UNITED STATES DISTRICT COURT

CENTRAL DISTRICT OF CALIFORNIA

Federal Trade Commission, Plaintiff, v. Loss Mitigation Services, Inc., et al. Defendants.	Case No. SACV09-800 DOC (ANx) **STIPULATION BY DEFENDANT DEAN SHAFER FOR ENTRY OF FINAL ORDER FOR PERMANENT INJUNCTION AND SETTLEMENT OF CLAIMS AS TO DEFENDANT DEAN SHAFER** Judge: Hon. David O. Carter

Plaintiff Federal Trade Commission ("FTC") commenced this civil action on July 13, 2009, pursuant to Section 13(b) of the FTC Act, 15 U.S.C. § 53(b), to obtain preliminary and permanent injunctive and other equitable relief for Defendants' violations of Section 5 of the FTC Act, 15 U.S.C. § 45, in connection with the marketing and sale of mortgage loan modification and foreclosure relief services. The Court entered a Temporary Restraining Order as to all parties on July 20, 2009 ("TRO") [Docket Itm. #14], a Preliminary Injunction Order as to Defendants Loss Mitigation Services, Inc. ("LMS") and Synergy Financial Management Corporation, also d/b/a Direct Lender and DirectLender.com ("Synergy" or "Direct Lender") on

August 18, 2009 [Docket Itm. #41], a Preliminary Injunction Order as to Bernadette Perry (a.k.a. Bernadette Carr and Bernadette Carr-Perry) and Marion Anthony (a.k.a. "Tony") Perry on August 19, 2009 [Docket Itm. #43], and a Preliminary Injunction Order as to Dean Shafer on August 19, 2009 [Docket Itm. #44] ("Shafer PI Order").

The TRO in this case enjoined Defendant Dean Shafer from, among other things, collecting advance fees from consumers, and making certain representations about Defendants' services. The TRO also contained an asset freeze. The Shafer PI Order enjoined Defendant Dean Shafer from, among other things, collecting advance fees from consumers, and collecting payments from consumers for services prior to the date of the Shafer PI Order. The Shafer PI Order continued the asset freeze from the TRO, and provided certain allowances, such as reasonable and necessary living expenses.

Plaintiff FTC and Defendant *Pro Se* Dean Shafer have now stipulated to entry a Final Order for Permanent Injunction and Settlement of Claims as to Defendant Dean Shafer with the following terms:

FINDINGS

1. This is an action by the FTC brought pursuant to Sections 5 and 13(b) of the FTC Act, 15 U.S.C. §§ 45 and 53(b). The Complaint seeks both permanent injunctive relief and consumer redress for the Defendants' alleged deceptive acts or practices in connection with the marketing and sale of mortgage loan modification and foreclosure relief services.

2. The FTC has authority under Section 13(b) of the FTC Act to seek the relief it has requested, and the Complaint states a claim upon which relief can be granted against the Defendants.

3. This Court has subject matter jurisdiction pursuant to 28 U.S.C. §§ 1331, 1337(a) and 1345, and 15 U.S.C. §§ 45(a) and 53(b) and has jurisdiction over the Defendants. Venue in the Central District of California is proper.

4. The activities of the Defendants, as alleged in the Complaint, are in or affecting commerce, as defined in Section 4 of the FTC Act, 15 U.S.C. § 44.

5. The parties stipulate and agree to entry of this Order, without trial or final adjudication of any issue of fact or law, to settle and resolve all matters in dispute arising from the conduct alleged in the Complaint to the date of entry of this Order.

6. Defendant Dean Shafer waives all rights to seek judicial review or otherwise challenge or contest the validity of this Order. Defendant Dean Shafer also waives any claim that he may have held under the Equal Access to Justice Act, 28 U.S.C. § 2412, concerning the prosecution of this action to the date of this Order. Each party shall bear its own costs and attorneys fees.

7. This action and the relief awarded herein, are in addition to, and not in lieu of, other remedies as may be provided by law, including both civil and criminal remedies.

8. Entry of this Order is in the public interest.

DEFINITIONS

For the purposes of this Order, the following definitions shall apply:

1. "***Assisting others***" includes, but is not limited to, providing any of the following goods or services to another person: (A) performing customer service functions, including, but not limited to, receiving or responding to consumer complaints; (B) formulating or providing, or arranging for the formulation or provision of, any telephone sales script or any other marketing material, including but not limited to direct mail, the text of any Internet website, email, or other electronic communication; (C) providing names of, or assisting in the generation of, potential customers; (D) performing marketing services of any kind; or (E) acting or serving as an owner, officer, director, manager, or principal of such entity.

2. "***Credit***" means the right granted by a creditor to a debtor to defer payment of debt or to incur debt and defer its payment.

3. "***Debt relief service***" means any service, including debt management plans, debt settlement, debt negotiation, and for-profit credit counseling, represented, expressly or by implication, to renegotiate, settle, or in any way alter the terms of payment or other terms of the debt between a consumer and one or more unsecured creditors, servicers, or debt collectors, including but not limited to, a reduction in the balance, interest rate, or fees owed by a consumer to an unsecured creditor, servicer, or debt collector.

4. "***Defendants***" means, individually, collectively, or in any combination: (a) Loss Mitigation Services, Inc. ("LMS"); (b) Synergy Financial Management Corporation, also d/b/a Direct Lender and Direct Lender.com ("Direct Lender"); (c) Dean Shafer; (D) Bernadette Perry (a.k.a Bernadette Carr and Bernadette Carr-Perry) and (E) Marion Anthony (a.k.a. "Tony") Perry. ***"Corporate Defendants"*** means, individually or collectively: (a) LMS; and (b) Direct Lender.

5. "***Financial related good or service***" means any good, service, plan, or program that is represented, expressly or by implication, to (A) provide any consumer, arrange for any consumer to receive, or assist any consumer in receiving, credit, debit, or stored value cards; (B) improve, or arrange to improve, any consumer's credit record, credit history, or credit rating; (C) provide advice or assistance to any consumer with regard to any activity or service the purpose of which is to improve a consumer's credit record, credit history, or credit rating; (D) provide any consumer, arrange for any consumer to receive, or assist any consumer in receiving, a loan or other extension of credit; (E) provide any consumer, arrange for any consumer to receive, or assist any consumer in receiving, debt relief services; (F) provide any consumer, arrange for any consumer to receive, or assist any consumer in receiving any service represented, expressly or by implication, to

renegotiate, settle, or in any way alter the terms of payment or other terms of the debt between a consumer and one or more secured creditors, servicers, or debt collectors.

6. "***Federal homeowner relief or financial stability program***" means any program (including its sponsoring agencies, telephone numbers, and Internet websites) operated or endorsed by the United States government to provide relief to homeowners or stabilize the economy, including but not limited to (A) the Making Home Affordable Program; (B) the Financial Stability Plan; (C) the Troubled Asset Relief Program and any other program sponsored or operated by the United States Department of the Treasury; (D) the HOPE for Homeowners program, any program operated or created pursuant to the Helping Families Save Their Homes Act, and any other program sponsored or operated by the Federal Housing Administration; or (E) any program sponsored or operated by the United States Department of Housing and Urban Development ("HUD"), the HOPE NOW Alliance, the Homeownership Preservation Foundation, or any other HUD-approved housing counseling agency.

7. "***Material fact***" means any fact that is likely to affect a person's choice of, or conduct regarding, goods or services.

8. "***Mortgage loan modification or foreclosure relief service***" means any good, service, plan, or program that is represented, expressly or by implication, to assist a consumer in any manner to (A) stop, prevent, or postpone any home mortgage or deed of trust foreclosure sale; (B) obtain or arrange a modification of any term of a home loan, deed of trust, or mortgage; (C) obtain any forbearance from any mortgage loan holder or servicer; (D) exercise any right of reinstatement of any residential mortgage loan; (E) obtain, arrange, or attempt to obtain or arrange any extension of the period within which the owner of property sold at foreclosure may cure his or her default or reinstate his or her obligation; (F) obtain any waiver of an acceleration clause contained in any promissory note or contract secured by a deed of trust or mortgage on a residence in foreclosure or contained in that deed of trust; (G)

obtain a loan or advance of funds that is connected to the consumer's home ownership; (H) avoid or ameliorate the impairment of the consumer's credit record, credit history, or credit rating that is connected to the consumer's home ownership; (I) save the consumer's residence from foreclosure; (J) assist the consumer in obtaining proceeds from the foreclosure sale of the consumer's residence; (K) obtain or arrange a pre-foreclosure sale, short sale, or deed-in-lieu of foreclosure; (L) obtain or arrange a refinancing, recapitalization, or reinstatement of a home loan, deed of trust, or mortgage; (M) audit or examine a consumer's mortgage or home loan application; or (N) obtain, arrange, or attempt to obtain or arrange any extension of the period within which the renter of property sold at foreclosure may continue to occupy the property. The foregoing shall include any manner of claimed assistance, including, but not limited to, debt, credit, budget, or financial counseling; receiving money for the purpose of distributing it to creditors; contacting creditors or servicers on behalf of the consumer; and giving advice of any kind with respect to filing for bankruptcy.

