers.Thanks'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 50 of 72

Reference Number	37298182
Created Date	03/29/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025279
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/29/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OMAHA
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In late January 2012 I responded to an income-at-home radio ad which turned out to be for online-businss-systems. During the application process I agreed to the option of purchasing a box of herbalife products for \$399.99 I received the box February 3,2012. When I opened and read that I would get started by selling herbalife products to my friends and relatives I decided that this wss not something I wanted to do. I called my 'coach' (b)(6) the same day and told him I didn't wish to continue. I asked him if I could receive a refund if I returned the box of product. He said he could refund \$300.00 only, not the postage and that he could not refund the money until he had resold what I returned to a new applicant. I agreed and returned the box the very same day I received it (February 3).I asked what a reasonable lag time would be and he replied 'about a month'. On March 14,2012 I emailed (b)(6) and said I expected a refund of \$300.00 within a week or I would file a complaint with the bbb. He emailed back that I had to wait until he resold it and that he also had to work my 'online business'. This makes no sense as I had not yet received complete training and certainly did not have an online business established. It is now March 28 and I am still waiting for a \$300.00 credit to my credit card. Of course it is his word against mine but rest assured,</p>

	if (b)(6) does not honor his word, I will discourage anyone from responding to this company's ad in the future. --- Additional Comments: I am seeking \$300.00 refund to my credit card number.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 51 of 72

Reference Number	37298193
Created Date	05/01/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025633
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/01/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ORLANDO
Consumer Address, State Code	FL

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

Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company	

Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint	

Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint	

Info Topic Description	
Complaint Info Comments	<p>I received an unsolicited email from - Tanya Davis at youronline@theonlinebusinesslink.com. The email claims BBB Accredited. They list the company as Online Business Systems. The unsubscribe link is http://www.theonlinebusinesslink.com/cm/AA-ACAI-BJDFIBGH-BAIE/r?c=QNNED6. The Mailing address is Online Business Systems, 203 East 25th Ave. Suite B, Bellevue, NE 6800. Clicking on the link gives me https://www.theonlinebusiness.com/hbpage.php?p=revisit&revisit=2240 which also states BBB accredited and also states an A+ BBB rated business since 2003. All of these BBB statements have links which I was afraid to use. At the bottom of this page they list a 2012 Copyright by Centurian Media Group. None of these names show any BBB accreditation when searching BBB. This appears to be an Herbalife scam with many negative comments on the web. --- Additional Comments: DesiredSettlementID: No settlement requested - forThe BBB should either verify their accreditation or list them negatively and request they stop these BBB listings.I followed up because of these listings. I plan to report this scam to the domains ilisted n the headers.Thanks'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 52 of 72

Reference Number	37307173
Created Date	05/03/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025667
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/03/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/03/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LITTLETON
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was seeking a company to assist me in establishing my own online business. I have my own products and needed to create an online avenue for sales opportunity. After speaking with a rep that would not disclose the fact that Online Business Systems is just an Herbalife distributor, I had to view their sales propaganda for 34 minutes and give them a Credit Card number first. Then had a 30 minute phone call with a rep who was trying to qualify me to work with them. That rep. again did not disclose that this was an Herbalife distributor. I made it clear that I was looking to establish my own web page for my own sales. I was put in contact with a business coach who was going to assist me in establishing the online business. This Coach would not disclose the Herbalife garbage either. I had to again listen to a prerecorded sales pitch. At that point I finally learned they are Herbalife. I immediately told them I had no interest in Herbalife sales. I was told it was too late. They had already shipped me their sales package and I was charged for the shipping. They are also threatening to charge me \$39.95 for their sales package if not returned in a specific way in a specific amount of time. I will be charged to return the package as well. I said I didn't want it and still I am charged to receive it. I want my money back now. This was clearly bait and switch and I</p>

	<p>am disgusted. --- Additional Comments: I do not want to pay for shipping for a product I made clear I did not want. I will try to be here to refuse delivery of their sales package, but if I miss it and the package is left by FedEx anyway, I will be charged to ship it back. I should not have to pay to return something I didn't want in the first place. They should be requesting the pick up by FedEx themselves so I am not charged. They need to do this within their own 14 day limitation so I am not charged the \$39.95 as well. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 53 of 72

Reference Number	37594293
Created Date	03/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024963
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STANFIELD
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Very deceptive practices. I have to give them my billing info, they will send me an info pack, I will pay \$10 S&h, and if I cancel and send it back, within 14 days I will not be billed \$50.00 for the (Testimonial Packet). After the 14 days expire, they then tell me I can distribute Herbalife for \$80.00 but I probably won't earn anything because I will have to sell by hand door-to-door, or \$449.99 to put the business online. So I say well isn't this supposed to be an online business and tell them to go ahead and set me up (Feb 29/2012). According to our bank statement, we were charged \$451.26. After I hang up, I discuss with my wife and find we don't have that much money. We called them back and say to cancel the whole thing, we can't afford it. On Mar 2/2012, I checked my bank statement and find that \$453.98 was credited, but later that day I checked again and find I was billed again, but this time for \$455.85. So now they are into my bank account for \$907.11. Here it is the weekend and I will be facing overdraft charges. I want to sue them for fraudulent misleading practices. I have since tried to call my (OBS) representative but they don't return my call. I went online to some other complaint cites and discovered I would have to buy 25 business leads for \$2500.00, plus \$30.00 or more for each package that I have to send to my leads & \$100.00 set-up fee</p>

for the back-office. The people who went this far with the company say that the leads are usually dead. Not to mention the (800) phone number and business line installation and maintenance. Now we're talking \$3500 or more per month that they haven't told me about. They didn't tell anybody until they were past their cancellation date. How can someone on \$200.00/week unemployment afford this? What a SCAM. If the BBB represents this company, then I contend that the BBB is fakery also. --- Additional Comments: Refund the \$907.11 and the international charges \$13.67 & \$13.53, and stop taking more out. Make them disclose the full amount of their business plan, before one is required to present credit card information. Instead of sending testimonials in the decision pack, they need to show the business structures one will encounter and what the costs will be for those decisions before they bill someone. No one likes to be tricked into UN-reversible charges. '

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 54 of 72

Reference Number	37741379
Created Date	05/10/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025762
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/10/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HUEYTOWN
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I started out wanting to start working from home with OBS, I ordered all the materials by walmart moneycard (debit card)with number: (b)(6) on April 20th,2012. I decided after a week that I changed my mind on starting an online business. I called my personal business coach (b)(6) and asked to get a full refund of the business materials(Herbalife product samples, and training materials). He said that I would get a full refund of the materials when they arrive to the listed facilities:3-ring binder with ticket attached to letter inside and Decision PackageOnline Business SystemsAttn:(b)(6)</p> <p>(b)(6) Bellevue, NE (b)(6) Products, Black bag w/ brochures and other itemsHerbalife International of AmericaLos Angeles Distribution Center930 E 233rd St.Carson, CA 90745I shipped all the items back via USPS on April 25th, 2012 by Receipt Bill number (b)(6) Its now been almost 3 weeks and still no refund on my debit card or by check in the mail --- Additional Comments: I want the \$350 refund promised sent by check via USPS to my home address. I want my refund sent back withing 24 hours of this complaint'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days	

Flag - FOIA only

Record 55 of 72

Reference Number	37776936
Created Date	03/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024966
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/05/2012
Updated By	BBBCOCO-USER
Updated Date	09/26/2012
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NEWPORT BEACH
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>The program states that you can try the business for 14 days and if you decide within 14 days that you don't want to proceed, they will refund all of your money with the exception of the initial shipping charge of \$9.95 for the 'Decision Pack'. I received the Decision Pack on Jan. 28th, 2012 and cancelled on Feb. 1st, 2012. My contact person (b)(6) called my home phone 2 times on Feb. 2, 2012 and left mssgs saying she would call back. I had given her my cell phone as well and asked that she contact me on that # if she couldn't reach me at home as I have 3 kids in 3 different schools and 3 different drop-off times in the mornings. I did not hear from her again that day. I called (b)(6) by phone 6 times leaving messages on an 800# voice mail and at her home phone #, I also sent her 3 e-mails and she did not respond. I then sent her 1 more e-mail and copied her supervisor (b)(6) and Shawn Dahl. I also contacted the Online Business Systems help desk via e-mail on Feb. 1, 2012 trying to get someone to respond to me. On Feb. 4, 2012 (b)(6) finally responded claiming she tried to contact me, but that is not the truth and I have proof from her voice mails with time and date on them and from e-mails with time and dates. Once (b)(6) (b)(6) responded, she said to send back the materials to her which I did on Feb. 4th,</p>

Complaint Info Comments

2012. I then received a response from the help desk on Feb. 7th, 2012 to send the materials back to an address in NE, I responded to them that they were responding 6 days later and that I had already sent the materials back to Mandy Lewis, I also asked when I could expect to find out information about my refund and they responded on Feb. 8, 2012 stating that Mandy Lewis would deal with my refund. I received an e-mail on Feb. 14th from Mandy 'checking in to see if I would like some extra help for my Herbalife business...', I responded to her also on Feb. 14th that I was surprised to receive this e-mail and that maybe she did not remember, but I had cancelled and was waiting on my refunds. She responded on Feb. 15th and apologized about the e-mail and said my refund would come from Herbalife. I responded back to her on Feb. 15th and asked about the \$399.00 refund, as there are 3 total refunds: \$399.00 (charged from Mandy Lewis Hastings, MN), \$100.00 (charged from The Online Business) and \$3,336.13 (charged from Herbalife), all of which were charged to my American Express credit card. At this time, Herbalife has mailed me a form requesting more information for my refund. A very large shipment from Herbalife showed up at my house and was refused and never received and should have actually been cancelled by Mandy Lewis immediately on Feb. 1st but was not, that is the charge of \$3,336.13 that Herbalife is insisting I submit a form in order for them to consider my refund. At this time, I feel as though I am not getting any answers to what is happening with my 3 refunds. I have done everything that has been asked of me and in the time frames specifically stated to qualify for a refund, even with the refusal of Mandy Lewis responding to me or anyone from Online Business Systems. The reason I chose to cancel in the first place is because each time I spoke with Mandy Lewis and her supervisor Diane Masel (that would also be on our calls sometimes w/o my prior knowledge and no introduction, just all of a sudden someone else was talking at me), is that she did not inform me of all that was expected of me from the beginning, even

after I asked many different ways, every time there was something new that would come up and I kept telling her that she should have given me the truth and the actual facts of whats expected of me with the business and if she had done so I would have never agreed to it. I also told her I felt that it was bad business practice to not provide all information upfront and that if she doesn't, she's going to end up with a lot of people canceling and unhappy. ---
Additional Comments: I want a full ref

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 56 of 72

Reference Number	38162066
Created Date	03/27/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025250
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/27/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAWRENCEVILLE
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>ON NOVEMBER 29 2011 WE SPOKE WITH (b)(6) WHO PRESENTED HERSELF AS A TEAM MEMBER AND COACH WITH ONLINE BUSINESS SYSTEMS/HERBALIFE. SHE OFFERED THE INTERNATIONAL BUSINESS PACKAGE AT A COST OF \$399.95 (\$400.00) SHE STATED THE PACKAGE HAD THE INCREASED PRICE FROM THE BASIC PACKAGE BECAUSE IT CONTAINED MARKETING TOOLS SUCH AS PHONE BURNER (A VALUABLE MARKETING TOOL TO DOUBLE PHONE CALL TOTALS INCREASE MESSAGES LEFT AND CONTACTS/CLIENTS REACHED) AND ADDITIONAL INTERNET ADVERTISING TOOLS. AFTER A SHORT TIME WE WERE UNABLE TO REACH CAROLYN AND WENT SOME TIME WITHOUT CONTACT. ON MARCH 3, 2012 WE WERE CONTACTED BY (b)(6) THRU EMAIL AT WHICH TIME WE SET UP A TIME TO DISCUSS AND PURCHASE THE PACKAGE. MARCH 13, 2012 AT WHICH TIME WE WERE ASSURED THAT EVERYTHING PREVIOUSLY DISCUSSED TO BE INCLUDED IN THE PACKAGE WAS THE SAME AND NO CHANGES HAD BEEN MADE SINCE OUR LAST CONTACT AND IN GOOD</p>

FAITH MADE THIS PURCHASE/INVESTMENT USING A VISA CARD FOR \$399.95 EXPECTING WHAT HAD BEEN PROMISED HOWEVER AS SOON AS WE PURCHASED THE PACKAGE WHICH ARRIVED ON MARCH 15, 2012 IT CONTAINED PRODUCT SAMPLES (PROTEIN SHAKES AND ENERGY DRINKS AND ORDER FORMS ETC.) NOTHING WORTH THE NEARLY \$400.00 WE PAID AND ORDER FORMS WITH NO INFORMATION ON THE MARKETING AND ADVERTISEMENT PORTION OR PHONE BURNER, ONLY DVDS OF OTHERS SUCCESS AND ENCOURAGEMENT TO USE THE SAMPLE PRODUCTS. THEN EMAILS TO BUY THE TOOLS THAT WERE TOLD TO HAVE BEEN IN THE PACKAGE AND ADDITIONAL PRODUCTS FOR AN ADDITIONAL COST STARTING AT \$200.00 FOR THE PHONE BURNER THAT HAD ALREADY BEEN PROMISED IN THE ORIGINAL PACKAGE DID FOLLOW HOWEVER THE ASSISTANCE AND GUIDANCE PROMISED ONCE THE PACKAGE WAS RECEIVED WAS VERY POOR AND MOSTLY NONEXISTENT INSTEAD WE WERE JUST TOLD TO KEEP MOVING FORWARD IN THE STEPS OF THE START UP PORTION OF THE PROGRAM AND THE MARKETING TOOLS CONTAINED WOULD BE FURTHER EXPLAINED I VOICED MY CONCERN WITH THIS ISSUE AND WAS DIRECTED TO A (1800) NUMBER WHERE I COULD LEAVE A MESSAGE AND WAIT FOR A RETURNED CALL I DID NOT RECEIVE THIS CALL AND I BECAME INCREASINGLY CONCERNED ONCE I SPOKE WITH THE COACH (b)(6) AND RECEIVED VAGUE ANSWERS AND CONSTANTLY TOLD TO JUST GO THROUGH THE PACKAGE AND TO PURCHASE THE ADDITIONAL TOOLS OFFERED AND THAT DIFFERENT MARKETING AND ADVERTISING TOOLS ARE PROVIDED IN THE PACKAGE HOWEVER PARTICULARS