9. "***Person***" means a natural person, organization, or other legal entity, including a corporation, partnership, proprietorship, association, cooperative, or any other group or combination acting as an entity.

10. "***Servicer***" means any beneficiary, mortgagee, trustee, loan servicer, loan holder, or any entity performing loan or credit account administration or processing services and/or its authorized agents.

ORDER

BAN ON MORTGAGE LOAN MODIFICATION AND FORECLOSURE RELIEF SERVICES

I. IT IS THEREFORE ORDERED that Defendant Dean Shafer, whether acting directly or through any other person, is permanently restrained and enjoined from

A. Advertising, marketing, promoting, offering for sale, or selling any mortgage loan modification or foreclosure relief service; and

B. Assisting others engaged in advertising, marketing, promoting, offering for sale, or selling any mortgage loan modification or foreclosure relief service.

PROHIBITED REPRESENTATIONS RELATING TO FINANCIAL RELATED GOODS AND SERVICES

II. IT IS FURTHER ORDERED that Defendant Dean Shafer and his successors, assigns, officers, agents, servants, employees, and attorneys, and those persons or entities in active concert or participation with any of them who receive actual notice of this Order by personal service, facsimile transmission, email, or otherwise, whether acting directly or through any corporation, subsidiary, division, or other device, in connection with the advertising, marketing, promotion, offering for sale or sale of any financial related good or service, are hereby permanently restrained and enjoined from:

A. Misrepresenting or assisting others in misrepresenting, expressly or by implication, any material fact, including but not limited to:

1. The terms or rates that are available for any loan or other extension of credit, including but not limited to:

(a) closing costs or other fees;

(b) the payment schedule, the monthly payment amount(s), or other payment terms, or whether there is a balloon payment; interest rate(s), annual percentage rate(s), or finance charge; the loan amount, the amount of credit, the draw amount, or outstanding balance; the loan term, the draw period, or maturity; or any other term of credit;

(c) the savings associated with the credit;

(d) the amount of cash to be disbursed to the borrower out of the proceeds, or the amount of cash to be disbursed on behalf of the borrower to any third parties;

(e) whether the payment of the minimum amount specified each month covers both interest and principal, and whether the credit has or can result in negative amortization;

(f) that the credit does not have a prepayment penalty or that no prepayment penalty and/or other fees or costs will be incurred if the consumer subsequently refinances; and

(g) that the interest rate(s) or annual percentage rate(s) are fixed rather than adjustable or adjustable rather than fixed;

2. That any person can improve any consumer's credit record, credit history, or credit rating by permanently removing negative information from the consumer's credit record, credit history, or credit rating, even where such information is accurate and not obsolete;

3. Any person's ability to improve or otherwise affect a consumer's credit record, credit history, or credit rating or ability to obtain credit;

4. Any aspect of any debt relief service, including but not limited to, the amount of savings a consumer will receive from purchasing, using, or enrolling in such debt relief service; the amount of time before which a consumer will receive settlement of the consumer's debts; or the reduction or cessation of collection calls; and

5. That a consumer will receive legal representation;

B. Advertising or assisting others in advertising credit terms other than those terms that actually are or will be arranged or offered by a creditor or lender.

PROHIBITED REPRESENTATIONS RELATING TO ANY GOODS OR SERVICES

III. IT IS FURTHER ORDERED that Defendant Dean Shafer and his successors, assigns, officers, agents, servants, employees, and attorneys, and those persons or entities in active concert or participation with any of them who receive actual notice of this Order by personal service, facsimile transmission, email, or otherwise, whether acting directly or through any corporation, subsidiary, division, or other device, in connection with the advertising, marketing, promotion, offering for sale or sale of any good, service, plan, or program are hereby permanently restrained and enjoined from misrepresenting or assisting others in misrepresenting, expressly or by implication, any material fact, including but not limited to:

A. Any material aspect of the nature or terms of any refund, cancellation, exchange, or repurchase policy, including, but not limited to, the likelihood of a consumer obtaining a full or partial refund, or the circumstances in which a full or partial refund will be granted to the consumer;

B. That any person is affiliated with, endorsed or approved by, or otherwise connected to any other person, government entity, any federal homeowner relief or financial stability program, or any other program;

C. The total costs to purchase, receive, or use, and the quantity of, the good or service;

D. Any material restriction, limitation, or condition to purchase, receive, or use the good or service; and

E. Any material aspect of the performance, efficacy, nature, or characteristics of the good or service.

PROHIBITIONS ON USE OF CUSTOMER INFORMATION

IV. IT IS FURTHER ORDERED that Defendant Dean Shafer and his successors, assigns, officers, agents, servants, employees, and attorneys, and those

persons or entities in active concert or participation with any of them who receive actual notice of this Order by personal service, facsimile transmission, email, or otherwise, whether acting directly or through any corporation, subsidiary, division, or other device, are permanently restrained and enjoined from:

A. disclosing, using, or benefitting from customer information, including the name, address, telephone number, email address, social security number, other identifying information, or any data that enables access to a customer's account (including a credit card, bank account, or other financial account), of any person which any Defendant obtained prior to entry of this Order in connection with the advertising, marketing, promotion, offering for sale or sale of any mortgage loan modification or foreclosure relief service, and

B. failing to dispose of such customer information in all forms in their possession, custody, or control within thirty (30) days after entry of this Order. Disposal shall be by means that protect against unauthorized access to the customer information, such as by burning, pulverizing, or shredding any papers, and by erasing or destroying any electronic media, to ensure that the customer information cannot practicably be read or reconstructed.

C. **Provided, however,** that customer information need not be disposed of, and may be disclosed, to the extent requested by a government agency or required by a law, regulation, or court order.

MONETARY RELIEF

V. IT IS FURTHER ORDERED that:

A. Judgment is hereby entered against Defendant Dean Shafer, in the amount of six million two hundred sixty two thousand five hundred nine dollars and sixty two cents ($6,262,509.62); *provided, however,* that this judgment shall be suspended:

1. Upon completion of each of the following:

a. Bank of America shall transfer to the FTC or its designated agent all cash and other assets currently held in account number xxxx2387;

b. Wells Fargo shall transfer to the FTC or its designated agent all cash and other assets currently held in account numbers xxxx3374;

c. Wachovia shall transfer to the FTC or its designated agent all cash and other assets currently held in account number xxxx0406;

d. JP Morgan Chase shall transfer to the FTC or its designated agent all cash and other assets currently held in account number xxxx7409;

e. Merrill Lynch shall transfer to the FTC or its designated agent all cash and assets (including but not limited to liquidating all holdings and transferring the proceeds of such liquidation) currently held in account numbers xxxx9S70 and xxxx9D27;

f. Defendant Dean Shafer shall transfer to the FTC or its designated agent all cash and other assets currently held in any account to which Defendant Dean Shafer has access that is not identified in subparagraphs a-e above; and

g. Defendant Dean Shafer shall transfer to the FTC or its designated agent all cash and other assets currently held in any safe deposit box to which Defendant Dean Shafer has access;

2. Provided that, immediately upon receipt, Defendant Dean Shafer transfers to the FTC or its designated agent the amount of any proceeds Defendant Dean Shafer receives from the sale of property located at 56760 Muirfield Village, La Quinta, CA, 92253;

3. As long as the Court makes no finding, as provided in Section VI of this Order, that Defendant Dean Shafer materially misrepresented or omitted the nature, existence, or value of any asset, and as long as the Court does not otherwise reopen the Order and modify the judgment pursuant to Section VI of this Order.

B. Defendant Dean Shafer relinquishes all dominion, control, and title to the funds paid to the fullest extent permitted by law. Defendant Dean Shafer shall make no claim to or demand for return of the funds, directly or indirectly, through counsel or otherwise.

C. Defendant Dean Shafer agrees that the facts as alleged in the Complaint filed in this action shall be taken as true without further proof in any bankruptcy case or subsequent civil litigation pursued by the FTC to enforce its rights to any payment or money judgment pursuant to this Order, including but not limited to a nondischargeability complaint in any bankruptcy case. Defendant Dean Shafer further stipulates and agrees that the facts alleged in the Complaint establish all elements necessary to sustain an action by the FTC pursuant to, and that this Order shall have collateral estoppel effect for purposes of Section 523(a)(2)(A) of the Bankruptcy Code, 11 U.S.C. § 523(a)(2)(A). This subsection is not intended to be, nor shall it be, construed as an admission of liability by Defendant Dean Shafer with respect to the allegations set forth in the Complaint with respect to any claims or demands by any third parties.

D. Defendant Dean Shafer stipulates and agrees that the judgment ordered by this Section is not dischargeable in bankruptcy, pursuant to Section 523 of the Bankruptcy Code, 11 U.S.C. § 523;

E. The judgment entered pursuant to this Section is equitable monetary relief, solely remedial in nature, and not a fine, penalty, punitive assessment or forfeiture;

F. Upon request, Defendant Dean Shafer is hereby required, in accordance with 31 U.S.C. § 7701, to furnish to the FTC any tax identification numbers, which shall be used for purposes of collecting and reporting on any delinquent amount arising out of this Order; and

G. Upon request, Defendant Dean Shafer is hereby required to furnish to the FTC with copies of any tax returns submitted for the years 2004 through the present; and

H. Pursuant to Section 604(1) of the Fair Credit Reporting Act, 15 U.S.C. § 1681b(1), any consumer reporting agency may furnish a consumer report concerning Defendant Dean Shafer to the FTC, which shall be used for purposes of collecting and reporting on any delinquent amount arising out of this Order.

RIGHT TO REOPEN

VI. IT IS FURTHER ORDERED that, the FTC's agreement to, and the Court's approval of, this Order is expressly premised on the truthfulness, accuracy and completeness of the revised Financial Statement of Individual Defendant dated February 3, 2010, and the revised Financial Statement of Corporate Defendant dated February 3, 2010, each of which has been submitted to FTC counsel by Defendant Dean Shafer, and the sworn testimony given by Defendant Dean Shafer on or about January 5, 2010. If, upon motion by the FTC, the Court finds that: (1) the financial statement or sworn testimony of Defendant Dean Shafer contains any material misrepresentation or omission of the nature, existence, or value of any asset, or (2) Defendant Dean Shafer receives any money or assets owed to him as of the date of entry of this Order by any Defendant named in this civil action, or their officers, agents, servants, employees, and all persons and entities in active concert or participation with them, including pursuant to any chose of action to recover money or assets from such persons, the suspended judgment entered in Section V of this Order shall become immediately due and payable, less any amounts turned over to the FTC pursuant to Section V of this Order. If the form entitled "Financial Statement of Individual Defendant," completed by non-defendant Rebecca Raff, the spouse or ex-spouse of Defendant Dean Shafer, and dated April 6, 2010, contains any material misrepresentation or omission of the nature, existence, or value of any

asset, the Commission may request that this Order be reopened for the sole purpose of modifying the amount of equitable monetary relief against Defendant Dean Shafer. *Provided, however,* in all other respects this Order shall remain in full force and effect unless otherwise ordered by the Court; and, *provided further*, that proceedings instituted under this provision would be in addition to, and not in lieu of, any other civil or criminal remedies as may be provided by law, including any other proceedings that the FTC may initiate to enforce this Order. For purposes of this Section, Defendant Dean Shafer waives any right to contest any of the allegations in the Complaint.

COOPERATION WITH FTC

VII. IT IS FURTHER ORDERED that Defendant Dean Shafer shall, in connection with this action or any subsequent investigation or litigation related to or associated with the transactions or the occurrences that are the subject of the Complaint, cooperate in good faith with the FTC and appear at such places and times as the FTC shall reasonably request, after written notice, for interviews, conferences, pretrial discovery, review of documents, and for such other matters as may be reasonably requested by the FTC. If requested in writing by the FTC, Defendant Dean Shafer shall appear and provide truthful testimony in any trial, deposition, or other proceeding related to or associated with the transactions or the occurrences that are the subject of the Complaint, without the service of a subpoena, *provided, however,* that Defendant Dean Shafer shall be entitled to receive any witness fees and expenses allowable pursuant to Federal Rule of Civil Procedure 45.

COMPLIANCE MONITORING

VIII. IT IS FURTHER ORDERED that, for the purpose of (i) monitoring and investigating compliance with any provision of this Order, and (ii) investigating the accuracy of Defendant Dean Shafer's financial statement or sworn testimony upon which the FTC's agreement to this Order is expressly premised:

A. Within ten (10) days of receipt of written notice from a representative of the FTC, Defendant Dean Shafer shall submit additional written reports, which are true and accurate and sworn to under penalty of perjury; produce documents for inspection and copying; appear for deposition; and provide entry during normal business hours to any business location in Defendant Dean Shafer's possession or direct or indirect control to inspect the business operation;

B. In addition, the FTC is authorized to use all other lawful means, including but not limited to:

1. obtaining discovery from any person, without further leave of court, using the procedures prescribed by Fed. R. Civ. P. 30, 31, 33, 34, 36, 45 and 69;

2. posing as consumers and suppliers to Defendant Dean Shafer, his employees, or any other entity managed or controlled in whole or in part by Defendant Dean Shafer, without the necessity of identification or prior notice; and

C. Defendant Dean Shafer shall permit representatives of the FTC to interview any employer, consultant, independent contractor, representative, agent, or employee who has agreed to such an interview, relating in any way to any conduct subject to this Order. The person interviewed may have counsel present.

D. ***Provided however,*** that nothing in this Order shall limit the FTC's lawful use of compulsory process, pursuant to Sections 9 and 20 of the FTC Act, 15 U.S.C. §§ 49, 57b-1, to obtain any documentary material, tangible things, testimony, or information relevant to unfair or deceptive acts or practices in or affecting commerce (within the meaning of 15 U.S.C. § 45(a)(1)).

COMPLIANCE REPORTING

IX. IT IS FURTHER ORDERED that, in order that compliance with the provisions of this Order may be monitored:

A. For a period of seven (7) years from the date of entry of this Order,

1. Defendant Dean Shafer shall notify the FTC of the following:

a. Any changes in his residence, mailing addresses, and telephone numbers, within ten (10) days of the date of such change;

b. Any changes in his employment status (including self-employment), and any change in his ownership in any business entity, within ten (10) days of the date of such change. Such notice shall include the name and address of each business that he is affiliated with, employed by, creates or forms, or performs services for; a detailed description of the nature of the business; and a detailed description of his duties and responsibilities in connection with the business or employment; and

c. Any changes in his name or use of any aliases or fictitious names;

2. Defendant Dean Shafer shall notify the FTC of any changes in structure of any Corporate Defendant or any business entity that he directly or indirectly controls, or has an ownership interest in, that may affect compliance obligations arising under this Order, including but not limited to: incorporation or other organization; a dissolution, assignment, sale, merger, or other action; the creation or dissolution of a subsidiary, parent, or affiliate that engages in any acts or practices subject to this Order; or a change in the business name or address, at least thirty (30) days prior to such change, *provided* that, with respect to any proposed change in the business entity about which Defendant Dean Shafer learns less than thirty (30) days prior to the date such action is to take place, he shall notify the FTC as soon as is practicable after obtaining such knowledge.

B. One hundred eighty (180) days after the date of entry of this Order and annually thereafter for a period of seven (7) years, Defendant Dean Shafer shall provide a written report to the FTC, which is true and accurate and sworn to under penalty of perjury, setting forth in detail the manner and form in which he has

complied and is complying with this Order. This report shall include, but not be limited to:

1. Defendant Dean Shafer's then-current residence address, mailing addresses, and telephone numbers;

2. Defendant Dean Shafer's then-current employment status (including self-employment), including the name, addresses, and telephone numbers of each business that he is affiliated with, employed by, or performs services for; a detailed description of the nature of the business; and a detailed description of his duties and responsibilities in connection with the business or employment; and

3. A copy of each acknowledgment of receipt of this Order, obtained pursuant to the Section titled "Distribution of Order;" and

4. Any other changes required to be reported under Subsection A of this Section.

C. Defendant Dean Shafer shall notify the FTC of the filing of a bankruptcy petition by him within fifteen (15) days of filing.

D. For the purposes of this Order, Defendant Dean Shafer shall, unless otherwise directed by the FTC's authorized representatives, send by overnight courier all reports and notifications required by this Order to the FTC, to the following address:

Associate Director for Enforcement
Bureau of Consumer Protection
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580
RE: *FTC v. Loss Mitigation Services, Inc.*, Case No. SACV09-800 DOC (ANx) (C.D. Ca.)

Provided that, in lieu of overnight courier, Defendant Dean Shafer may send such reports or notifications by first-class mail, but only if he contemporaneously sends an electronic version of such report or notification to the FTC at: DEBrief@ftc.gov.

E. For purposes of the compliance reporting and monitoring required by this Order, the FTC is authorized to communicate directly with Defendant Dean Shafer.