Complaint Info Comments

SUCH AS THE PROGRAM PHONE BURNER WERE NOT INCLUDED AS I WAS TOLD PREVIOUSLY MY CONCERNS SEEMED DISREGARDED AND I FEARED LOSING MY MONEY ON THIS INVESTMENT AS TOOLS AND INFORMATION PROMISED WERE NOT IN THE PACKAGE AND AFTER PURCHASE YOU ARE CONSTANTLY TOLD TO BUY THESE PRODUCTS SEPERATE FOR ADDITIONAL LARGE AMOUNTS OF MONEY. I IMMEDIATELY INFORMED (b)(6) THAT I DID NOT WISH TO MOVE FORWARD WITH THE PROGRAM AS INFORMATION STATED TO BE INCLUDED BY THE PREVIOUS CONTACT (b)(6) WAS NOT INCLUDED HE STATED THAT SHE WAS NO LONGER ACTIVE WITH THE COMPANY AS A COACH AND OFFERED NO FURTHER EXPLANATION ONLY ENCOURAGEMENT TO CONTINUE WTH THE PROGRAM FOR A FEW WEEKS I ADVISED (b)(6) I WOULD NOT DO SO AND WHILE STILL IN THE 30 DAY MONEY BACK GUARANTEE I WOULD SHIP THE PACKAGE RECEIVED AND ALL ITS CONTENTS AND REQUESTED AN IMMEDIATE AND FULL REFUND I SHIPPED THE PACKAGES TO THE ADDRESS RECEIVED FROM PRIORITY MAIL THRU USPS ON MARCH 19,2012 AS I RECEIVED THEM AND UPON RECEIPT MR.SMITH MADE NO VERBAL CONTACT WITH US AND ONLY SENT A TEXT MESSAGE STATING INSTEAD OF OUR ORIGINAL PURCHASE PRICE OF \$399.95 WE WOULD ONLY RECEIVE \$350.00 IN RETURN THIS FRUSTRATES ME BECAUSE THE PRODUCTS WERE SHIPPED THRU USPS PRIORITY SERVICE TO ME AND SENT BACK THE SAME WAY ONLY COSTING \$32.00 IN TOTAL.(RECEIPT AVAILABLE) (b)(6) (b)(6) DID NOT PROVIDE AN EXPLANATION AS TO WHY THIS AMOUNT WAS WITH HELD FROM THE REFUND AND I FEEL EXTREMELY

	<p>MISLEAD CHEATED AND DISREGARDED AS SOON AS I BEGAN QUESTIONING INFORMATION AND PRODUCTS RECEIVED AND INVALID INFORMTATION GIVEN. --- Additional Comments: I AM SEEKING A FULL REFUND OF ALL MONEY PAID AS WE WOULD HAVE NEVER PURCHASED THE PACKAGE IF</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 57 of 72

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

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have call my coach with this online business systems/Herbalife... to get my money back from them and haven't herd anything out of anybody about itI paid \$400.00 to get into this Online business systems/Herbalife and I haven't sold anything so all I want is my money back is all I want but every time I call my coach all I get is she waiting 2 here from her coachs(yeah right) I have no money to promote this and they want me 2 pay another \$100 to have a so call back office I spent my last \$400.00 just to get into this and now I got 2 seend more(don't think so) I cancelled my back office and now I want my hard earn money I payed these people is all I want --- Additional Comments: i just want my \$400.00 back is all I want nothing more.... I have call my coach with Online business systems/Herbalife and ask her several times about getting my money back and yet I haven't herd a word out of these people, I just want my money back'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 58 of 72

Reference Number	39027242
Created Date	06/15/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037026213
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/15/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/15/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TARPON SPRINGS
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$400.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Online Business Systems masks a Network Marketing Scheme for Herbalife Vitamin supplements. The practice is to hard sell the idea of a work from home business, however the practice is not concentrated around the products they sell but more around the network of levels to pay for before tje business is profitable. The products are sub-standard and poorly packaged. The online Business system they sell coerce you into free trials merchant and online services to get you setup with affiliates that do not follow what is promis or advertised. (See Complaint #75172183) If you choose not to participate during the trial period the practice seems to give run around and misrepresent the refund policies until you are frustrated and give up. --- Additional Comments: Close all account affiliations and discard contact info for advertising or any other purposes refund the distributor fee which was the subject of the misrepresentation. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 59 of 72

Reference Number	39049953
Created Date	07/06/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037026468
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	07/06/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/06/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KANNAPOLIS
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>When I first went into business with online business systems I was told that all funds spent for the companies advertising would be refunded to me as I processed the cards for the decision packages sent out. However, after joining I find out that this is not true that in fact most of the cards that are charged deny the charges even when they say that they are approved. I had one instance where they told me that they would credit my account for the 39.95 shipping fees so I asked if that was standard. No one has yet to get back to me regarding this and that was several weeks ago. I had a total of 5 cards that would not accept charges at all always said denied. In addition to that I spent at least 2000 dollars buying leads because according to the coach this is what had to be done to be successful however there was very little if any turn around in regaining the funds spent. The business also charges 100.00 sign up fee for opening the online account and a 79.95 a month fee for the online account. Therefore you would think when you contact customer service you would get an answer. However, I would not hear anything, nor did I see credits back to my account for the amount of shipping already paid. When I signed up they told me the products were herbalife and that I could not receive a refund. However, thankfully after much research I found that I was able</p>

Complaint Info Comments

to get the money back for products that weren't used. However my main concern now is the funds spent on advertising. Since the company states in their information that advertising costs will be refunded when cards are charged then they should cover the cards that deny charges. Also, on several of the packages sent back the individuals that received the package returned them within the 14 day period of review however, I never received any shipping allowment on those since product was returned. The entire business I feel is a money pit they want you to put money into something however there is no turn around. Since I have not heard back them in regards to being reimbursing me for advertising costs I am contacting you. I do have copies of credit card statements where the leads as the company calls them were purchased, however they are on paper. --- Additional Comments: I would like a full refund on all funds that was spent to buy leads with this company. The company has a record of the leads purchased, I do not need the refund in cash but want my credit cards to be credited back. After extensive research in the matter I also feel that the business is a scam, every individual that I have come across which has been several states how much money they have lost on trying to grow this business. This business is advertising in local newspapers, radios, and TV I feel that this needs to be stopped. A business can not grow off of lies, the company goes in a round about way to keep consumers from finding out what is really going on and in hopes of preventing someone from asking for a refund I feel. When signing up for the company you are not even told that you have to purchase leads and inventory in order to grow the business. They make it seem like everything is done online which is not true. I spent hours on the phone with this company to no avail. So please have the company refund the several thousand that I spent on their advertising fees.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 60 of 72

Reference Number	39150835
Created Date	06/26/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037026344
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/26/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DIX HILLS
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Website didn't present any connection to Herbalife or any association to that product. My wife sign up to the offer through a private e-mail send to er on 5/1 2012. and decided to cancel the contract on the following day, after she found out it is a MLN. despite of numerous attempts for request refund of the purchase price. No replay has received as of this day, and they ahve fail to contact us as discripted on the website. --- Additional Comments: refund to of the purchase price, plus compensation for time spend for research and filling dispute on different agencies.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 61 of 72

Reference Number	40659753
Created Date	08/27/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027251
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	08/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/27/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NEW BRAUNFELS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>After hearing about Income At Home (A rating on BBB) on Glenn Beck, we sent for an info packet on or about 8-3. Our coach, (b)(6) (P), was in touch in a few days. He is from Atlanta, GA. (b)(6)</p> <p>During this interview, I asked P many questions and he played a call from (b)(6) (b)(6) that explained if you joined, you have 2 options. 1.\$69.95 charge for joining Herbalife. 2.\$399.00 for Income At Home business package. My husband and I said we had to think and talk about it. The next day we called P back and said OK. P told me to sign on to myobsoffice.com. He gave me my ID number to enter and check out the system for no cost. I was given the prompt 'moveon' to go through the material quickly. In the second module they start taking about your back office. The cost is \$79.99 a month! We immediately called P on speaker. He got his coach (b)(6) (b)(6) also on the phone. P apologized that we didn't understand about the cost but assured us that the cost was well worth it. At about the 4th module, a video from Shawn Dahl gave me a start. He started talking about the extra costs involved... for marketing. They ranged from \$500 to \$25,000! By this time they had charged us the \$399.00. Because we were give misinformation from the very start, we</p>

Complaint Info Comments

decided that this business was not for us. We called P and told him we wanted our money back. He asked us to send the marketing materials back (Online Business Systems, USA, Suite #4, 1805 W. 2900 Street, Ogden, UT 84401). When the marketing materials came to the door, we refused to accept it and the post office returned it for us. We did get our \$399 back. My husband and I were both told at least 2 times by P that there would be no more charges to our account as soon as we sent all marketing materials back. On 8-24-2012 our account was charged \$100. I emailed both J and P. J emailed me back (still not heard from P). 8-26-2012 login at myobsoffice.com you'll have to go through obs about the \$100 j8-27-2012 I did cancel. P told me and my husband twice that there would be NO MORE CHARGES after I sent all the material back!! Then I am charged \$100. I will report you to the BBB if you or Online Business do not credit my account immediately. I have been so disappointed... Shame on you both! FL8-26-2012 F, listen to me. P and/or I do not charge you the \$100. We are only responsible for the decision package and opt 1/2 startup costs. YOU created an account with OBS and agreed to a 15-day trial. It is YOUR responsibility to cancel your OBS account if you dont want to use it. (b)(6) and I did not charge your card the \$100 and CAN NOT refund it. We do not operate OBS, we only use their system same as you. Again, YOU need to email them and inquire about the \$100 charge for the account that YOU setup. Why are you dissapointed? Because you decided to Quit and not work your business? We have nothing to do with your decisions to make yourself unsuccessful with the business. You are making rash decisions without even understanding things yet and then trying to blame us for your chices. It is your choice to quit, so it is all on your shoulders for that issue. I wish you luck if you decide to try something else. I will not respond to further emails as it is pointless. John We just want our \$100 back. --- Additional Comments: Refund the \$100 that was charged without our consent.'

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

Record 62 of 72

Reference Number	41075926
Created Date	03/28/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140000020707
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OMAHA
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	23 17th Crestview
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	67502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	620
Company Phone, Number	6638584
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In late January 2012 I responded to an income-at-home radio ad which turned out to be for online-businss-systems. During the application process I agreed to the option of purchasing a box of herbalife products for \$399.99 I received the box February 3,2012. When I opened and read that I would get started by selling herbalife products to my friends and relatives I decided that this wss not something I wanted to do. I called my 'coach', John Ball the same day and told him I didn't wish to continue. I asked him if I could receive a refund if I returned the box of product. He said he could refund \$300.00 only, not the postage and that he could not refund the money until he had resold what I returned to a new applicant. I agreed and returned the box the very same day I received it (February 3).I asked what a reasonable lag time would be and he replied 'about a month'. On March 14,2012 I emailed Mr. Ball and said I expected a refund of \$300.00 within a week or I would file a complaint with the bbb. He emailed back that I had to wait until he resold it and that he also had to work my 'online business'. This makes no sense as I had not yet received complete training and certainly did not have an online business established. It is now March 28 and I am still waiting for a \$300.00 credit to my credit card. Of course it is his word against mine but rest assured,</p>

	if Mr. Ball does not honor his word, I will discourage anyone from responding to this company's ad in the future. --- Additional Comments: I am seeking \$300.00 refund to my credit card number.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 63 of 72

Reference Number	41076070
Created Date	05/02/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140000021030
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	05/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LITTLETON
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	(b)(6)
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	HUTCHINSON
Company Address, State Code	KS
Company Address, State Name	Kansas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	(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	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was seeking a company to assist me in establishing my own online business. I have my own products and needed to create an online avenue for sales opportunity. After speaking with a rep that would not disclose the fact that Online Business Systems is just an Herbalife distributor, I had to view their sales propaganda for 34 minutes and give them a Credit Card number first. Then had a 30 minute phone call with a rep who was trying to qualify me to work with them. That rep. again did not disclose that this was an Herbalife distributor. I made it clear that I was looking to establish my own web page for my own sales. I was put in contact with a business coach who was going to assist me in establishing the online business. This Coach would not disclose the Herbalife garbage either. I had to again listen to a prerecorded sales pitch. At that point I finally learned they are Herbalife. I immediately told them I had no interest in Herbalife sales. I was told it was too late. They had already shipped me their sales package and I was charged for the shipping. They are also threatening to charge me \$39.95 for their sales package if not returned in a specific way in a specific amount of time. I will be charged to return the package as well. I said I didn't want it and still I am charged to receive it. I want my money back now. This was clearly bait and switch and I</p>

	<p>am disgusted. --- Additional Comments: I do not want to pay for shipping for a product I made clear I did not want. I will try to be here to refuse delivery of their sales package, but if I miss it and the package is left by FedEx anyway, I will be charged to ship it back. I should not have to pay to return something I didn't want in the first place. They should be requesting the pick up by FedEx themselves so I am not charged. They need to do this within their own 14 day limitation so I am not charged the \$39.95 as well. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 64 of 72	
Reference Number	41076218
Created Date	09/04/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027329
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/04/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GOFFSTOWN
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I contacted this company called The online Business that sell herbalife supplements and before I decided if I wanted to sell the supplements they sent me a Decision Package and if I kept the Package they would charge me 39.95 on my Discover card but if I returned the package they wouldnt charge me anything. I received the package on May 24th and returned the package on May 31st of 2012. I have not received my refund at this point. I have been in contact with (b)(6) (b)(6) who is with the company through email at danrodgers@theonlinebusiness.com and by phone 877-295-0229 a number of times. The last time was on July 19th and I told him to refund my 39.95 to my Discover or I would report them to the BBB. He emailed me back Stating ' I put the credit in, let me check on it.' I then gave him one more month to fix the problem and still no refund on my credit card Statement. --- Additional Comments: I just want my refund of 39.95 put back on my Dicover credit card.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 65 of 72

Reference Number	41641788
Created Date	10/29/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037028016
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/29/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/29/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ABBOTSFORD
Consumer Address, State Code	BC

Consumer Address, State Name	British Columbia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer	

Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA

Company

Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint	

Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint	

Info Topic Description	
Complaint Info Comments	<p>When I followed the links to apply for the job I was led to http://www.gpienterprises.com/ a simple form I was then automatically forwarded to http://www.projectincomeclub.com/. I v http://www.partnerwithpaul.com/. The pressure to sign up (15 minute time limited offer, no r now) increased. More links: http://www.theonlinebusiness.com/previewms.php?p=popup920 https://www.theonlinebusiness.com/hbpage.php?p=index9283&PHPSESSID=b27f2dabae71&id=B22040925&password=white45. Finally, when I got to the link http://www.theonlinebusiness.com/previewms.php?p=popup9203&9203-popup=2088, I four Herbalife. Herbalife is an MLM program that has nothing to do with administrative clerk/virt absolutely of no interest to me. The sophisticated promotion almost led me to sign up for the it was Herbalife. --- Additional Comments: Cease and desist from this misleading advertising</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 66 of 72

Reference Number	41703499
Created Date	11/13/2012
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/13/2012
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/13/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Butte
Consumer Address, State Code	MT
Consumer Address, State Name	Montana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Centurion Media Group Online Business Systems
Company Address, Line 1	6946 North Academy Boulevard
Company Address, Line 2	Suite 166
Company Address, Line 3	
Company Address, City	Colorado Springs
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	support@theonlinebusiness.com
Company Website	http://online-business-systems.com
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response	

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$4000.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$4000.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information Services
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>The purpose of this complaint is to provide the FTC with my consumer experience and business dealings with Online Business Systems, owned by Centurion Media Group. I purchased 4000.00 worth of advertising (40 sales leads @ 100.00 each). I purchased this advertising as a business method to grow and expand my Herbalife Independent Distributor business, which I launched in August 2012. The Online Business Systems Rep., who is also an Herbalife Distributor neglected to inform me of an Herbalife required document, "Business Methods Disclosure Registration," which discloses to new distributors the definition of an MLM and indemnifies Heritable from any fraudulent business activity or unfair business practice by affiliates such as CMGOnline Business Systems who offer "Business Methods for promoting Heritable brand and products for distributors. Of the 40 sales leads I purchased from CMG through Online business Systems, one was fraudulent consumer information that set me up to look like I frauded the consumers credit card. Many of the leads had bad contact information, bad email, bad or out of service phone number, incomplete</p>

Complaint Info Comments

address information and/or bad credit card information. Beyond the Centurion Leads Policy and guidelines document, I felt that the advertising I bought through them, was not as promised. Also, the Herbalife Distributor who is also an Online Business Systems representative and signed me up as an Herbalife Distributor through the Online Business Systems "business method," I felt was mostly concerned with me buying sales leads advertising than promoting the Herbalife brand and product to consume it. In my daily experiences with the "recruiting" portion of this business, which included telephone interaction with this Herbalife OBS coach, the strongest focus was on getting me to buy advertising and train the distributors I signed up, to buy advertising to recruit more distributors. Herbalife requires by their Business rules that distributors must promote the consumption of their products first and foremost. I am wondering that I have been the victim of pyramid activity by CMG Online Business Systems underneath an umbrella of a company (Herbalife International) that is legally regulated as an MLM because they sell a product for consumption. AT 100.00 each for sales leads, whose financial and contact information, in cases I experienced, were used again without consumer authorization, or were bad or incomplete sales lead information makes me wonder that CMG is selling NON INTEGRITY advertising and their "power recruiters" are making commissions off of us Herbalife Downline Distributors. Is this pyramid activity? In any event, I have proof in data, in communication and emails with the consumer who thought I frauded her credit card, emails, a documented formal complaint I filed with Herbalife, and other communication correspondence that leads me to believe I was a victim of internet fraud by this organization. What was the most unconscionable act of Online Business Systems towards me, in my opinion, a consumer of their Internet back office services, is that they led a consumer to believe I was the one who frauded their credit card. I have proof of this. If you require any data for proof I will be glad to submit it.

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45

Days Flag - FOIA only

Record 67 of 72

Reference Number	41799363
Created Date	10/10/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027798
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/10/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/10/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PENFIELD
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On or about 2-25-12 I received an e-mail from one of my trusted friends recommending that I check out 'Online Business Systems' (I subsequently learned that my friend's e-mail account had been 'hacked into' and that he had not sent me any e-mail recommending Online Business Systems). I responded to the initial e-mail and agreed to receive a so-called Decision Package. I paid an initial charge of \$9.95 on 2-21-12. After reviewing the Decision Package I next agreed to become a 'Distributor' for Online Business Systems (hereinafter referred to as OBS) & Herbalife by paying \$399.00 to Mr. Brian Frazier/OBS. On 3-5-12 I paid \$100.00 to OBS for the set-up on my 'Back Office' on the OBS internet website. On 3-7-12 I paid an additional \$39.95 to Brian Frazier/OBS. On or about 3-28-12 I received a phone call from Ms. Cathy Callahan, Brian Frazier's'Coach', informing me that I could become a 'Supervisor' if I was willing to pay \$819.05 to OBS by 4-3-12. On 4-2-12 I called Cathy and told her that we were willing to pay the money. So, on 4-3-12 my bank withdrew \$839.05 from my account and the money was wire transferred to OBS (see copy of the wire transfer included with attachments). I now needed to complete my training with OBS and become familiar with the OBS internet 'back-office'. I wasted</p>

approximately one month after OBS kept on closing the 'back office' (see attachments'). When I finally completed the training and was ready to purchase some leads from OBS I was informed that someone had arbitrarily changed my status back to 'Distributor' two steps below the 'Supervisor' status I had paid for. Please see e-mail from (b)(6) dated 7-25-12. After repeated requests for the name of the person responsible who changed my status went unanswered, I have resigned from OBS/Herbalife. Their 'bait and switch' actions are not acceptable. Therefore, I would request that you help us get our \$1,397.95 back from OBS. All I want is my money back. I want to thank you in advance for your help in this matter. Respectfully, (b)(6) --
Additional Comments: I want my money back - \$1,397.95'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 68 of 72

Reference Number	42197832
Created Date	11/19/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037028271
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/19/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KEIZER
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>We heard this ad on the radio for an income source. Ad is very misleading. We heard this ad on the radio about an online source of income. how several people make several \$1000 a month. You only have to pay \$20 to order the info on it. So we did. The info (booklet and CD) is a lot of hype on the money the people make (altho it says in small letters briefly that this is not typical income) And they still don't tell you what you are getting into. So you call the number. Then they tell you it is Herbalife. A diet product and try to coerse you into signing up for only \$500!!!. We did not. So he says we keep \$10 of your money and if don't send back the packet of info (at your own expense) we keep more of your money. This is wrong. Any company of any integrity tells you upfront what you are 'buying'. Even the info we paid for did not tell us what it was. Then you are stuck losing your \$20 for what you didn't want. --- Additional Comments: We want our \$20 back. ',</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 69 of 72	
Reference Number	42197841
Created Date	10/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027777
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/05/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WHITEHOUSE
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was contacted by Karen Graf with Online Business Systems after inquiring about Income At Home. I was adamant from the beginning that I did not want to be involved in a business where I would be contacting friends and family. Karen assured me that was not the case and told me several times not to worry about sales leads that she had access to plenty of leads. Karen told me if I wanted to get off to a good start I should join the OBS back office where I would receive extra support. I gave her my Discover credit card number and was charged 397.43 on May 2, 2012. I did not know I would also be charged monthly for this service. I received an email from billing@myobsoffice.com on May 16, 2012 informing me of a upcoming charge of \$100.00. I responded to the email that I had not authorized any more charges. A few days later Karen suggested that I should order a few thousand dollars in inventory. I told her I did not have money to purchase product. It was then that I was told I would need to make a list of friends and family. After thinking about this. I called Karen and told her I was not willing to contact friends and family. She asked for my password to the OBS back office so I would not receive emails I was expecting that she would keep her word, instead she has not contacted me again. I sent an email to Karen and OBS</p>

	<p>back office, asking for a refund of 397.43. There has been no response.I am not requesting a refund for the Herbalife kit or the information packet I paid for.I am very disappointed in the way I was lead to believe that Karen Graf and those associated with her at Online Business Systems wanted to help me. When it appears what they really do is make money by getting people to agree to buy large sums of product and sign up for the OBS back office. --- Additional Comments: I am seeking a refund of 397.43 money I paid for additioal support by signing up for OBS back office.',</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 70 of 72	
Reference Number	42425152
Created Date	09/18/2012
Complaint Source	National Consumer League
Originator Reference Number	595749
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CLGC-USER
Entered Date	09/18/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/18/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	RESEDA
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	\$0.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	\$10000.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was looking for a work from home opportunity sometime last July 2012. I was surfing online and landed on careerbuilders.com and found there this job title 'work from home BBB accredited'. When I saw that it was BBB accredited, somehow it gave me a positive thought about this online job posting and so I went on and gave it a try. I paid \$9.95 and then the next day, one of the coaches called me and introduced herself to me and gave me the instructions what to do next while waiting for my Decision Pack. I am still hoping this will work for me. When the decision pack arrived, I watched the video presentation and reviewed the materials and everything looked so promising and inspirational. After the instructions and the Business Introduction calls from the coaches, I joined the Online Business Systems for \$399.00 which turned out to be Herbalife which was never disclosed on the Job Posting. It was like a mystery or a puzzle that they will call you 3 or 4 times until they disclose that they are Herbalife. Since I like Herbalife I was still optimistic that this might work for me...again. I jumped to the Supervisor's level because they said to maximize and leverage the power of the internet and that cost nearly</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 71 of 72	
Reference Number	42816398
Created Date	10/11/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037027835
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	10/11/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	10/11/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WAYNESBORO
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On 8/3/12, I requested information at the WorkatHome.com website about their business opportunity. I was assigned to (b)(6) who sent me a package with 2 DVDs from Online Business Systems at a cost of \$9.95. These DVDs just tout the fact that many people have earned lots of money using their system, but do not state what the system is. If I did not return that package within 14 days, I would have been charged an additional \$39.95. On 8/8/12, I received a very long phone call from (b)(6) who played a long recording that revealed the name of the product being sold was Herbalife, and to continue with the program, I would need to spend an additional \$399. I was directed to a website where I read a lot of legalese. I mentioned to (b)(6) that I would not be able to remember everything read and would hopefully be able to get a copy of everything; I got a positive reply. I also asked if, in this business, I could be sued if someone had a bad reaction to the product. She specifically said, 'No.' I gave her my credit card number on the phone, my account was activated, and was told another package of items would be sent to me. I then got access to more information online. After reading the information, I discovered that I would have to put more money into the business, I would have to attend more meetings on the phone and in</p>

person, and a main part of the business is trying to recruit more people. I also discovered Herbalife has already been sued and independent distributors can be sued as well. After finding out this information, on 8/10/12 I sent an e-mail to (b)(6) stating that I had changed my mind, did not want to pursue the business, wanted to return her package, and obtain a refund. She specifically told me to send the package to her address in Vista, CA. At my expense, TWO packages were returned to her with delivery confirmation, but all she can now say is she has not received anything. The USPS website says 'Notice Left.' Still no refund. --- Additional Comments: DesiredSettlementID: Other (requires explanation)I spent \$50 returning TWO pkgs to (b)(6) including insurance and delivery confirmation. I can see that amount being deducted from \$399 refund. However, considering the two pkgs were unopened and immediately returned to the address she told me to send returns to, I feel I am due a refund of \$349. I do not recall reading anything that stated I could not receive a refund, but I never received a copy of all the legalese so cannot prove this. However, I never signed anything either.',

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 72 of 72	
Reference Number	43863656
Created Date	02/15/2013
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037029163
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/15/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/15/2013
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MARSHFIELD
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	6946 N Academy Blvd #166
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	888
Company Phone, Number	4214850
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>'Incomeathome.com is advertised on radio (WSAW 99.9) as a way to make money at home to supplement income or replace a current job. The claim states that this requires only 'spare time' from home, and does not 'involve selling soap'. This is false and misleading. In reality, this is a link to 'Herbalife' while in it's right arguably legitmate, Herbalife is a long known pyramid marketing scheme. Once enrolled a 'sponsor' or 'mentor' is assigned in this case (Connie Skelton, 1098 Venable Rd Waynesboro Tn 931 722-9255) who requires 'on line meetings' daily which required 4-6 hours a day in 'training'. On enrollment I made the expectation clear of 4-6 hours per week. The sponsor then sends dvd videos that urge you to become a 'supervisor' to put you on the 'road to success' by purchasing \$2400.00 in merchandise, and requiring you to purchase approximately \$500.00 in on line so called business and marketing tools ('I-Office') all this without ever specifying how income is generated. Finally once the 'tools' are bought, and the product is delivered to your home-a cost of apprixamtely \$3000.00 you are pretty well left to selling the diet potients consisting of 'milk shakes' and other packaged diet foods to your friends personally and on facebook. Great way to lose friends! So much for 'no selling soap'.</p>

When it became clear to me that this was a scam I decided to return the product to the sponsor. I was unable to get my money back and months later my credit card company (Discover) finally reimbursed my account for an unauthorized charge. I am still out several hundred dollars for 'on line tools' that I was told that I needed but could not get a refund for. My credit score was impacted also when this so called sponsor managed to open an 'Herbalife Merchant account' that I did not authorize and that I did not ask for. Product_Or_Service: Diet supplement --- Additional Comments: DesiredSettlementID: Other (requires explanation) Remove this fraudulent advertising from being used on air as is. The ad is misleading, and does not mention required start up costs and realistic time required. The ad should mention start up costs of approximately \$3000.00, time required equal a full time job, and the company name behind the ad: Herbalife.',

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

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Provided by the Federal Trade Commission



[PRINT](#)