RECORD KEEPING PROVISIONS

X. IT IS FURTHER ORDERED that, for a period of ten (10) years from the date of entry of this Order, in connection with any business where Defendant Dean Shafer is the majority owner of the business or directly or indirectly manages or controls the business, Defendant Dean Shafer and his agents, employees, officers, corporations, and those persons in active concert or participation with him who receive actual notice of this Order by personal service or otherwise, are hereby restrained and enjoined from failing to create and retain the following records:

A. Accounting records that reflect the cost of goods or services sold, revenues generated, and the disbursement of such revenues;

B. Personnel records accurately reflecting: the name, address, and telephone number of each person employed in any capacity by such business, including as an independent contractor; that person's job title or position; the date upon which the person commenced work; and the date and reason for the person's termination, if applicable;

C. Customer files containing the names, addresses, phone numbers, dollar amounts paid, quantity of items or services purchased, and description of items or services purchased, to the extent such information is obtained in the ordinary course of business;

D. Complaints and refund requests (whether received directly, indirectly, or through any third party) and any responses to those complaints or requests;

E. Copies of all sales scripts, training materials, advertisements, or other marketing materials; and

F. All records and documents necessary to demonstrate full compliance with each provision of this Order, including but not limited to, copies of acknowledgments of receipt of this Order required by the Sections titled "Distribution of Order" and "Acknowledgment of Receipt of Order" and all reports submitted to the FTC pursuant to the Section titled "Compliance Reporting."

DISTRIBUTION OF ORDER

XI. IT IS FURTHER ORDERED that, for a period of seven (7) years from the date of entry of this Order, Defendant Dean Shafer shall deliver copies of this Order as directed below:

A. Defendant Dean Shafer as Control Person: For any business that Defendant Dean Shafer controls, directly or indirectly, or in which Defendant Dean Shafer has a majority ownership interest, Defendant Dean Shafer must deliver a copy of this Order to (1) all principals, officers, directors, and managers of that business; (2) all employees, agents, and representatives of that business who engage in conduct related to the subject matter of this Order; and (3) any business entity resulting from any change in structure set forth in Subsection A.2 of the Section titled "Compliance Reporting." For current personnel, delivery shall be within five (5) days of service of this Order upon Defendant Dean Shafer. For new personnel, delivery shall occur prior to them assuming their responsibilities. For any business entity resulting from any change in structure set forth in Subsection A.2 of the Section titled "Compliance Reporting," delivery shall be at least ten (10) days prior to the change in structure.

B. Defendant Dean Shafer as Employee or Non-Control Person: For any business where Defendant Dean Shafer is not a controlling person of a business but otherwise engages in conduct related to the subject matter of this Order, Defendant Dean Shafer must deliver a copy of this Order to all principals and managers of such business before engaging in such conduct.

C. Defendant Dean Shafer must secure a signed and dated statement acknowledging receipt of this Order, within thirty (30) days of delivery, from all persons receiving a copy of this Order pursuant to this Section.

ACKNOWLEDGMENT OF RECEIPT OF ORDER

XII. IT IS FURTHER ORDERED that Defendant Dean Shafer, within five (5) business days of receipt of this Order as entered by the Court, must submit to the FTC a truthful sworn statement acknowledging receipt of this Order.

RETENTION OF JURISDICTION

XIII. IT IS FURTHER ORDERED that this Court shall retain jurisdiction of this matter for purposes of construction, modification, and enforcement of this Order.

SO STIPULATED AND AGREED:

Dated: April 07, 2010

DEAN SHAFER

By: _____
Dean Shafer
Defendant *Pro Se*

Dated: July 12, 2010

FEDERAL TRADE COMMISSION

By: _____
Mark L. Glassman
Robert B. Mahini
Bevin T. Murphy

Attorneys for Plaintiff
FEDERAL TRADE COMMISSION

CERTIFICATE OF SERVICE

I, Katherine Redding, certify as follows:

I am over the age of 18 and am employed by the Federal Trade Commission. My business address is 600 Pennsylvania Avenue, NW, Mail Stop NJ-3158, Washington, DC 20580.

On July 12, 2010, I caused the attached document entitled "STIPULATION BY DEFENDANT DEAN SHAFER FOR ENTRY OF FINAL ORDER FOR PERMANENT INJUNCTION AND SETTLEMENT OF CLAIMS AS TO DEFENDANT DEAN SHAFER" to be served, by the following means, on the following individuals:

By Agreement for Email Service

Dean Shafer
& Loss Mitigation Services, Inc.
[Street address omitted
per L.R. 79-5.4]
Newport Coast, CA 92657
deanshafer2004@yahoo.com

Defendants Pro Se

Marion Anthony ("Tony") Perry
[Street address omitted
per L.R. 79-5.4]
Fountain Valley, CA

Defendant Pro Se

Bernadette Perry
[Street address omitted
per L.R. 79-5.4]
Laguna Woods, CA

Defendant Pro Se; Registered Agent for Synergy Financial Management Corporation

By Overnight Delivery and Email

Brick Kane
Robb Evans & Associates, LLC
11450 Sheldon Street
Sun Valley, CA 91352-1121
brick_kane@robbevans.com

Receiver for Defendant Loss Mitigation Services, Inc.

Gary O. Caris
McKenna Long & Aldridge, LLP
300 South Grand Avenue, 14th Floor
Los Angeles, CA 90071-3124
gcaris@mckennalong.com

Counsel for Receiver Robb Evans & Associates, LLC

Michael A. Brewer
Hornberger & Brewer, LLP
444 South Flower Street
Suite 3010
Los Angeles, CA 90071
mbrewer@hgblaw.com

Counsel for Intervenor TK Global Partners, LP

I declare under penalty of perjury that the foregoing is true and correct.

Dated: July 12, 2010

Katherine Redding
Katherine Redding

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

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

SEP 10 2013

Re: FOIA-2013-01318
Herbalife Letters

Dear Ms. Celarier:

This is in response to your request dated August 28, 2013 under the Freedom of Information Act seeking access to letters regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of August 28, 2013, the date we received your request in our FOIA office.

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

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

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

Sincerely,

Dione J. Stearns
Assistant General Counsel

hispanicfederation

55 Exchange Place, 5th Floor
New York, NY 10005
T. 212 233 8955 F. 212 233 8996

1133 19th Street N.W., Suite 1035
Washington, DC 20036
T. 202 887 4977 F. 202 833 8195

www.hispanicfederation.org

May 17,2013

Federal Trade Commission
Received
MAY 28 2013
Chairwoman Ramirez

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Dear Chairwoman Ramirez:

Since its inception in 1990, Hispanic Federation, has as its core mission to empower and advance the Hispanic community. It provides grants to a board network of Latino non-profit agencies serving the most vulnerable members of the Hispanic community and advocates nationally with respect to the vital issues of education, health, immigration, economic empowerment, civic engagement and the environment.

As part of our work on economic empowerment we have worked with small businesses to make them viable and prosperous. We have worked with member agencies that provide loans to entrepreneurs who otherwise would not have the needed capital to jump start their business dreams. We have offered seminars on mortgage assistance, development of credit and warned our community about a myriad of schemes created to defraud Latinos, especially the most vulnerable in our community.

Through our financial literacy workshops, leaders in our network and some of our elected officials we have learned about the proliferation of get rich quick schemes that focus on Latinos and especially our immigrants.

We write to you to urge the Federal Trade Commission to conduct an investigation of the multi-level marketing company known as Herbalife. It is our understanding that the company's marketing materials promise richness for a few hours of work from home. You can imagine that for immigrants, particularly those who are underemployed or have no papers, this promise can seem like their ticket to achieving the American Dream. We understand, however, that when you add expenses to acquire the product, lists and marketing materials, most distributors appear to actually lose money.

A particular concern to us about Herbalife is whether distributors make money selling products or recruiting others to sell products: The latter is an indicator of a pyramid scheme. Reading the recent debate on this issue; Herbalife's statements to explain its compensation structure are contradictory. We urge you to focus on this issue: are distributors incentivized to sell product or to recruit new distributors into a pyramid.

Through our work over 23 years we have learned that most multi-level marketing companies are legitimate businesses. They in fact compensate distributors for selling products. In fact, many of these companies have provided new immigrants and other Latinos a real opportunity to move forward and earn a decent living for them and their families. From what we have learned about Herbalife, anecdotally and through our work, we have serious concerns about their business practices and we urge you to look into this matter.

Thank you for your attention.