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	41703499	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>The purpose of this complaint is to provide the FTC with my consumer experience and business dealings with Online Business Systems, owned by Centurion Media Group. I purchased 4000.00 worth of advertising (40 sales leads @ 100.00 each) . I purchased this advertising as a business method to grow and expand my Herbalife Independent Distributor business, which I launched in August 2012. The Online Business Systems Rep., who is also an Herbalife Distributor neglected to inform me of an Herbalife required document, "Business Methods Disclosure Registration," which discloses to new distributors the definition of an MLM and indemnifies Heritable from any fraudulent business activity or unfair business practice by affiliates such as CMGOnline Business Systems who offer "Business Methods for promoting Heritable brand and products for distributors. Of the 40 sales leads I purchased from CMG through Online business Systems, one was fraudulent consumer information that set me up to look like I frauded the consumers credit card. Many of the leads had bad contact information, bad email, bad or out of service phone number, incomplete address information andor bad credit card information. Beyond the Centurion Leads Policy and guidelines document, I felt that the advertising I bought through them, was not as promised. Also, the Herbalife Distributor who is also an Online Business Systems representative and signed me up as an Herbalife Distributor through the Online Business Systems "business method," I felt was mostly concerned with me buying sales leads advertising than promoting the Herbalife brand and product to consume it. In my daily experiences with the "recruiting" portion of this business, which included telephone interaction with this HerbalifeOBS coach, the strongest focus was on getting me to buy advertising and train the distributors I signed up, to buy advertising to recruit more distributors. Herbalife requires by their Business rules that distributors must promote the consumption of their products first and foremost. I am wondering that I have been the victim of pyramid activity by CMGOnline Business Systems underneath an umbrella of a company (Herbalife International) that is legally regulated as an MLM because they sell a product for consumption. AT 100.00 each for sales leads, whose financial and contact information, in cases I experienced, were used again without consumer authorization, or were bad or incomplete sales lead information makes me wonder that CMG is selling NON INTEGRITY advertising and their "power recruiters" are making commissions off of us Herbalife Downline Distributors. Is this pyramid activity? In any event, I have proof in data, in communication and emails with the consumer who thought I frauded her credit card, emails, a documented formal complaint I filed with Herbalife, and other communication correspondence that leads me to believe I was a victim of internet fraud by this organization. What was the most unconscionable act of Online Business Systems towards me, in my opinion, a consumer of their Internet back office services, is that they led a consumer to believe I was the one who frauded their credit card. I have proof of this. If you require any data for proof I will be glad to submit it.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	11/13/2012
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Internet Information Services
Amount Requested:	\$4,000.00	Amount Paid:	\$4,000.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	11/13/2012	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation

Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	Butte	State:	Montana
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:	(b)(6)	Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Centurion Media Group Online Business Systems		
Address:	6946 North Academy Boulevard Suite 166		
City:	Colorado Springs	State/Prov:	Colorado
ZIP:	80918	Country:	United States
Email:	support@theonlinebusiness.com	URL:	http://online-business-systems.com
Area Code:	888	Phone Number:	4214850
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	38201393	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>On May 23, 2012 I authorized payment for 9.95 to enroll in their program. About a week later I received 2 testimonial discs alongwith info about the company. I was told to contact my coach by the name of Sandra Johnson, who called me 3 days later, she saidshe was out of town on personal bus. According to the program she was to set up a telephone meeting to explain & help with the program. She set spots 2 times & never called. She said shedid call, but according to my phone history, no calls were ever made. She insisted she made the calls, but phone records do notsupport her claim.I wanted to join the program, but I didnt wanto deal with Sandra Johnson. Her supervisor did email on June 12to see what she could do. I told her via email that I would stayin the program if I would get another coach. I never did receivea reply. I did file a complaint with the BBB and was responded to by Ashley R., who said they would not charge the additional39.95 for the program. I told her all I received was 2 testimonial discs and a brochure telling me about the company. I asked Ashley what was the 39.95 was for & she said it was forthe package I received. Again she could not or would not tell me what the 39.95 was for. Ashley contacted me June 12, by email &l responded with a call to Ashley. She told me to return thepackage & they would not charge me the 39.95, for something ldidnt receive. I asked her about the 9.95 & she said that was for shipping & handling for the 2 discs. The outcome was that lwould not get my 9.95 back & that I should pay to return the 2discs. I have spent many hours to try to stay with the company,but they did not make it easy. I have filed a complaint with theBBB as well. I have read many reports on working at home scams, but they said the company was accredited by the BBB. The 39.95fee was to be charged if I didnt return the discs within 2 weeks. As I didnt get the support I was promised, I filed the complaint with the BBB. I have authorized my credit card companynot to accept any more charges from this company, as well as the9.95 charge, which I claim the company did not follow up on their promises.</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	6/12/2012
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:	\$10.00	Amount Paid:	\$10.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	6/12/2012	Transaction Date:	5/25/2012
Initial Contact:	I Initiated Contact	Initial Response:	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No		
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	SOUTHFIELD	State:	Michigan
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:	(b)(6)	Ext:	
Email:	(b)(6)	Age Range:	

Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Centurion Media Group Aka Online Business Systems		
Address:	203 E 35TH AVE SUITE B		
City:	Bellevue	State/Prov:	Nebraska
ZIP:	68005	Country:	United States
Email:	ASHLEY@ONLINEBUSINESSSYSTEMS.COM	URL:	
Area Code:	800	Phone Number:	4316035
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	ASHLEY LAST NAME BEGINS W/R	Title:	CUSTOMER SERVICE





CIS COMPLAINT

Record 1 of 15	
Reference Number	30701817
Created Date	01/27/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008479531
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/27/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	01/27/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SANGER
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	

Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant

Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>On January 8, 2011, I purchased the income at home training pack for \$9.95 shipping only for a 60 trail. Problem #1: No receipt purchase was emailed to me. Got interested in the program, etc. Then purchased the \$199 Herbalife starter pack. Problem #2: Again no email of receipt was sent to me of purchase. Then was conned into the 'senior consultant position,' for \$451. Problem #3: Again like problems 1 and 2, no form of receipt. Then just to get into the 'so called' 'Supervisor' position, was another \$2500, which I didn't go for. That's when I decided to bring this to a halt because to me it raised a red flag!! I did my own investigation on this company, and found numerous scam/rip-off reports. Also just to add to it, was sent to an 'office program' to start my training. The website is actually a paysite for \$19.95 a month, AND, just to get to start training, I had to purchase MORE programs. That's when I really decided this is too much, and I'm losing all my hard earned money, this company is getting richer as they funnel more money out of me!! This is ridiculous!!</p>

On Jan. 20th and 21st, I emailed my mentor/coach, Gary Baily, I told him that I was having financial problems and that I wanted out with all my money refunded back, and that was, I believe, Friday, the 21st. Haven't heard anything from them since nor has my account has been credited with a refund. I don't want to cause any problems, all I want is my money back!! And all of it!! Which is \$669.95!! Also at the actual income at home website, it has the BBB logo with an A+ rating. I look this company up on here, and thier not even rated!! False Advertisement??

Thank you and I look forward to getting to the bottom of this.

P.S. Just a fair warning, they may try to play dumb do to no reciepts!! --- Additional Comments: Just to get my money back. Don't want to cause trouble and to make sure this doesn't happen to anyone else.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 2 of 15

Reference Number	30726513
Created Date	03/09/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008527386
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	03/09/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	03/09/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WESTLAND
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Incomeathome.com is a scam and a pyramid scheme. They sent me a DVD for \$9.95 which only consisted of success stories, then they took another \$39.95 from my account. I called to get a refund, they will not return my calls, and one of the girls said more charges will be forthcoming to my account. \$50.00 plus more is a bit much for a DVD. I did not agree to go further with them when I found out it was Herbalife, which my mother tried to sell their product 25 years ago and got no where. I can't believe Sean Hannity is promoting this. I'd like my money back and I will send them their DVD back too. I actually had to close my checking account and open another with fears of them making more charges to my account. --- Additional Comments: Refund'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 3 of 15

Reference Number	32873786
Created Date	09/12/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008734949
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	09/12/2011
Updated By	BBBPHAZ-USER
Updated Date	05/31/2012
Agency Contact	External Agency
Complaint Date	09/12/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DURAND
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$230.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I had looked into an online business training package for 30.00 and get the feeling that I am getting scammed. They had sent me a training pamphlet and DVD and most of the video and pamphlet talked about how you could make alot of money. So far it has been several phone calls and a webinar and the whole thing was about recruiting others and buying into larger levels within the organization. The whole thing sounded like a script and you heard the same stories about success in the business, of which I am still trying to figure out what that is. They did mention something about buying Herbalife products and loosing weight. Each time I have talked to them I hear the same thing do you want to make a change and are you willing to invest in that change. Now they want me to register on their ioffice website snd start their training. When I registered it took me to a page asking for my credit card information. It stated that I would have to pay 19.95 per month to stay registered. So far I have invested \$230.00 plus a phone bill I have yet to get. I don't feel comfortable confronting them, because all they do is try to convince me to spend more money. Please look into this. --- Additional Comments: I get the feeling that this is a pyamid sceme and want them to stop cheating economically desperate people. Here is the email addresses and phone</p>

	numbers I had to call: (b)(6) (b)(6) her number is (b)(6) who seems to be the president, email address is (b)(6) (b)(6) and his number is 'If you have an email I can send you all the emails they sent me.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 4 of 15

Reference Number	33325466
Created Date	10/14/2011
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008766493
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	10/14/2011
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	10/14/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LOS ANGELES
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>In May of 2011, I decided to work for Ehome Business Network, I was assigned Personal Coach Marvin Beal who took my payment over the phone for a package of the product Herbalife that he would be training me to sell to consumers. After several tries of trying him sending it to me, I never received the package, I told him that I no longer wanted the product and to refund my money back. He sent me several emails explaining that he would refund the money. He explained he would put it back on the card I used for the payment, I explained to him that the card is no longer valid so he will have to send a check. He stated in a email that he would send me a refund by check on July 18, 2011. I never received it till this very day October 9, 2011. I can't believe how unprofessional this company is, I even called Herbalife but they don't have a record of a product purchase because its through the coach we deal with, they called Marvin Beal and explained that he needs to refund my money back but he never did. I'm completely unhappy with this company and I want my \$199.99 back from them. They stole my money!!! --- Additional Comments: I want my \$ 199.99 back ASAP. '</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 5 of 15

Reference Number	34752705
Created Date	01/03/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008865358
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/03/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	01/03/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WACO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I was scammed for \$39.95 by a person claiming to be working for this company promoting FREE home business. For \$9.95 they sent me a very basic brochure promoting their system to get started . The brochure contained only testimonies of successful customers supposed to have made lots of money. There spokes person started calling me to set up an interview to see if I could qualify and was suited for their business. When I finally had time to discuss this business, and found out it was Herbalife I decided I didn't want to pursue this further. I told Mr. Carsten I did not want to continue. He said to keep the information in case things change in the future. A few days later they used the credit card information I supplied for the first transaction and got \$39.95 from my account. They said it was for the material they had sent me that was not sent back. They are actually promoting a program for \$199.95 that is suppose to get going toward your fortune in a home business. People need to know how they are working this. I am sure it is false advertising. --- Additional Comments: I only want the money they got from my account without authorization (\$39.95). I was aware of the \$9.95 and was willing to buy it to investigate the in Home business. '</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 6 of 15

Reference Number	35225780
Created Date	01/24/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008890003
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/24/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	01/24/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	NEWFIELDS
Consumer Address, State Code	NH
Consumer Address, State Name	New Hampshire
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>To the Better Business Bureau-I received two emails from an unknown source that I did not request. It requested I look at a Huffington Post article about a local woman that is making a lot of money at a home based internet business. I clicked on the link and found an article supposedly by CNBC media group about a woman named (b)(6) (b)(6) who lives in my home town (Newfields, NH) and who is making \$3487/month by 'posting links on the internet for big companies.' In the supposed interview she states that it is not a scam and to click on the link provided with the article. Below the link it said that the home based business kit is BBB A+ rated. (I have since learned that the business I mention herein is NOT accredited by the BBB at all!) After I clicked on that link I filled in the form and gave my credit card info toward the shipping and handling (\$9.95) of this kit. What I received was a joke. I got a thin color booklet and DVD which contained testimonials of people (first names only and state they reside in) who are supposedly making a lot of money with this business (which was never named). I got an email from a woman in California: (b)(6) of (b)(6) Sun City, CA 92586 (phone (b)(6) email: (b)(6) saying she needed to talk with me ASAP to set up a</p>

phone appointment. I asked her what the business is and she told me it is HerbaLife. I caught on to the scam having heard of the many legal problems HerbaLife has had. I asked to return the package for a refund. She gave me the following address to do so: EHome Distribution (b)(6) Phoenix, AZ (b)(6) She said if I return it before 14 days I won't be charged an additional \$39.95 -which I was never informed of. I returned the package and cancelled my credit card having learned of others online who have been continuously charged without notice or their permission by this scam. Helga said she cannot refund my money because she never got it. The charge was made in her name. --- Additional Comments: I would like my \$9.95 refunded to me by (b)(6) via the form of a personal check sent to me at my home address. She charged my credit card herself; the charge has her full name on it on my credit card statement. The advertising for the package I was sent was fraudulent, it was not a BBB A+ rated business; I was never sent what the interview/advertisement promised: the full training and instructions on how to start the business and make money posting links on the internet.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 7 of 15

Reference Number	35682440
Created Date	02/23/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008925995
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	02/23/2012
Updated By	BBBPHAZ-USER
Updated Date	06/01/2012
Agency Contact	External Agency
Complaint Date	02/23/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DETROIT
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I signed on to the eHome Business Network expecting to be trained on selling Herbalife products. The program and training consisted of training and usage of the ioffice products. I only participated in the Part A training of step 1. Therefore I would like a refund of \$199.95. I contacted my Sponsor to let her know I did not want to continue. I contacted her via her home office phone and email starting February 14, 2012 but she has not returned my calls. Her name is (b)(6) (b)(6) The whole setup seems like a pyramid sceme for ioffice than helping develope a Herbalife distributor ship. Also the sponsor keep trying to push me to be a supervisor, which was not what I'm looking for. --- Additional Comments: I want a refund because I did not complete the training and their sponsor seems to be avoiding me. I believe she does not want to process my refund.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 8 of 15

Reference Number	37973594
Created Date	04/02/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008973713
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	04/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FORT WORTH
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$50.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I returned the Work from Home program describing the Herbalife Business opportunity within the 14 day trial period and WFH International still took money out of my checking account. It was postmarked via Fed Ex Envelope on March 8, 2012 and returned via USPO postmarked March 21, 2012. They received the package via my delivery confirmation request. --- Additional Comments: Deposit the two amounts deducted from my account. It was a free trial offer and the DVD was returned in original package.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 9 of 15

Reference Number	39726327
Created Date	08/09/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009152879
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	08/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/09/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DAVIS
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>To Whom It May Concern:I am writing to complain about a recent problem I have had with a fraudulent online company-an entity within the nutritional company Herbalife International. The name of the company is 'E-Home Business.' In January of 2012, following a large grand mal seizure, I was searching for jobs that would allow me to work from home. I impulsively signed up to receive an informational package from this business which spoke only of the ease and success that this company made to seem imminent once started. I continued to sign up to become a distributor for the cost of \$199 after which I was called constantly by my 'mentor' which I later found were completely scripted. I received more information about how to make the most money by buying in at the 'supervisor level' at which I would receive 50% profit. There was no mention of all the associated costs that I would incur and it was made to seem as though I would not have to continue spending my savings which I had left for medical emergencies as I have a brain tumor and epilepsy. The initial \$199 turned into almost \$10,000 within four months. This went mainly to recruiting others into the company, including those who had to wait until their next paycheck or welfare check in order to pay the \$9.95 for the training package. I left because of the unethical,</p>

	<p>manipulative strategies used by this company. I am requesting that the BBB inform the public of this in order to save others from the mistake I made. --- Additional Comments: I would like the BBB to inform the public of this fraudulent company/entity within Herbalife.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 10 of 15

Reference Number	40114370
Created Date	03/12/2012
Complaint Source	Michigan, Attorney General
Originator Reference Number	2012-cp03120112258-A
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	MI01-USER
Entered Date	03/12/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/12/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CARLETON
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network Herbalife International of America, Inc.
Company Address, Line 1	804 Port America Place, Suite 400 800 W. Olympic Blvd., Ste. 406
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	GRAPEVINE LOS ANGELES
Company Address, State Code	TX CA
Company Address, State Name	Texas California
Company Address, Country Code	USA USA
Company Address, Country Name	UNITED STATES UNITED STATES
Company Address, ZIP Code	76051 90015
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	760 310
Company Phone, Number	5744746 4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>March 10, 2010 Attorney General My name is Deb. I am a 58 year old auto transporter making \$7.75 an hour, living in Michigan with a friend, Fred. He was in construction until he became unemployed in 2009, at which time he began receiving benefits from Michigan UIA that are now exhausted. In his line of work he had to lift weights to maintain upper body strength but in late 2010 he injured an already existing injury and tore his rota-tor cuff in three places. This caused so much pain he had to consult several physicians. Eventually he found out that the injury also included two disk in his upper back (6 and 7) that have lost the cushion of gel. He is unable to work and may never be able to again due to his lack of mobility. In the last quarter of 2011 out of desperation and the lack of jobs here in Michigan we decided to try and find an on line job as we would both be able to handle this. Amazingly in my personal e-mail a offer came to have a home based business a few days later. He had a little credit (approximately 15K) two cards he only used for emergencies. Both cards were showing a no balance. We ordered the 15 page pamphlet/DVD, the first part, a training pack, that was free except shipping and handling of \$9.95 to arrive next day air. We had 14 days to send this back or be charged \$39.95. After examining this info that</p>

Complaint Info Comments

basically claimed that we could start and own our own business for \$199.95 that would make us very well to do, as long as we remained serious, teachable and willing to work. At this point we did not know what we would be doing as they claimed to be screening us. So we responded to the second part and bought the second package. Besides they said their products are so good they practically sell themselves. The second package we bought cost \$199.95. The second package contained a small set of samples, a couple of books and a couple of DVDs plus a one month package of product to which I was to use to create my own story of how it worked for me. These packages would arrive next day air also. (Note)-- I mostly lost muscle weight. Plus my skin texture has changed to dry and waxy. Now I will have to work out physically extremely hard to regain my original body. (Note)- At this time we asked about refunds if we did not like of did not get the desired results and we was told we had up to a year by our mentors, the persons to whom we were assigned to. Jeanette, Jackie, and Scott) The next thing we had to do was push the down button three times on the DVD player remote to examine the DVD we already had to see the third part, a little more about what we would be doing and what we could expect. This part explained of how we were already a distributor and would be getting 25% of our sales or we could be a senior consultant and get 35% of our sales, a success builder and get 42% of our sales or a supervisor and get 50% of our sales. That we would be in the wellness industry using the internet from our home based business. That we could advance to other and higher status' as we became more successful. In order to get to the first three titles we would have to make a one time purchase of 425 vp for \$275.00 + tax to be senior consultant, 1000 vp for \$580.00 + tax to be a success builder or 4000 vp for \$2320.00 + tax. VP stands for volume point. One customer = 1 vp = \$100.00. We questioned what exactly we would be selling and finally got the answer of Herbalife. That we could help people shed the unwanted pounds and stop feeling ill all of the time

	<p>because it would relieve high blood pressure, diabetes, and obesity. Being told we would have up to a year for a refund and this being the wellness industry we thought that this would be a wonderful opportunity to advance ourselves. So we purchased the 4000 vp to achieve supervisor status and get the 50% discount. We used our Discover Card for this purchase as we had with th</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 11 of 15	
Reference Number	40654730
Created Date	08/28/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009176483
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	08/28/2012
Updated By	BBBPHAZ-USER
Updated Date	10/17/2012
Agency Contact	External Agency
Complaint Date	08/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DAVIS
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Sales Issues - No Detail ProvidedProblem:To Whom It May Concern:I am writing to complain about a recent problem I have had with a fraudulent online company-an entity within the nutritional company Herbalife International. The name of the company is 'E-Home Business.' In January of 2012, following a large grand mal seizure, I was searching for jobs that would allow me to work from home. I impulsively signed up to receive an informational package from this business which spoke only of the ease and success that this company made to seem imminent once started. I continued to sign up to become a distributor for the cost of \$199 after which I was called constantly by my 'mentor' which I later found were completely scripted. I received more information about how to make the most money by buying in at the 'supervisor level' at which I would receive 50% profit. There was no mention of all the associated costs that I would incur and it was made to seem as though I would not have to continue spending my savings which I had left for medical emergencies as I have a brain tumor and epilepsy. The initial \$199 turned into almost \$10,000 within four months. This went mainly to recruiting others into the company, including those who had to wait until their next paycheck or</p>

welfare check in order to pay the \$9.95 for the training package. I left because of the unethical, manipulative strategies used by this company. I am requesting that the BBB inform the public of this in order to save others from the mistake I made. ---
Additional Comments: The desired settlement outcome would include a refund for all the expenses paid during my time with the e-home business with additional compensation for the amount of stress caused by the business. The consequences of additional stress at a high level, such as what I experienced with the e-home business are significant as my health is fragile and stress can lead to seizures, migraines, interrupted sleep, and aggravate multiple other health issues. Thank you, (b)(6)

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 12 of 15	
Reference Number	42215497
Created Date	08/27/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009174049
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	08/27/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/27/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MARQUETTE
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I signed up for IOffice in order to run an Herbalife Business as a Distributor. The Herbalife products are okay but here is the issue. I was told that I could cancel my IOffice Membership Account by clicking cancel account. Instead what comes up is a page asking me to downgrade my IOffice Membership, so I clicked 'no thanks.' Then, the IOffice System takes me to a second page asking whether I want to downgrade to a lower price, I click 'no thanks.' Then, this takes me to a forced survey entitled, 'Exit Survey.' I filled out all the questions and clicked the 'Submit' but and nothing happened. I did this several times going through all the steps with the same results. I clicked the 'Help Desk' link and posted a message with no results. I looked everywhere on the site for a phone number. At this point, I decided to go to my bank. I gave the bank representative my sign-on and password for the IOffice so that she could see what I was talking about in terms of the system not allowing me to cancel my membership and in the hopes that she help me find a phone number. She found the following phone number associated with the IOffice for a EHome Business Network Inc. The number is toll free 866-599-2657. The bank representative called the EHome Business Network to see if I could cancel</p>

my membership over the phone. We explained that the system would not allow me to cancel over the Internet to a person named Jackie at 10:13 EST on 8/15/2012. Jackie atated: 'No representatives are available. You cannot cancel by phone.' So, I could not cancel on the IOffice Online Business System or by phone a membership. --- Additional Comments: I want my IOffice Membership completely canceled and no future bills from EHome Business Network Inc or any affiliates. I don't want any downgrades I want a complete cancellation of my membership.',

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 13 of 15

Reference Number	42331722
Created Date	11/21/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009302821
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	11/21/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/21/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DALLAS
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Online Business Team is actually eHome Business which is a retail, multi-level marketing company which advertises itself as a get-rich-quick home based business. It is actually a multi-level plan for Herbalife and other products. They do not have a website. The 'business starter pack' was nothing but a shiny brochure and DVD which says nothing about the product(s). They say they will refund the 9.99 fee for the starter pack but renege on that promise if you don't join their team. They also don't tell you that there is a 39.95 monthly fee if you don't return the starter pack within 14 days. They also claim not to have any 'upfront fees' when in fact, you must purchase their products to be on their team. To me, this is the lowest form of false advertising. --- Additional Comments: I want the 9.99 fee I payed to be refunded to me.',</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 14 of 15	
Reference Number	43786064
Created Date	12/31/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009355246
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	12/31/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/31/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAKE SAINT LOUIS
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$278.40
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Dear Sir, During the early of 2012, I was introduced as Independent Distributor for HerbaLife by mentor. The EHome Business Network was suppose to work for advertisement, account Receivable/payable etc for which there were supposed to collect monthly fee of \$19.95. However subsequently , I figured it out, that Business was not for me and never made start nor utilized EHome Business Network that matter. However, The EHome Business Network, continued to charge \$19.95 and along the way, I went online and CANCELLED my Account with them. Yet, they continued every month and last monthly charge of \$19.95 was made on 12/26/2012. To my surprise, they levied another charge of \$39.00 on 12/30/2012 for which I have no what it for and why it was made. They have telephone Service No, 866 599 2657 and every time I call they take the message but nobody ever calls me. When I requested to give me the Business Phone number they would NOT and all that they take a message but nothing ever happened and it was frustrating to deal with them. I want my Monthly fees of total of \$239.40 +\$39.00 charges levied on 12/30/201 for the year 2012. Please take the issue with the Company and arrange reimbursement the first convenience and i thank you for the</p>

same. With my Best Regards, Sincerely,
(b)(6) --- Additional
Comments: I want the money refunded at the
first convenience.',

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 15 of 15

Reference Number	44161036
Created Date	01/14/2013
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009376119
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	01/14/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/14/2013
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WICHITA FALLS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	eHome Business Network, Inc.
Company Address, Line 1	15333 N. Pima Road #235
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	SCOTTSDALE
Company Address, State Code	AZ
Company Address, State Name	Arizona
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	85260
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	480
Company Phone, Number	4235091
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	http://www.incomeathome.com
Company Rep First Name	Lindsay
Company Rep Middle Name	
Company Rep Last Name	Hansen
Company Rep Salutation	
Company Rep Comments	Staff Accountant
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>EHOME promoted their Bridge to Business aka B2B leads WITHOUT DISCLOSING that they were promoting UNREGISTERED BUSINESS METHODS WITH HERBALIFE INTERNATIONAL WHICH I WOULD NEVER, NEVER HAD PURCHASED IN THE FIRST PLACE IF I HAD KNOW THIS FACT. When EHOME was 'called on the carpet' for using UNRECOGNIZED BUSINESS METHODS AND PROMOTING THE PURCHASE OF LEADS FROM BRIDGE TO BUSINESS aka B2B TO ALL DOWNLINE DISTRIBUTORS, EHOME FAILED TO GET THESE METHODS RECOGNIZED WITH HERBALIFE INTERNATIONAL, resulting in unrecognized negative ramifications concerning all downline distributors. EHOME HAS NOW separated themselves from Herbalife International; EHOME has contacted me and I am NOW left without upline team support unless I also leave Herbalife International and continue with EHOME. I DO NOT AND, AGAIN, I STATE THAT I DO NOT HAVE ANY DESIRE TO DO FURTHER BUSINESS WITH EHOME AFTER THIS DECEITFUL BUSINESS TACTIC. I will not have anything to do with a business that is not transparent in their business practices AND WHO ALSO COMPEL YOU TO SIGN A 3</p>

Complaint Info Comments

MONTH COMMITMENT PLEDGE TO PURCHASE LEADS IN ORDER TO MAINTAIN THEIR ONE ON ONE UPLINE SUPPORT FOR YOUR HOME BASED ONLINE BUSINESS.I have kept all receipts, emails and documentations from EHOME as well as the emails from Herbalife International sending out an announcement that EHOME has been using UNRECOGNIZED BUSINESS METHODS WITH BRIDGE TO BUSINESS aka B2B. EHOME AS WELL AS B2B HAS ALSO FAILED TO ADDRESS THESE ISSUES EXCEPT EHOME HAS NOW ANNOUNCED THAT THEY NO LONGER ARE DOING BUSINESS WITH HERBALIFE INTERNATIONAL leaving me 'holding the bag' unless I join them.SUFFERED FROM SEVERE STOMACH TRAMA AND SLEEPLESS NIGHTS!!!! --- Additional Comments: For EHOME to compensate and reimburse me for the the three months of my life put into these now unrecognized leads by Herbalife International, which were as I say again, WERE NEVER DISCLOSED BY EHOME! The receipts for these UNRECOGNIZED LEADS FOR THREE MONTHS (APRIL, MAY & JUNE 2012 @ \$1,949.25/MONTH) TOTALED \$5,847.75 - COPIES ON FILEThe time, work and effort put into these UNRECOGNIZED LEADS FOR THREE MONTHS (APRIL, MAY & JUNE 2012 @ \$1,000/MONTH) TOTALED \$3,000.00 - COPIES ON FILETOTAL: \$8,847.75I ALSO WANT TO RECEIVE NO FURTHER COMMUNICATIONS FROM EHOME OR BRIDGE TO BUSINESS aka B2B IN ANYWAY, SHAPE OR FORM (only compensation and reimbursement, TOTALLINY \$8,847.75) AND I WANT ASSURANCE THAT I NOR MY FAMILY WILL EVER SUFFER ANY RAMIFICATIONS FROM CONTACTS MADE THROUGH LEADS PURCHASED FROM BRIDGE TO BUSINESS aka B2B when I NEVER knew these were UNRECOGNIZED BUSINESS METHODS by Herbalife International.