Sincerely,

Jose Calderon
President

MEMBER:
COMMITTEE ON ETHICS
RANKING MEMBER
COMMITTEE ON
WAYS AND MEANS
SUBCOMMITTEE ON SELECT REVENUE MEASURES
SUBCOMMITTEE ON OVERSIGHT

SENIOR WHIP

Linda T. Sánchez
38TH DISTRICT, CALIFORNIA

DC OFFICE:
2423 RAYBURN BUILDING
WASHINGTON, DC 20515
(202) 225-6676

DISTRICT OFFICE:
17906 CRUSADER AVENUE
SUITE 100
CERRITOS, CA 90703
(562) 860-5050
www.lindasanchez.house.gov

Congress of the United States
House of Representatives
Washington, DC 20515

14008387

FEDERAL TRADE COMMISSION
2013 JUN -7 AM 8:32
CONG. CORRES. BRANCH

Edith Ramirez, Chairwomans
Federal Trade Comission
600 Pennsylvania Avenue, NW
Washington, DC 20580

June 5, 2013

Dear Chairwoman Ramirez:

I am writing to express my concern about the marketing and business practices of Herbalife, Ltd. In particular, I am troubled by allegations that this company may be harming consumers – especially those from our country's most vulnerable populations.

There have been extensive media reports and allegations about Herbalife's business practices. On March 12, 2013, the National Consumers League wrote a letter urging the FTC to conduct an investigation into the possibility that Herbalife is a complex pyramid scheme.[1] More recently, on May 17, 2013, the Hispanic Federation also wrote a letter urging an FTC investigation.[2] Both groups have voiced concerns over whether Herbalife's distributors are primarily incentivized by recruiting others, or by selling the Herbalife product. Additionally, as the National Consumers League letter states, "Low-income consumers, as well as African-Americans and Hispanics, were found to be especially vulnerable to pyramid-schemes masquerading as legitimate home-based business opportunities."[3]

As I have learned more about this issue from my constituents and from outside groups, I believe it is the Federal Trade Commission's (FTC) responsibility to examine these allegations. Given the FTC's mission to investigate claims of fraud and potential pyramid schemes, I encourage you to investigate this matter. I have confidence that such an investigation will provide clarity to consumers and I expect you will aggressively pursue it in a timely manner.

[1] Sally Greenberg, National Consumers League to Edith Ramirez, Federal Trade Commission, 13 March 2013, http://www.nclnet.org/images/PDF/FTC%20Letter%20on%20Herbalife.pdf
[2] Jose Calderon, Hispanic Federation to Edith Ramirez, Federal Trade Commission, 17 May 2013, http://www.scribd.com/doc/142602752/The-Honorable-Edith-Ramirez-FTC
[3] Sally Greenberg, National Consumers League to Edith Ramirez, Federal Trade Commission, 13 March 2013, http://www.nclnet.org/images/PDF/FTC%20Letter%20on%20Herbalife.pdf

PRINTED ON RECYCLED PAPER

If I can be of additional assistance, please do not hesitate to contact Mike McGourty of my staff at 202-225-6676 or michael.mcgourty@mail.house.gov.

Thank you for your attention to this important matter.

Sincerely,

Congresswoman Linda T. Sánchez
Member of Congress (CA-38)

LORETTA SANCHEZ
46th District, California

WASHINGTON OFFICE
1114 LONGWORTH BUILDING
WASHINGTON, DC 20515-0546
(202) 225-2965
(202) 225-5859 FAX

DISTRICT OFFICE
12397 LEWIS STREET, SUITE 101
GARDEN GROVE, CA 92840-4695
(714) 621-0102
(714) 621-0601 FAX

E-mail:
Loretta@mail.house.gov

Website:
www.house.gov/lsanchez

Congress of the United States
House of Representatives
Washington, DC 20515

COMMITTEE ON ARMED SERVICES
SUBCOMMITTEES:
RANKING MEMBER, TACTICAL AIR AND LAND FORCES
STRATEGIC FORCES

COMMITTEE ON HOMELAND SECURITY
SUBCOMMITTEES:
BORDER AND MARITIME SECURITY
COUNTERTERRORISM AND INTELLIGENCE

JOINT ECONOMIC COMMITTEE

July 26, 2013

Chairwoman Edith Ramirez
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Dear Chairwoman Ramirez:

We write to you today as the substantial concerns surrounding the business practices of Herbalife, Ltd. continue to increase. As you may be aware, a number of outside groups including the Hispanic Federation, League of United Latin American Citizens (LULAC), National Consumers League, Consumer Action and Consumers Union have raised concerns about these business practices, as have a number of media outlets.

After careful consideration, we would like to request that the Federal Trade Commission (FTC) look into Herbalife's business practices, specifically whether Herbalife's participants are deceived by exaggerated earnings claims, and whether profits are derived primarily from selling to outside consumers or from recruiting others. We believe the FTC is best suited to determine whether Herbalife business model is structured in a way that is in agreement with federal regulations. Ensuring the fair treatment of consumers, many of whom reside in our districts, is a matter of utmost importance and the FTC's expertise is appropriate for this matter.

As members of Congress, we take our duty to represent our constituents very seriously. In their best interest, we have met with groups representing both sides of this issue and we have reviewed countless reports about the concerns surrounding Herbalife. It is our general consensus that the FTC is best positioned to investigate this matter and provide a factual response. We are fully confident that your resources will offer the most accurate assessment of the business practices that are in question.

We thank you for your attention on this important manner.

Sincerely,

Loretta Sanchez
Member of Congress

Michelle Lujan Grisham
Member of Congress

PRINTED ON RECYCLED PAPER

THE WHITE HOUSE

WASHINGTON

August 11 2000
DATE

MEMORANDUM

FOR: FIC - 18

FROM: HELEN S. CASTLEMAN HSC
DIRECTOR, OFFICE OF AGENCY LIAISON

SUBJECT: REFERRAL OF CASEWORK IN BULK

An unprecedented number of individuals still write the President and the First Lady for help. I know that this has meant a far greater volume of mail for your agency than ever before. I appreciate your continuing cooperation in our efforts to be as responsive as possible.

The attached letters have not received a White House Staff response. I am forwarding this correspondence to your agency for any appropriate action.

Please return the original incoming letter, along with a copy of any written or telephone response, to me at the address belsw. I also would appreciate your sending a copy of your agency's log of the names and addresses of these individuals. *Any* misreferrals should be returned to my office. If you have questions you can reach ne at 202/456-7486.

Mrs. Helen S. Castleman
Director, Office of Agency Liaison
Room 6, OEOB
The White House
Washington, G.C. 20502

Again, thank you for your continuing help.

July 24, 2000

Bill Clinton
White House
Washington, D.C.

President Bill:

Can you help me? I ani deaf and disability. I join member of Purchase Plus Buyer's Group on March 14, 2000. They said me that I will be **back** $400 each 90 days return to me. Rut they never did. That agreement on contract **said** me that I shall get back money each of 90 days. They said more time delay due new all officers. I feel not comfortable this situation sound to me seem like they are on corrupt and scam on me.
Since 20 years I had been member of Amway, Nutrition For Life and Herbalife was no luck but I was on frustrated diose year to year like they **play** on me and too corrupt and scam.
Will you could investigate them cause I lost my money about $10,000 for nothing. Please check all these their business are eligible license allow sell for MLM to all customer.
Also they are selling with vary of Herbs which under no approval by FDA. I had been in hospital last year which cost me more than $25,000 for observant by **doctor** found my stomach was hurt due to Fiber too much. So I decided stop use the Herbs cause my stomach like awful pain killer. I couldn't stop pain for **2 weeks.**
I advise you better check up all diose business in USA stop sell from the Herb need pay attention to FDA. The Herablife owner by Hugh family his mother died due by Herb. And what more Hugh died last 2 months ago too. I fear **anyone** could be happen to them die cause by Herbs.
I **ask** you if you try join member for Purchase Plus Buyer's Group. I believe they will scare about from you. Please see attachment paper. If you will be glad support me on sponsor from me. Thank you.

Amway
from Michigan
Herbalife
from Los Angeles, Calif.
Purchase Plus Buyer's Group
from Westerville, Ohio
Nutrition For Life
from Houston, Texas

Truly,

(b)(6)

(b)(6)

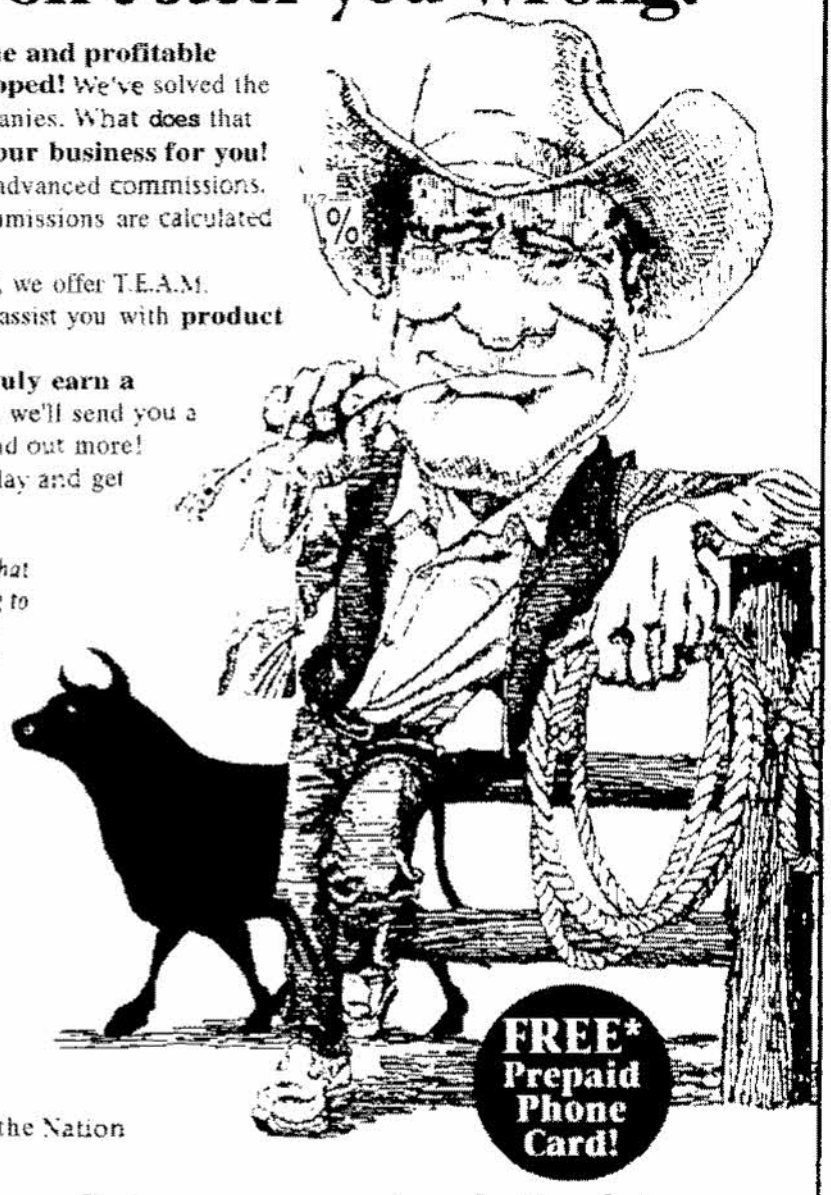
Tired Of The Bull?

Come to us, we won't steer you wrong!

Take advantage of one of the most unique and profitable formulas for creating wealth ever developed! We've solved the major problems of traditional marketing companies. What does that mean? **That means we'll help you build your business for you!** And, you'll have access to great products and advanced commissions. You will receive your money on time, and commissions are calculated and checks mailed every week.

And, unlike any other marketing company, we offer T.E.A.M. (Together Everyone Achieves More). They can assist you with **product selling and associate recruiting.**

Our program is so unique; you may truly earn a rewarding income! And, for a limited time, we'll send you a free pre-paid phone card* just for calling to find out more! So don't wait 'til the cows come home - call today and get on your way to a better future!



"What I have really enjoyed during the year and a half that I have been involved with PURCHASE PLUS is not having to listen to a bunch of hype. My commissions are great and every check has been on time. I am certainly glad I hired PURCHASE PLUS to help build my business!"
— ED JORDAN, Associate

Our Unique Program Includes:

- Advance Commissions
- T.E.A.M. Marketing Support
- Simplified Marketing Plan
- 100% Money Back Guarantee. Less Commissions Paid - So Time Limit**
- Great Products
- National Advertising
- No Meetings and No Hype
- One of the Fastest Growing Companies in the Nation
- Bonus Positions Available

** Does not apply to Utah Associates

Purchase Plus
Official Member
BUYER'S GROUP, INC.
Purchasing With Us Is A Plus

Get on your way to a better future

Call 1-800-404-0269

Purchase Plus Buyer's Group, Inc.

for a FREE Info Pack and Prepaid Phone Card

Reference Code:

or visit our website at www.ppbg.com

* One free phone card per household. Purchase Plus employees, affiliated divisions and preexisting Associates are not eligible for offer

'Purchasing With Us Is A Plus'

Together Everyone Achieves **More**

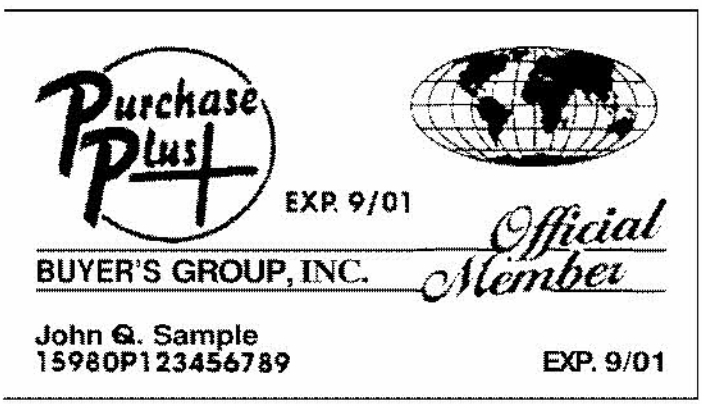
The following pages are the detailed explanation of how Purchase Plus can Dramatically Change Your Life.

Purchase Plus is now over 3 years old! A Company that is still breaking Industry Norms to bring customers Outstanding Products and Services unlike the typical hype products seen in most marketing companies today. **We have compiled a Benefits Package for our Membership Customers that provides Fantastic Values!**

WE WILL WORK SIDE BY SIDE WITH YOU!

The Purchase Plus T.E.A.M. helps you as an Associate, and you will be paid Advance Commissions In approximately 90 days. **After experiencing the Purchase Plus Program, we believe you will know that Purchase Plus** has **one of the Most Lucrative Compensation Programs in America** ***and...***

Together Everyone Achieves More!



FINALLY!!
THE SALES PLAN DESIGNED FOR YOU!!

Purchase Plus Buyers Group, Inc.®
Corporate Offices: 975 Eastwind Drive, $190 • Westerville, OH 43081
Phone: (614) 890-1638 / (800)*877-3186* Fax: (614) 890-1630 / (800) 890-1630

"Purchasing With Us Is A Plus"

Purchase Plus Products

OUR UNIQUE ASSOCIATE PROGRAM INCLUDES...

- ✓ Simplified **Marketing** Plan. Our Marketing Plan is easy to understand and build.
- ✓ Great Products **and** Benefits. You have your choice of **6** great Products that Retail for $199 each, and **Wholesale** for $149 each. All 6 provide outstanding Customer Benefits.
- ✓ Purchase **Plus can assist your** recruiting.
- ✓ Just Earnings. No meetings – No Advertising – No Hype.
- ✓ Satisfaction Guaranteed. 100% Money Back Refund Policy (less commissions) if you are n satisfied.*
- ✓ **Advanced Commissions.** You receive a $400 Advance Commission if you have purchased tional marketing assistance. You receive a $600.00 Advance Commission if you Personally Recruit 3 Associates who make Wholesale Purchases. This Advance will be paid in 12-18 days.
- ✓ Receive Residual Override **Money Fast.** Our Program is a true 3 x 5 Forced Matrix so yc can receive your Commissions steadily and continuously.
- ✓ Commissions Paid **On** Time. Your Commissions will be Calculated and Paid on Time.

PRODUCTS (All Products have a Suggested Retail Price **of $199.00 with** a Wholesale Price **of $14**

PPBG MEMBERSHIP

The PPBG Membership includes S o New Cost for Prepaid Legal, Healthlink Network, and Great American Trave: Reg ion for special Member Pricing at Golf Courses, Hotel & Motels, Recreation and Amusement Parks, etc. Upon receipt by Purcr . Plus of your Membership Registration Form you are registered as a Purchase Plus Member. See the following page for more inf ation on these superb Member values.

PPBC WEB PAGE

The PPBC Web Page helps to build and expand any Business by connecting it to the Internet. You will receive your own ?age where you can Advertise and Expand Your Sphere of Influence. This can include links to the Purchase Plus Home Page, Curn odates, and more. A PPBG Web Page is also a great way to keep in touch with family and friends across the World.

PPBG PRE-PAID CALLING CARDS

Have you ever needed to make a call but found yourself without change? Have you ever heard the excuse from Your Teenager or College Student that they had no money to call home? You and Your Customers eliminate these problems, and others like them, purchasing PPBG Pre-Paid Calling Cards. Choose from one (1) 500-Minute Calling Card; four (4) 120-Minute Calling **Cards;** or rty (40) 10-Minute Calling Cards.

PPBG INTERNATIONAL CALLING CARDS

PPBG now meets the needs of our World Travelers with Calling Cards for use outside of the United States. Rates will vary according to the Country the call originates from and the Country the call is placed to (i.e.: Rates that apply when calling from Sweden to Germany).