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days

Flag - FOIA only

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



Provided by the Federal Trade Commission



[PRINT](#)

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints	
Reference Number:	36976664
Language:	English
Source:	Consumer
Originator Reference Number:	
Contact Type:	Complaint
DNC?	N
Comments:	I joined a company called Herbalife to get involved with selling and distributing protein powder shake products and nutritional supplements used to lose weight. In the process of joining herbalife I was told to sign up for a merchant account with First Data global gateway linkpoint so as to be able to process credit card transactions online, so I did that. Within one month I determined Herbalife was not going to work for me so I canceled my merchant account. One week after cancellation, First Data charged me an early cancellation fee of \$229.75 and a account closure fee of \$30. I feel these fees are fraudulent. They misrepresented them and they were not clearly specified upon sign up.. PS9000: Merchant Account, credit card processing Other-Other Update
Was the complaint resolved?:	
Complaint Resolution:	
Data Reference:	
Entered By:	FTCCIS-FTCUSER
Entry Date:	4/25/2012
Updated By:	CRSS\rmiller
Updated Date:	4/27/2012
Complaint Source:	FTC Online Complaint Assistant (CIS)
Product Service Code:	Office Supplies and Services
Amount Requested:	\$230.00
Amount Paid:	\$230.00
Payment Method:	Bank Account Debit
Agency Contact:	Internet
Complaint Date:	4/25/2012
Transaction Date:	3/10/2012
Initial Contact:	I Initiated Contact
Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)
Law Violation:	Deception/Misrepresentation
Topic:	
Dispute with Credit Bureau - Responded?:	
Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	No

Consumer Information

Consumer	
Complaining Company/Org:	
First Name:	(b)(6)
Last Name:	(b)(6)
Address 1:	
Address 2:	
City:	Durham
State:	North Carolina
Zip:	(b)(6)
Country:	UNITED STATES
Home Number:	
Work Number:	(b)(6)
Fax Number:	
Ext:	
Email:	
Age Range:	50 - 59
Military Service Branch:	
Soldier Status:	

Soldier Station:			
Subject			
Subject:	First Data Independent Sales . Linkpoint		
Address:	POB 5180		
City:	Simi Valley,	State/Prov:	California
ZIP:	93062-5180	Country:	United States
Email:	Jerome.Crite-Miller@firstdata.com	URL:	www.firstdata.com/linkpoint/
Area Code:	855	Phone Number:	4483494
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Jerome Crite Miller	Title:	Agent Partner Services

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	32022352	Originator Reference Number:	11108081527334532
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: A company called Herbalife was helping people start a online business with the help of a mentor. Once I figured out it was a MLM company I whated out. They canceled me like I wanted, but I'm still waiting for my refund. I am having problems with the merchant account company First Data . As soon as I started the account with First Data on 7/12/2011, I canceled EVERYTHING on 7/13/2011. First Data had already billed me for 39.00 which was a application fee. Rochelle S Harvey told me that I will not get that back. I said, fine just cancel. Rochelle S Harvey told me to send a email requesting cancelation and I did on 7/13/2001. On 7/13/2011 my bank account statment says Merchant bank cd fee, \$0.00. Why I don't know, but it was from First Data . Then I got a email on 7/15/2011 saying, Dear Dorla Lake, Your closure letter has been received and will be submitted immediately for closure within 24-48 hours. Thank you Rochelle S. Harvey. On 8/4/2011 my bank account had only \$1.48 in it and First Data billed me for \$46.20. The bank charged me \$35.00 for NSF/OD fee. Now Rochelle S Harvey is not answering my calls.		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	8/8/2011
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$120.00
Payment Method:	Bank Account Debit	Agency Contact:	External Agency
Complaint Date:	8/8/2011	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	(b)(6)
City:	LITTLE ELM	State:	Texas
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	First Data		
Address:	4000 Coral Ridge Drive		

City:	Coral Springs	State/Prov:	Florida
ZIP:	33065	Country:	United States
Email:	rochelleharvey@firstdata.com	URL:	www.firstdata.com
Area Code:	805	Phone Number:	3783912
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Rochelle Harvey	Title:	



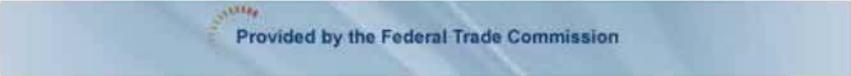


[PRINT](#)

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	22172283	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase \$4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about \$8,000.00, I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately \$2,900.00 for my returned products from Herbalife but that was a battle unto its own. I did not get any refund for the balanced of the money spent. I want to pursue this further and to ensure others are not harmed in this way. As the government recently said, "Canadians and Americans are already victims in many ways with the economic downturn and we don't want anyone in a position to exploit them further". I am looking for compensation from Herbalife of my additional costs(I've been told to get in the line behind the others who are claiming the same) . I am writing to you in hopes to take it further to help others who get caught in this trap. I feel Herbalife and Global Home Business Systems operate as a Pyramid Scheme Sincerely, (b)(6)</p>		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/26/2009
Updated By:		Updated Date:	
Complaint Source:	FTC Online Complaint Assistant (CIS)	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$4,200.00	Amount Paid:	\$6,511.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	3/26/2009	Transaction Date:	12/4/2008
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			

Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	(b)(6)
City:	Barrie	State:	Ontario, Canada
Zip:		Country:	CANADA
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Herbalife & Global Home Business System		
Address:	32 Chase		
City:	Christina Lake	State/Prov:	British Columbia, Canada
ZIP:	V0H1E2	Country:	Canada
Email:	deanmandryk@shaw.ca	URL:	
Area Code:	250	Phone Number:	4479056
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Sharon Wallace	Title:	Upline





[PRINT](#)

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints	
Reference Number:	36616237
Originator Reference Number:	07850037024847
Language:	English
Contact Type:	Complaint
Source:	Organization
DNC?	N
Comments:	I ordered a 2 week trial for meal replacement shakes called Herbalife . They are sold by individual distributors. I was told my Sherry Mann from TX via e-mail that my credit card would be charged 39.99 if I did not return the unused portion of the shakes. I returned the unused portion on 2-15-2012 via priority mail. On 2-21-2012, I received my Chase credit card bill and there were two charges from Sherry Mann for \$4.95 on 1-24-12 and 4.95 on 2-2-2012. I e-mailed her immediately and have not gotten a response. It was not communicated to me what these charges are for and I could find nothing on the website that would indicate why my credit card would be charged. --- Additional Comments: I would like to receive a copy of what is to occur if a customer orders meal replacement shakes from greatshapetoday.com.I would like a refund of \$9.90 to cover the two charges of 4.95.'
Was the complaint resolved?:	
Complaint Resolution:	
Data Reference:	
Entered By:	BBBCOCO-USER
Entry Date:	2/22/2012
Updated By:	
Updated Date:	
Complaint Source:	BBB CO Colorado Springs
Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:	
Amount Paid:	
Payment Method:	
Agency Contact:	External Agency
Complaint Date:	2/22/2012
Transaction Date:	
Initial Contact:	
Initial Response:	
Statute/Rule:	
Law Violation:	
Topic:	
Dispute with Credit Bureau - Responded?:	
Dispute with Credit Bureau - Resolved to Satisfaction?:	

Member of armed forces or dependent?:

Consumer Information

Consumer	
Complaining Company/Org:	
First Name:	(b)(6)
Last Name:	(b)(6)
Address 1:	
Address 2:	
City:	GALLOWAY
State:	Ohio
Zip:	
Country:	UNITED STATES
Home Number:	(b)(6)
Work Number:	(b)(6)
Fax Number:	
Ext:	
Email:	
Age Range:	

Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Great Shape Today - National Support		
Address:	6946 N Academy Blvd #166		
City:	Colorado Springs	State/Prov:	Colorado
ZIP:	80918	Country:	United States
Email:		URL:	www.greatshapetoday.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Shawn Dahl	Title:	Co-Owner

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	34184026	Originator Reference Number:	07850037023887
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Trial offer for GreatShapetoday weight loss shakes offered on internet and through Dr. Laura radio program. Supplement is actually an Herbalife product which is not mentioned anywhere in advertisement or website. Herbalife representative advised me that it was a private contractor operating this business. Website is designed with NO contact information so that you cannot contact them to rescind the order or return the shipped product. It is done completely anonymously so as to avoid proper business conduct. --- Additional Comments: NO additional charges to my credit card; no further action from the vendor and no further contact is requested.'		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBBCOCO-USER	Entry Date:	11/28/2011
Updated By:		Updated Date:	
Complaint Source:	BBB CO Colorado Springs	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/28/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	EDISTO ISLAND	State:	South Carolina
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Great Shape Today - National Support		
Address:	6946 N Academy Blvd #166		
City:	Colorado Springs	State/Prov:	Colorado
ZIP:	80918	Country:	United States
Email:		URL:	www.greatshapetoday.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Shawn Dahl	Title:	Co-Owner

Record # 3 / Consumer Sentinel Network Complaints			
Reference Number:	33186233	Originator Reference Number:	07850037023252
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Advertised on satellite radio (Dr Laura Show) for \$4.95, and website even said \$4.95 trial. When I went online to register, I got an email stating my card was declined. When i inquired, I was told it was \$13, not \$5, and I heard the ad wrong. I protested this. Nowhere on the site or radio did it mention a total of \$12.95/\$15.95, etc. Here is a copy of the e-mail: James Bunce to meshow details Sep 15 Nate. It was for \$12.95. Product, shipping, handling, Tax, etc. as per agreemnet on the website. We would like to ship the shake and get you on board for our weight loss program. We were calling to explain the program but need to process the card prior to shipping the shake. Give us a call at 414-530-2072 and we can proceed. You'll really like the Product and Herbalife has been in business for 30 years. Thanks, Colleen --- Additional Comments: compliance with what they advertise, more up front about pricing on website. If airlines have to do it (i handled sales/marketing/advertising for airlines for 14 years, so I feel I'm an expert) then I suggest this company should be more honest about it.'		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBBCOCO-USER	Entry Date:	10/4/2011
Updated By:	BBBCOCO-USER	Updated Date:	2/11/2012
Complaint Source:	BBB CO Colorado Springs	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	10/4/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	JUNEAU	State:	Alaska
Zip:		Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:	(b)(6)	Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Great Shape Today - National Support		
Address:	6946 N Academy Blvd #166		
City:	Colorado Springs	State/Prov:	Colorado
ZIP:	80918	Country:	United States
Email:		URL:	www.greatshapetoday.com

Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Shawn Dahl	Title:	Co-Owner

Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	33361593	Originator Reference Number:	07850037023254
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Hello (b)(6) I was never UNSATISFIED with the Herbalife product. However, I do not want any more product. I was charged \$39.95 for NOT ordering any more product. This is deceptive advertising, and I will report it to Dr. Laura, who introduced me to the product as well as the Better Business Bureau. I have paid my bill and DO NOT send me any more product. DO NOT charge me for anything I do not order! Sincerely, (b)(6) --- Additional Comments: Refund \$39.95.'		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:			
Entered By:	BBBCOCO-USER	Entry Date:	10/4/2011
Updated By:	BBBCOCO-USER	Updated Date:	2/11/2012
Complaint Source:	BBB CO Colorado Springs	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	10/4/2011	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	MARION	State:	Ohio
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Great Shape Today - National Support		
Address:	6946 N Academy Blvd #166		
City:	Colorado Springs	State/Prov:	Colorado
ZIP:	80918	Country:	United States
Email:		URL:	www.greatshapetoday.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Shawn Dahl	Title:	Co-Owner





[PRINT](#)

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints	
Reference Number:	31783551
Originator Reference Number:	I1107201809262642
Language:	English
Contact Type:	Complaint
Source:	Organization
DNC?	N
Comments:	<p>NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: On 07/19/2011 I received an unsolicited e mail from (b)(6) offering a "great job opportunity". I followed the link in the e mail (b)(6) and it took me to a page with a news report from "News Daily 7" that I read through, and I was interested by this part in the article: I needed reliable income, I was not interested in the "get rich quick" scams you see all over the internet. Those are all pyramid scams or stuff where you have to sell to your friends and family... I applied for a work at home kit. There is a small shipping and handling fee, its not really free but it was under \$5. I got the Kit and within four weeks I was making over \$5,000 a month. It's really simple, I am not a computer whiz, but I can use the internet. I post links that are given to me, I don't even have to sell anything and nobody has to buy anything. They are constantly recruiting people to post links, you should try it." Well, based on that information, I filled out a form, I paid \$10.95 for shipping and handling, for a "Test Drive Kit DVD", A few minutes later I was contacted by "Vicky Bridges" who urged me to send her an e mail so that an appointment would be set up with a mentor and I was indicated to watch the entire DVD as well as read a book that comes in the Fedex package. This morning I received the package and it was far from a test kit, it was only ridiculous advertising of how can you get rich from day to night (17 minutes of successful stories) and 2 minutes after the end, they started talking about a nutritional program. (????) The booklet is nothing but a brainwash of succesful stories of people who has become rich participating in the "misterious program" because it says nothing about what do you have to do. I kept watching the DVD, and the second part that lasts 80 minutes finally talks about the product: Herbalife. There is a nutritionist talking how important is to keep a good diet, this, and that. I was so frustrated, dissapointed, and I felt myself victim of scam. How can I make money without selling? Why all of that information if I am not to sale a product? According to the advertising I am supposed to post links on the internet! I received a phone call from "Vicky" to verify if I had received the Fedex package, and by that time I had already sent her an e mail stating that I was so dissapointed for the scam. I asked her how it was not about sales and it is about Herbalife???? How can they mention is not about pyramid scams if this is what Herbalife is all about? I had no answers, just that the mentor would explain me everything and answer all the questions I may had. I requested her the address to return the DVD. I would like to be reimbursed for the money I paid for this scam, and I don't think is ok to lie to people this way.</p>
Was the complaint resolved?:	
Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?
Entered By:	IC3-USER
Entry Date:	7/20/2011
Updated By:	
Updated Date:	
Complaint Source:	Internet Crime Complaint Center
Product Service Code:	Other (Note in Comments)
Amount Requested:	
Amount Paid:	\$10.95
Payment Method:	Other Credit Card
Agency Contact:	External Agency
Complaint Date:	7/20/2011
Transaction Date:	
Initial Contact:	Internet/E-mail
Initial Response:	
Statute/Rule:	
Law Violation:	
Topic:	
Dispute with Credit Bureau?:	

Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	SAN JOSE	State:	California
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:	(b)(6)	Ext:	
Email:	(b)(6)	Age Range:	30 - 39
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Home Based Business		
Address:	unknown		
City:		State/Prov:	California
ZIP:		Country:	United States
Email:	vicki.bridges@connectehome.com	URL:	(b)(6)
Area Code:	408	Phone Number:	2099866
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Vicky Bridges	Title:	

Record # 2 / Consumer Sentinel Network Complaints	
Reference Number:	28306733
Originator Reference Number:	11011091746467991
Language:	English
Contact Type:	Complaint
Source:	Organization
DNC?	N
Comments:	<p>ICCC Ref #:11011091746467991. An ad came on my computer saying that this business was the best home based internet business and that this person had personally benefitted from it with many dollars of income. Then it asked me to authorize a small amount of money (\$2.00-3.00) by credit card to be contacted in 48 hours. I did this just to get information only. I was called by (b)(6) and told to authorize another \$40 and she would send me a big packet of information and get me going on making over \$10,000 per month. I authorized the payment and received my packet via FED-EX the next day. The packet contained a letter from (b) giving me instructions to complete before she made an appointment on November 6, 2010 at 11:00 a.m. MDT. The packet was full of testimonials of many people who had made huge amounts of money and a DVD from another man, Anthony, who gave further testimonials of this business. There was no address of the business, no phone number other than (b)(6), and no information as to what I would be selling. At the 11:00 appointment, Joyce asked me many questions as to my goals of making money and then indicated that I would have to give another \$199.00 to get a "training packet". Then I was told the product I would be selling would be Herbalife Wellness products but that I would have to use my own contacts to market the product to. She became upset when I wouldn't authorize the payment right away. When I inquired about how I would pay taxes or get a business tax number, she replied she didn't know anything about taxes and nobody had asked that "dumb" question before. Obviously this is a pyramid scheme to get money and to market a questionable product to unsuspecting people. Upon inquiry by internet of Herbalife products, I learned it is a Los Angeles, CA company with problems. The product has chemicals in it that are dangerous and some countries have already banned it from being sold. It is a scam and I believe people are marketing it in the US and saying they live out of the country. Perhaps (b)(6) lives in British Columbia but who knows. The fact that she doesn't want me to get a legal business license or provide me with information on paying taxes means she is cheating the IRS or her own taxing system in Canada. I suspect those selling this product in the USA do not have a tax number and are not paying taxes to the IRS on their earnings. Another red flag was that the initial web page showed logos from the Better Business bureau, CNN, ABC, NBC and indicated that this company was endorsed by these companies. This is why I thought maybe this company was not a scam and authorized the first payment of monies to inquire about the business. I have learned that the Better Business Bureau did not endorse this or any other product, and that (b)(6) did not know anything about the other "endorsements". This is a scam and this company needs to be prosecuted and removed from the internet. People like (b)(6) perhaps don't know what they are doing or if they do, are likely to continue if money is coming in the door. She should not profit from my work. I will not continue to deal with her and want my money back. I am available to contact if necessary for further details.</p>
Was the complaint resolved?:	Complaint Resolution:
Data Reference:	More Information on Data Contributor Complaints?
Entered By:	IC3-USER
Entry Date:	11/9/2010
Updated By:	Kishor Gangavarapu
Updated Date:	11/19/2010
Complaint Source:	Internet Crime Complaint Center
Product Service Code:	Other (Note in Comments)
Amount Requested:	Amount Paid: \$40.00
Payment Method:	Not Reported
Agency Contact:	External Agency
Complaint Date:	11/9/2010
Transaction Date:	
Initial Contact:	Initial Response:
Statute/Rule:	Law Violation:
Topic:	Dispute with Credit Bureau?:
Dispute with Credit Bureau - Responded?:	Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?:	
Consumer Information	
Consumer	

Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	COTTONWOOD HEIGHTS	State:	Utah
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Home Based Business		
Address:	Brittish Columbia		
City:		State/Prov:	British Columbia, Canada
ZIP:		Country:	Canada
Email:	jvn103@shaw.ca	URL:	
Area Code:	250	Phone Number:	7663864
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Joyce Jackson	Title:	

Record # 3 / Consumer Sentinel Network Complaints			
Reference Number:	26175650	Originator Reference Number:	I1004150005396092
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref #:I1004150005396092. I myself have not been victimized; however, many others have. If you go to this site, you will see how many people this scam has taken advantage of, and that is only the tip of the iceberg. This "company" goes by the name Home Based Business (HBB) ; however, in the terms and conditions it says it is an "offer for Herbalife Independent Distributor", and in the DMCA link it says to send complaints to United Marketing Partners whose address is: United Marketing Partners Attn: DMCA Complaints 28241 Crown Valley Parkway Suite F230 Laguna Niguel, CA 96277 Email: dmca@teamump.com This "company" claims to make you a 6 figure income. They say that Kelly Richards made over \$8000 and \$9000 a month using this system. The problem...she is from where ever your ISP is located. There are loads of people that have looked into this. The same Kelly Richards is from Mariah Hill, Indiana, Donaldsonville, LA, Ameherst, MA and so on. The same story, the same woman. My sister got into "business" with a company offering " Herbalife " and she got the shaft too. She ended up in a cycle that made no one money but the people milking her. Someone needs to put a stop to this. They tell you they will only charge you \$9.95 s/h but if you don't return it in 14 days in the exact condition it was sent they will charge you \$39.95. How can one use this system if it must be returned in the exact condition sent to not be charge \$39.95?		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	4/15/2010
Updated By:	IFCC	Updated Date:	12/29/2010
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Employ Agencies\Job Counsel\Overseas Work
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	4/15/2010	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	ST. ANTHONY	State:	Indiana
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
		Age Range:	20 - 29

Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Home Based Business		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	http://www.findhomebasebiz.com/?affiliateid=JV6XD4U&subid1=792912224&programid=HBB107
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	23415450	Originator Reference Number:	10907071304094291
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref #:10907071304094291. On 5/6/2009, I spoke with a (b)(6) I gave my debit card number for a debit of \$9.95 for shipping and handling of information on an at-home business. I never agreed to anything more than reading the material and reviewing the DVD. I spoke 2 more times with John Neff, I had not reviewed the information yet. He was to call me back to schedule a telephone payment. I never heard from him again. On 6/27/2009 a company called livingwellness fraudulently debited my account for \$39.95 causing overdrafts for a total amount of \$156.09. I contacted the bank, in order to have them dispute a debit card transaction I had to return my debit card. I said I would dispute it and closed my card and ordered a new debit card. I called the number (b)(6) gave me. He did call me back on 6/29/2009. I asked if he had debited my account, he said yes because I had not returned the information material he sent me. NEVER was I advised the material was to be returned, nor was I advised that my account would be debited. The only information received with the material was a letter from a (b)(6) and (b)(6) with instructions on reviewing the material and DVD. There was no instructions to return the material or that my account would be debited further. When I spoke with (b)(6) I asked him to e-mail anything that I had agreed to any money being debited fromn my account. He said he would. He has not. The address he gave me was to his attention, I wanted the name of the business and he told me HERBALIFE .		
Was the complaint resolved?:		Complaint Resolution:	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	Entry Date:	7/7/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Crime Complaint Center	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$156.09
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	7/7/2009	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	SOUTH BEND	State:	Indiana
Zip:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:	(b)(6)	Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	On Line Home Based Business		

Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:	GaryNeff@thelifewellnessplace.com	URL:	
Area Code:	919	Phone Number:	3095917
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	John Neff	Title:	





CIS COMPLAINT

Record 1 of 13	
Reference Number	29529806
Created Date	02/04/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027176732
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/04/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/04/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LIVERMORE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	

Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	

Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I did receive the package and decided it wasn't for me. As soon and I e-mailed the lady that was contacting me that I wasn't interested and requested the address to return it to, I was ignored completely! I left a message via voice mail and several e-mails but to no avail. I tried to go to the 'live' chat on their website....it was automated with boxed answers that repeated over and over and over.</p> <p>I had a lot of trouble even locating an address via online but finally found one in TX. I fedexed my packet back to them over 2 months ago and still no refund of the 39.95.</p> <p>This is a Herbalife scam!!!!</p> <p>I WANT MY \$\$ BACK!!!!DesiredSettlementID: Refund --- Additional Comments: I WANT ALL OF</p>

MY MONEY, INCLUDING SHIPPING NOW! I had to pay 9.95 for my FREE kit, then they charged me 39.95 then I had to pay to send it back. Since the delay and refusal of anyone to contact me back when I requested over and over for one....I deserve it ALL back. By my calculations, that should be \$60.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 2 of 13

Reference Number	29529808
Created Date	02/08/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177194
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/08/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LEAWOOD
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>1) My main concern is that the company incomeathome.com is really Herbalife. It is a pyramid type scheme. When they get you on the phone, they first say you have to pay to get the DVD to find out what it is. In the DVD, they don't tell you what you are selling with your first \$9.95 purchase. You have to pay \$199.95 to find out what it is. Then, you get a giant box of Herbalife in the mail and listen to the next thing and they want you to spend anywhere from \$400 to \$5000 to move on. The way you generate income is by getting people to do what you just did - become an instant user of Herbalife - and to find others to sell it (instant distribution). They are more interested in you getting other people to sell it than they are in the actual selling of the product. In fact, they don't even tell you it is a giant box of Herbalife in the mail to you until it is too late. They tell you after you pay the \$199.95 and the box has already been shipped. This is completely misleading and a scam!</p> <p>2) I asked for a refund of my money on 12/20/10 and I still have not received the refund. I received a letter from the company telling me that I had to show proof of purchase. All they have to do is look it up on their computers to show that they shipped me the product. I already sent in my proof of</p>

	<p>delivery that they did receive it on 1/3/11.DesiredSettlementID: RefundProduct_Or_Service: Herbalife VitaminsPurchase_Price: 199.95 --- Additional Comments: I would like a refund of my \$199.95 and I would like for them to stop their misleading advertisements and practices. They should not be allowed to make people pay money to find out what they would be selling. It is a scam.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 3 of 13

Reference Number	29529813
Created Date	02/14/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177841
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/14/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/12/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIRAMAR
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I ordered a kit from Incomeathome.com. I paid 9.95 on January 9th. I was contacted by Debbie Kallevig from Minnesota and she said I had to watch the DVD in the kit and make an appointment with her. I watched the DVD and no information about the kind of business yet. I made an appointment and my wife and I talked to her. We told her we had the speaker phone and she said it was OK. In this conversation she explained that you have to work hard and you get leads to sell Herbalife. Someone above you gives you the leads. She also said I could become a leader and have my own people getting leads. She did not explain what happens in my team leader drops. During the phone conversation she called another number and had a recording to explain the business. It was just to say I would make a lot of money and it explain the leadership system. It sounded like the pyramid scam to me. Well I told her I did not want the business she never mentioned I had to return the kit. I thought that was the end of it so I threw the kit away. Today, I see my bank statement and I have a charge for \$39.95. I called Debbie and she said it was the price of the kit. If I return the kit I would get the money back. Who keeps a kit if you are not doing business with them? My wife called later to ask about the \$9.95 because when they advertise they make it look like that's the</p>

price of the kit. Debbie said it was the shipping charges. Well, I want my \$39.95 back since I was never told that this was the actual price of the kit. My wife was present during the phone conversation and we told Debbie we had the speaker phone when we talked to her the first time, and she agreed to it. I feel BBB should look closely into this company because it is obvious it is a pyramid scam to me. Thank you.DesiredSettlementID:
RefundProduct_Or_Service: A kit to encourage you to be part of the company. They don' 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 4 of 13

Reference Number	29529815
Created Date	02/14/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177820
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/14/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/12/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	INDEPENDENCE
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$600.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I responded to a radio ad by signing up online and agreeing to pay to receive an information kit and to receive contact from a company rep. After the initial presentation I was excited about the opportunity but was reluctant to join because of the high cost of membership (\$399). I was also informed of a one-time \$100 initial charge and \$49.95 recurring monthly charge to use the business website. After I was told there would be no further expenses to utilize the program, I paid to become a member. Afterwards, I was informed that to 'climb the ladder of success' within the company I'd have to sell thousands of dollars worth of volume points within one month to advance to the next level of membership. This is usually done by investing thousands of dollars to purchase Herbalife products for personal use and to use as the start-up kits for new members. It is highly unreasonable to expect that a new member would sell that much Herbalife product in one month without investing their own money to do it. Also, I was promised guidance and one-on-one training and coaching to help get my business started. After going through the online training, I was counting on the promised coaching but was completely abandoned for about three months while I continue to pay various charges for various websites associate with the business. My complaint is in regard to</p>

the unfulfilled pre-membership promises of no further charges as well as personalized coaching. It was presented to me as if I wouldn't have to pay anything else and that I'd have a coaching every step of the way. I would have NEVER signed up if I'd been told that I'd need to invest more money past the initial fees, or if I'd known I'd be left on my own past the first two or three weeks. I feel tricked into joining and I'm very unhappy with the product and service I received.DesiredSettlementID:
RefundProduct_Or_Service: Membership to online business systems associated 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 5 of 13

Reference Number	29925745
Created Date	03/03/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027179998
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/03/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	03/02/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WESTLAND
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Incomeathome.com is a scam and a pyramid scheme. They sent me a DVD for \$9.95 which only consisted of success stories, then they took another \$39.95 from my account. I called to get a refund, they will not return my calls, and one of the girls said more charges will be forthcoming to my account. \$50.00 plus more is a bit much for a DVD. I did not agree to go further with them when I found out it was Herbalife, which my mother tried to sell their product 25 years ago and got nowhere. I can't believe Sean Hannity is promoting this. I'd like my money back and I will send them their DVD back too. I actually had to close my checking account and open another with fears of them making more charges to my account.DesiredSettlementID: RefundProduct_Or_Service: incomeathome.comPurchase_Price: 9.95 --- Additional Comments: refund my money and put these people out of business.'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 6 of 13

Reference Number	30384643
Created Date	04/06/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027184542
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/06/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/06/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN MARCOS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$3369.06
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>When I found out that IncomeatHome.com is not the business they portray to be I requested a refund by e-mail and Pat, of IncomeatHome, stated:</p> <p>We are a Marketing System vendor and not part of Herbalife? If you wish to cancel your business agreement or future product orders with Herbalife, you must contact them directly.</p> <p>IncomeatHome.com advertises that we can make money from home and will not have to make any Cold Calls, and they will send the customers to us. They tell us it cost only \$9.95 to view their business and if we choose to stay it then costs another \$39.95.</p> <p>They do not tell you that you need to be a Sponsor, nor that you have to purchase the customers for a minimum of \$500.00 for 10 people that might be interested in becoming Distributors or Sponsors, nor do they tell you that you have to purchase their website to sell on for \$100.00 for the set up fee then \$79.00 a month.</p> <p>I cancelled my \$79.00 a month website and</p>

Complaint Info Comments	<p>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.</p> <p>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.</p> <p>(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'</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 7 of 13	
Reference Number	30658420
Created Date	05/03/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027188697
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	05/03/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	05/03/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	METAIRIE
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$50.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>Hello,</p> <p>I followed a radio advertizing about 'incomeathome.com'; in the shawn hannity show (New Orleans,LA, WRNO-FM 99.5) and decided to give it try. After the registration, I received a call from a 'tutor', paid \$50 with a credit card and received a booklet and DVD... The tutor set up a phone appointment but never showed up, has not returned my calls or emails, his web page disappeared.. I know that they work with Herbalife and seemed to be a real business. There is no actual direct phone to customer service at 'incomeathome.com', just the person that contacts you. I have called to the phone listed in BBB with no answer, have contacted the radio shows several times by email to help me with a direct number but have not receive response. I have been doing this for a month! and none of the phones (only answering machines..) and messages is responded.</p> <p>I applied on March 25. Charged \$9.95 on March 26 Charged \$39.95 on March 28 buySAFE Certificate of Guarantee 09GRT 006792-00053137 Purchase Date: 3/25/2011 8:05:48 PM Store: IncomeAtHome.com Order ID: 999952</p>

This is your official buySAFE Certificate of Guarantee that is provided to you and paid for by IncomeAtHome.com.