PPBG VOICEMAIL (TelTrax)

TelTrax Personal Voice Mail Systems includes the following features: Send and Receive Messages. **Have** Group Lists. Personal Fax-on-Demand. Attach Faxes to Messages. COMING SOON: One Button Distribution of Messages. Associates can even access Company Messages (Opportunity Message, Rebroadcast of Company Conference Calls, etc., Training Seminars, Leader Updates, Testimonials, etc.), Keep in touch with your Organization's Leaders and Fax-on-Demand (Forms, InfoPack, Meeting Schedules, etc.).

PPBC POSTCARDS

Purchase Plus offers fabulous Direct Mailing Pieces. These attention-getting Post Cards ar esigned to help promote and build businesses. You will receive a sample of a Company Designed or Custom Designed Post Card extra charge) with its own Reference Code. So sit back and enjoy this incredible Direct Mailing Opportunity. For our Associates, we also utilize a Customized Mailing List, which includes Mailing Distribution and Postage that helps promote your Business by post card.

*Does not apply to Utah Associates

"Purchasing With Us Is A Plus"

Purchase Plus "Membership Product" Benefits

Now you can stretch your dollars by becoming a Member of Purchase Plus Buyer's Group, Inc. We have joined with some of the largest Corporations in America to provide special Membership rates. (Suggested Retail Price of $199 * Associate Price is $149.00)

Membership Privileges Include Special Member Pricing in the Following:

Health Care Network*
- ✓ Chiropractic Care – Initial Consultation FREE – Low Rates on Diagnostic and Treatment Services
- ✓ Dental Care – Low costs at over 16,000 Providers
- ✓ Hearing Aids – Real Values
- ✓ Prescription Drugs – Low Rates at 35,000 National Pharmacies
- ✓ Vision Care – Bargain Prices at 7,000 Locations Nationwide
- ✓ 24 Hour NurseLine – Your Round-the-clock Resource for Health Information
- ✓ FREE Medical Emergency Data Card with Membership – Stores Vital Health Information on Your Medical History
- ✓ Low, Low Rates on Mail Order Prescriptions

Recreation & Entertainment Services
- ✓ AMC Theater Movie Tickets - $4.50 each
- ✓ Amusement Parks and Recreation Areas – Member Prices at Over 1,500 locations
- ✓ Cruises – Bargain Prices with Carnival, Royal Caribbean, Premier Cruise Lines, and Holland America Cruise Lines
- ✓ Golf Courses – Bargain Prices at over 2,000 locations
- ✓ Hotels and Motels – Over 6,000 locations – Corporate Rate at Hilton, Sheridan, Radisson, Marriott, Holiday Inn, and more
- ✓ Special Rates at All Choice Hotels – Sleep, Comfort, Quality, Clarion Inns, Econolodge, and more
- ✓ SKI RESORTS Membership Price at 1,200 Domestic and International Resorts
- ✓ Reduced Rates on Select Vacation Packages – Virgin Islands, Mexico, London, Tokyo, and many more

Insurance Services**
- ✓ Low cost Auto Insurance
- ✓ Low cost Group Health Insurance
- ✓ Low cost Homeowner & Rental Insurance
- ✓ Low cost Dental Insurance

Automotive & Automotive Services
- ✓ Excellent Prices on Automotive Repair at Penske Automotive, and BP ProCare Centers
- ✓ Members Purchase their Vehicles at Dealer Invoice- Chrysler – Ford – Hyundai – Isuzu – Jeep/Eagle – Mazda – Mitsubishi – Nissan (All Foreign Vehicles are 1% over Dealer Invoice)
- ✓ Auto Club Membership for $36/year – 24hour Road Side Assistance, Custom Trip Routing, $50 Ambulance Service Reimbursement $500 Emergency Travel Expense Reimbursement, $500 Legal Defense Reimbursement and $1000 Car Theft Reward – Covers all Family Members and Vehicles

Specialized Services***
- ✓ Federal Credit Union Membership
- ✓ Great Values at FTD Florists
- ✓ Reduced Rates on Office Supplies and Furniture

Telecommunications Services
- ✓ Calling Cards at 15.9 cents per minute – No Surcharges
- ✓ Long Distance 8.9cents per minute - 24 Hours/7 Days a Week
- ✓ Toll Free Numbers – 8.9 cents/minute

Legal Services
- ✓ No Cost Prepaid Legal – Free Will – Free Consultations – Unlimited Legal Matters (Reduced Hourly Rates)

Travel Services
- ✓ Airline Check: - $1300 at No Extra Cost
- ✓ Group Pricing on Rental Cars from Avis, Alamo, Budget, Hertz, National, and Thrifty
- ✓ Group Pricing on RV Rentals Nationwide
- ✓ Member Prices on Truck Rentals from Ryder, Penske or Budget

These Benefits will come to you in a beautiful Leatherette Tri-fold, packed with Colorful Brochures, Easy Access Toll Free Numbers and Guides to aid you to using Your Money Saving Benefits

* Prescription Service is not available in the State of Washington. Chiropractic Care, Dental care, and Vision Care not available in the States of California, North Dakota, South Carolina, and Washington. Healthcare Professionals providing Chiropractic Care, Dental Care and Vision Care receive no reimbursement from Purchase Plus or any other source other than patient payment. Purchase Plus assumes no liability or risk for payment for services to the Healthcare Providers. The Health Care Network is not Insurance and is a program designed to reduce Healthcare Costs to people through Networks of Providers.

** Purchase Plus does not provide Insurance, all Insurance issuance is handled directly with licensed Insurance Companies. Purchase Plus assumes no liability or risk with regard to Insurance Services and neither receives nor processes Premiums or Claims and receives no commissions with regard to Insurance issued.

*** Federal Credit Union Membership undertaken directly between Members and the Federal Credit Union. All fees and costs associated with Federal Credit Union Membership are charged by the Federal Credit Union and paid by Member directly to the Federal Credit Union. No access to Credit in any form is offered through a Purchase Plus Membership, all matters of Credit depend upon Member qualifying under the requirements of the Federal Credit Union.

Revised 12/08/99

"PurchasingWith Us Is A Plus"

T.E.A.M. Program

HOW DO I GET STARTED?

1 - **Fill out the Application.** 2 – **Choose Wholesale purchase level** of $149.00 or $715.00 or $1,490.00. 3 - **You may also choose from three** *(3)* **Optional Marketing Assistance Plans with advance commissions** – **(A) Basic Plan (single pack)** for $400.00 (your first Business Center activated includes **the** Purchase Plus Sales Packet), T.E.A.M. Marketing Fee ($251), and the Wholesale Product you choose ($149); **(B) Business Plan (5-pack)** which is 5 Basic Plans for $1,950.00, giving you a $50.00 savings; or **(C) Executive Pack (IO-pack)** which is 10 Basic Plans for $3,800.00, giving you a savings of $200.00. See the following page for Compensation of the 3 different Plans. 4 - **Choose your Wholesale Product** now or when you are ready. – **(A)** the PPBG Membership; **(B)** the PPBG Web Page; (C) the PPBG Pre-Paid Calling Card(s); (D) the PPBG International Origination Calling Caid: **(E)** the PPBG Voicemail (TelTrax) Service; or **(F)** the PPBG Company Designed Post Cards. **5 – Submit your completed form** and if purchasing you may Fax it with Check or Credit Card Information to Purchase Plus a! (800) 890-1630. See the following page for Compensation of the 3 different Plans. ***SO*** **INITIAL PURCHASE IS REQUIRED.** Marketing Services a-e Optional. Commissions Activated upon first Wholesale Purchase and Receipt of Sales Report.

MONEY IS MONTHS NOT YEARS

Purchase Plus has developed a Cnique Money Making Opportunity. Most people do not make decent money in the traditional Network Marketing Companies because the people they Sponsor Do Not Have the Time or the Ability to Sponsor other people. Most people Do Not Have the Expertise to do National Advertising. Purchase Plus has solved both of these problems. (T.E.A.M. is a Xlarketing Program that has been approved by Purchase Plus to help build sales and sales organizations exclusively for Purchase Plus Associates.) The T.E.A.M. Program provides a marketing representative to assist you. This is probably one of the most Unique, Profitable, and Proven Formulas for Creating Wealth Ever Developed. Associates taking advantage of the Optional Xlarketing Services actively participate by the Making of Required Retail Sales, participate with T.E.A.M. Personnel in determining and pursuing Recruitment of Associate Prospect Referrals, and in working regularly and continuously with assigned Marketing Services Personnel in all aspects of the building of the Associate's Business.