The name of the contact 'tutor' is (?) (b)(6)

(b)(6) email:

(b)(6), Web page:

newhomewebbiz.com

Phone numbers:

888-367-7241, (b)(6)

All of the above worked for several days until the 'phone interview'...

The radio advertizing is still on so I wonder if it was a lone scam or there's more..

I would like to contact customer service (if it exists) to know what happened and decide if continue with what was offered or ask for a refund... if it is not another scam!

Thanks in advance or your help.

(b)(6) DesiredSettlementID:

RefundProduct_Or_Service: incomeathome online systemPurchase_Price: 50.00 ---

Additional Comments: Continue with the service or receive a refund if I am not satisfied after the explanation of the problem.'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 8 of 13

Reference Number	30838476
Created Date	05/26/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027193820
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	05/26/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	05/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHICO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	b(6)
Consumer Fax, Number	b(6)
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I learned about incomeathome.com through radio advertising by Dr. Laura and became interested. I went to their website and obtained the information to find out more. I was put in contact with a representative for retail sale of Herbalife. I was then put on a conference call with this representative and one other salesperson (the closer). I was pressured to spend approximately \$3900.00 to get this at home business started, of which I chose to think about. I paid a \$199.95 fee to get the training package prior to this phone call. Anyway, I decided not to go forth with this venture and requested a refund of the \$199.95. The training package was returned by myself to (b)(6) (b)(6) Midlothian, VA (b)(6) (the 'mentor') who sent me the package in mid April. I was told by this mentor that a refund had be sent to me vis US mail. To this day I have not received that refund. I have made many attempts to contact this mentor with no response by phone and email. Now, the phone number has been disconnected or no longer in service.DesiredSettlementID: RefundProduct_Or_Service: herbalife training packagePurchase_Price: 199.95 --- Additional Comments: a refund of the \$199.95'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 9 of 13

Reference Number	32277551
Created Date	08/31/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027213063
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	08/31/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	08/31/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	NAPLES
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I got online and communicated with people that said you received a pack for an income at home information package. It was \$9.95. I charged it to a credit card. I received the package, the instructions were to call your 'mentor' and have a phone conversation about the package. I did as directed. Basically, I found out it was a pyramid scheme with Herbalife and I told the woman I was not interested, thank you for your time. Now, I paid \$10 for this. A couple days later it occurred to me that they had my credit card # and I called, did not get an answer, left a message and asked that they would please destroy my card. Never heard another word. Then the next month there was an unauthorized charge for \$39.95. I called several times and left email messages for 2 weeks to no avail. I had to cancel my credit card and dispute the charges, a pain. Finally, I left a not so nice message to call and she finally called back a week later. Telling me that they charged my account because I didn't send the booklet back, which I was not instructed to do. I asked why they didn't answer my calls and she made many excuses. The bottom line is they misrepresented themselves and made an unauthorized charge to my account. I closed the account so they can't do it again, with much trouble to me. They got their \$10 for nothing as far as I'm</p>

concerned. Who knows what else they would charge to my account. I was very angry. I also notified the radio station that promotes them.
Product_Or_Service: Internet business starter pack
Order_Number: 366944
Purchase_Price: 10.00
IsB2BComplaint: false
HasComplainedToBusiness: false
IsBusinessProblemAdjusted: false
IsAcceptedByConsumer: false ---
Additional Comments: DesiredSettlementID: Other (requires explanation)I've disputed the charges and if that is settled then I will be fine. But otherwise, I want my money back. And I don't want them to be able to continue to rip off other people.
You pay \$10 to find out it's something you don't want to get involved with and then they have your number. I won't fall for that again. Tired of these rip off people. I work too hard for my money. You hear an advertisement on a reputable radio station and think it may be an opportunity and this is how it works out'

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

Record 10 of 13	
Reference Number	32667026
Created Date	09/26/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027216751
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	09/26/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	09/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILAN
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	\$45.99
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I went to the website hoping to find several options for an online business and they said they would get back to me. What I got was a packet with all these claims and two cds. At that time they asked for a payment of \$9.99 for a 30 day try. I played the cds and they told me nothing. I called the number on the packet but had trouble catching up with her to get more info. During that time the trial period ended and I was charged an additional \$35.00 and I hadn't even talked to anyone yet. Well, here recently I finally reached her and guess what the great business opportunity was? Herbalife!!!! Diet aids & supplements. That was the great opportunity? It was all about recruiting more suckers like me to pay money to a coach, create a downline, recruit more people to recruit more people and so on. Can you say pyramid scheme? sure you have the option to sell stuff but in her own words she made most of her money from her downline. Ripoff. Oh, and to get started it cost \$399.00 to do it right. I originally contacted them because I was strapped for money. started with income at home.com, ended with onlinebusiness systems.Product_Or_Service: information on business --- Additional Comments: DesiredSettlementID: Refund\$9.99 & \$35.00'</p>
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days
Flag - FOIA only

Record 11 of 13

Reference Number	35147912
Created Date	02/15/2012
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027238717
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	02/15/2012
Updated By	BBBATGA-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	02/15/2012
Transaction Date	
Consumer First Name	b(6)ll
Consumer Middle Name	ll
Consumer Last Name	b(6)lb(6)lb(6)
Consumer Salutation	ll
Consumer Address, Line 1	b(6)ll
Consumer Address, Line 2	ll
Consumer Address, Line 3	ll
Consumer Address, City	MESA ll
Consumer Address, State Code	AZ ll
Consumer Address, State Name	Arizona ll
Consumer Address, Country Code	USA ll
Consumer Address, Country Name	UNITED STATES ll
Consumer Address, ZIP Code	b(6)ll
Consumer Address, ZIP Code Extension	ll
Consumer Home Phone, Country Code	ll
Consumer Home Phone, Area Code	ll
Consumer Home Phone, Number	ll
Consumer Work Phone, Country Code	ll
Consumer Work Phone, Area Code	b(6)ll
Consumer Work Phone, Number	b(6)ll
Consumer Work Phone, Extension	ll
Consumer Fax, Country Code	ll

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>In August, 2011 I was searching for an online part-time home business opportunity and, based on the widespread radio advertising for the site, requested information on the opportunity at www.incomeathome.com. What the site promised was a turnkey online home business, great income potential (always with the careful legal disclaimer, results not typical for the constant stream of testimonials in each succeeding video), no door-to-door sales, no sales experience, etc, ad nauseum. What I got instead was three months of increasing expenses not previously disclosed when I originally signed up at the Supervisor level, time away from my family and regular job on weekends and during the week, three boxes of unsellable products, no support or encouragement at all from my upline manager, and the final realization by the first week of December that I could not begin to afford the exorbitant fees necessary to pay for the paid sales leads needed to make the online business function. At that point I canceled my membership and shut down the business, having to pay all the third-party cancelation fees not previously disclosed, which now are harassing me and my family. The website www.incomeathome.com is simply the online gateway to the multi-level marketing</p>

Complaint Info Comments

(MLM) pioneer and health products giant, Herbalife (HL). After requesting more information, and paying a fee for the overnight shipment of the sales DVD, I became what I later learned was a Paid Pack online sales lead, the most valuable AND MOST EXPENSIVE sales lead of all the potential leads in the HL online system. I got a series of telephone interviews by the person who would later be my upline manager, being directed each time to a different website, all of which constantly pressured the prospect, ME, to enter the HL marketing system at the Supervisor level, where the maximum income-producing methods are available. Lower levels, beginning with Distributor, are available for prospects to enter the marketing system much more cheaply, but are studiously passed over in the sales presentations where entry at the Supervisor level is always emphasized. Why? Because the traditional method to obtain the Supervisor membership level is to pay \$4,000.00 by credit card upfront on the final call which is a conference call with your future managers higher level manager. An alternate method is to recruit 2 other prospects, which will pay the Supervisor fees, bringing you in as their manager. I've been in MLM organizations before, and this is how MLMs make their money; not by selling products, done at the lower levels of the organization, but by recruiting Supervisors who will pay high upfront fees for the privilege of making sales income, bonuses, and residual income faster. Recruiting and creating your own sales group, not retail sales, is the fastest method to reach the upper MLM income levels. After I had paid my Supervisor fee, which cost me all of my remaining 401k loan balance, pay bonuses, and added significantly to our family credit card balance, I had to focus intensely (since I was determined to put all I had into this business to make it succeed) on several levels of online training. This included having to participate in evening or morning conference calls three times per week, which required us to go out and buy a special 3-way call-capable telephone and install an expensive landline, which we had avoided previously because of the expense.

	<p>Because of my work schedule, I had to take several days off to participate in morning conference calls just to keep up with training. What I also quickly began to experience during the first two levels of training was that I was being led through steps to set up the online business. These steps involved contracting with third-party vendors who charged significant setup and first-month fees for their services. I was already stretched to the limit financially, and none of these fees had been disclosed to me prior to signing up as a Supervisor. By</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 12 of 13	
Reference Number	38732796
Created Date	06/28/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009101155
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	06/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PACIFIC
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	IncomeAtHome.com
Company Address, Line 1	c/o
Company Address, Line 2	6946 N. Academy Blvd. Ste. 166
Company Address, Line 3	
Company Address, City	COLORADO SPRINGS
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80918
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I ordered an online package through incomeathome.com I heard about it on various radio stations. I was going through the training to sell a product called Herbalife, a weight loss product. I saw I had 90 days to ask for a refund. As soon as I found out I had to take their products as part of my training, I could not follow through it because I cannot vouch for a product to customers I would have need for. The 2nd package I purchased online cost me \$199.95. I have tried to contact the person who took my order fo this package, Heidi Craig through email twice out of Scottsdale AR. and I have not heard from her. I don't think this was a scam because as I stated before I hard about it on the radio and sent both packages back over a week ago. I am still waiting for my refund. Now I found out this business is not accredited through the BBB. Is there anyway to get my money back? The total package cost \$229.95. Part of that cost includes the starter's kit for \$9.95 and a purchase from Experian protection on 6/21/12 866-5792218 CA 0000000078000. It appears I am going to be charged monthly for this protection. I need that to stop as well. I closed my account as soon as I found out I had to take this product as part of my training for reason's I just explained. --- Additional Comments: Just have the money refunded back into my debit account. That is</p>

	all I have been asking for. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 13 of 13

Reference Number	43861651
Created Date	02/14/2013
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027292751
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	02/14/2013
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/14/2013
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MARSHFIELD
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Incomeathome.com
Company Address, Line 1	167 Teague Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CANTON
Company Address, State Code	GA
Company Address, State Name	Georgia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	30114
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	www.incomeathome.com
Company Rep First Name	Shawn
Company Rep Middle Name	
Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested	

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>'Incomeathome.com is advertised on radio (WSAW 99.9) as a way to make money at home to supplement income or replace a current job. The claim states that this requires only 'spare time' from home, and does not 'involve selling soap'. This is false and misleading. In reality, this is a link to 'Herbalife' while in it's right arguably legitmate. Herbalife is a long known pyramid marketing scheme. Once enrolled a 'sponsor' or 'mentor' is assigned in this case (b)(6)</p> <p>Waynesboro Tn (b)(6)) who requires 'on line meetings' daily which required 4-6 hours a day in 'training'. On enrollment I made the expectation clear of 4-6 hours per week. The sponsor then sends dvd videos that urge you to become a 'supervisor' to put you on the 'road to success' by purchasing \$2400.00 in merchandise, and requiring you to purchase approximately \$500.00 in on line so called business and marketing tools ('I-Office') all this without ever specifying how income is generated. Finally once the 'tools' are bought, and the product is delivered to your home-a cost of apprixamtely \$3000.00 you are pretty well left to selling the diet potients consisting of 'milk shakes' and other packaged diet foods to your friends personally and on facebook. Great way to lose friends! So much for 'no selling soap'.</p>

When it became clear to me that this was a scam I decided to return the product to the sponsor. I was unable to get my money back and months later my credit card company (Discover) finally reimbursed my account for an unauthorized charge. I am still out several hundred dollars for 'on line tools' that I was told that I needed but could not get a refund for. My credit score was impacted also when this so called sponsor managed to open an 'Herbalife Merchant account' that I did not authorize and that I did not ask for. Product_Or_Service: Diet supplement --- Additional Comments: DesiredSettlementID: Other (requires explanation) Remove this fraudulent advertising from being used on air as is. The ad is misleading, and does not mention required start up costs and realistic time required. The ad should mention start up costs of approximately \$3000.00, time required equal a full time job, and the company name behind the ad: Herbalife.',

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute 45 Days Flag - FOIA only

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



Provided by the Federal Trade Commission