ADVANCE COMMISSIONS – OPTIONAL PLANS

You make the choice! Choice #1.) You can hire T.E.A.M. Marketing to work with you and receive an Advance Commission of $400.00 per Business Center in approximately 90 days. **Choice #2.)** You may sponsor 3 Purchasing Associates on your own within 45 days of Activation and receive a $600 Advance Commission in approximately 2 weeks after sponsoring the third Associate. **All Advance Commissions, ($400 With marketing assistance, $600 With 3 Personally Activated Recruits), Administration Fee (595). and Computer Maintenance Fee ($75), will be subtracted from regular Commissions Earned.** (Utah Associates will receive advanced commissions equal to the discounted cost of the Business Plan or Executive Plan that was purchased.)

BONUS COMMISSIONS

You can also earn immediate income by personally sponsoring Associates, who activate having purchased Optional Business Plans or Executive Plans. The Bonus Commissions you will receive are as follows: **a)** Business Plan - $250, **b)** Executive Plan - $500.

HOW DOES MARKETING SERVICES WORK?

A representative of T.E.A.M. Marketing Services will assist you throughout the entire process of building your organization. Our Representatives will be in contact with you and work with you on a regular basis. **"Remember, we cannot process Commission Payments to you until Purchase Plus has received your Associate Sales Report demonstrating that you have sold a portion of the Wholesale Products which you purchased from us, to Non-Associate Consumers.** The applicable retail sales for each Plan are as follows: Basic Plan - 2 units; Business Plan – 10 units; Executive Plan– 20 units."

"Purchasing With Us Is A Plus"

Associate Compensation

The Following Commissions are Based on the Wholesale Product Purchased. Potential Commissions as Shown in the Charts Below.

BASIC PLAN

(With optional marketing assistance)

$400.00

(Single Pack)

$400 Advance in approximately 90 days after activation.

Levels	# of Associates and Sales (1 each)	% of Commission	Maximum Commission*
1	3	5%	$ 22.35
2	9	5%	$ 67.05
3	27	10%	$ 402.30
4	81	15%	$ 1,810.35
5	243	25%	$ 9,051.75
TOTALS	**363**	**60%**	**$ 11,353.80**

BUSINESS PLAN**

(With optional marketing assistance)

$1,950.00

(5 - Pack)

$2,000.00 Advance in approximately 90 days after activation.

Levels	# of Sales	% of Commission	Maximum Commission*
1	15	5%	$ 111.75
2	45	5%	$ 335.25
3	135	10%	$ 2,011.50
4	405	15%	$ 9,051.75
5	1215	25%	$ 45,258.75
TOTALS	**1815**	**60%**	**$ 56,769.00**

EXECUTIVE PLAN**

(With optional marketing assistance)

$3,800.00

(10 - Pack)

$4,000.00 Advance in approximately 90 days after activation.

Levels	# of Sales	% of Commission	Maximum Commission*
1	30	5%	$ 223.50
2	90	5%	$ 670.50
3	270	10%	$ 4,023.00
4	810	15%	$ 18,103.50
5	2430	25%	$ 90,517.50
TOTALS	3630	60%	$ 113,538.00

*The Above Charts Demonstrate How the Purchase Plus Compensation Plan Works and Is Not Intended to State or Infer That A Purchase Plus Associate May, Can o Will Achieve Any Certain Sales Organization or Income. No Average or Typical Sales Organization or Income Has Yet Been Established for Purchase Plus Associates.

** Plan Associates will receive advanced commissions equal to the discounted cost of the Business Plan or Executive Plan that was purchased.

FOR THOSE WHO DESIRE TO ACTIVELY WORK THE PROGRAM, THERE ARE LEADERSHIP BONUSES AVAILABLE!

"Purchasing With Us Is A Plus"

Leadershiu Bonus Program

Due to Our Unique pro-gam, We Take Pride In the Fact That All of Our Associates Can Enjoy Success With Purchase Plus. You can pay us to help you do the marketing! **However, if you are one of those that desires to excel with your Home-based Business. We Want You To Join Our LEADERSHIP TEAM!!!**

Bonus	Qualifications
* Receive 5% of all $149 Wholesale Purchases by the 6th level of each Business Center activated, in addition to the commissions from levels 1 - 5.	* Personally Recruit **and** Develop 51 Activated Business Centers * Any combination of Basic, Business, and Executive Plans

Bonus	Qualifications
* Receive 5% of all $149 Wholesale Purchases by the 6th and 7th level of each Business Center activated, in addition to the commissions from levels 1 - 5.	* Must be a Director * Personally Recruit and Develop 5 Directors * Have 300 Purchasing Associates in your 6 level Sales Organization

Regional Vice President

Bonus	Qualifications
* Receive 5% of all $149 Wholesale Purchases by the 6th and 7th level of each Business Center activated, in addition to the commissions from levels 1 - 5. * Receive 1% of all $149 Wholesale Purchases by levels 8-13 of each Business Center activated * 1/2% override on all $149 Wholesale Purchases below 12th level until another R.V.P. is reached * $600/month *Car* Allowance for 1 year * $2,000 - $4,000/month Expense Allowance for approved Travel and Accommodations (some restrictions apply)	* Must be an Executive Directors * Personally Recruit and Develop 5 Executive Directors * Have 1500 Purchasing Associates in your 7 level Sales Organization

We're looking for **Dynamic**, Hardworking, **and** Business-Minded **Professionals To Join** Our **LEADERSHIP TEAM**. We want Leaders committed to building strong National Sales Organizations with the most Exciting Opportunity in Marketing Distribution Today! **As** a Member of our Team, we're committed to providing you the finest Support necessary to help you attain a Level of success and a Way of Life perhaps beyond all expectations! Our Company is on the Verge of Tapping Into even Larger Markets. Creating even Greater Opportunities **and** Providing Amazing Futures! Be **a part** of our **Success Story ..Join Us Today!**

"Purchasing With Us Is A Plus"

PPBG Questions and Answers

Q. Must I retail Purchase Plus Products?
A. Yes. You must sell Purchase Plus products to non- associate consumers. 2 of every three of the Products you purchase at Wholesale must be sold to Non-Associate Consumers.

Q. I am not a good Recruiter! How can this Program Work for Me?
A. You are like 98% of Network Marketers. You can see a great concept, but feel you could not make it work for lack of ability or desire to Sell or Recruit. You may have had an unpleasant experience in Networking before. Whatever the case. Our Program allows you to pay T.E.A.M. Marketing to help you recruit and sell.

Q. What happens if I am only able to personally (without assistance) sponsor 2 Purchasing Associates in my first 45 days?
A. The Company will still Advance you $400 once a third Business Center is Activated in your first level. If you are able to Sponsor 3 in those 45 dahs. the Company will send you a $600 Advance Commission in 12 - 18 days.

Q. What happens if my personally sponsored Associates on my first level buy 1 Basic Plan. 1 Business Plan, and 1 Executive Plan?
A. You will receive a $600 Advance Commission (for having 3 Purchasing Associates on your 1st level in your initial 45 days). You will also receive Bonus Commissions of $250 for the Business Plan, and $500 for the Executive Plan. This gives you a Total of *$1,350!!*

Q. How can Purchase Plus help build my Organization?
A. Purchase Plus has combined forces with T.E.A.M. Marketing. At your request. they Hill assist in every aspect of your business.

Q. How are Commissions paid?
A Commissions are Paid Monthly (Weekly on your Personally Sponsored Associates Wholesale Purchases) and are based on the Sals of Wholesale ($149) Purchase Plus klemberships and other Products. UP to 75% is available to be paid to the Associates on each Wholesale Purchase. See Charts under Associate Compensation.

Q. How long will it take to build my Organization?
A We estimate that it will take approximately 12 to 24 months to significantly fill your Organization. However, you *can* start receiving Commission Checks quickly. If you personally sponsor Associates without assistance, this will help your Organization grow faster.

Q. Do I have to start over once my Organization is completed?
A No. All Associates will receive a Renewal Notice to renew their Associate status in one year. Because your Organization is already being developed, you only need to purchase an applicable Wholesale Product or another Optional Plan.

Q. How do I Renew year after year? Will I continue to receive Commissions from my Organization?
A It is easy to Renew. Simply buy a Wholesale product for each Business Center to be renewed. You will receive the same Commissions shown on the .Associate compensation Chart (page 5) each year as you and the Associates in your Organization Renew

Q. If I purchase a Business Plan or an Executive Plan, can I mix the Products I receive?
A Yes The First Product Recommended is the PPBG Membership and then you may choose any Combination of Calling Cards. Web Page, TelTrax Voice Mail, Company Designed Post Cards. Custom Designed Post Cards. and or any other Product that has been introduced.

Q. How do I get started?
A Fill out the Application and mail it in with applicable funds by Check or Credit Card number to the address listed on the Application: or Fax the Application with Credit Card number or Check by Fax Form to (800) 890-1630.

Independent Associate Application

P.O. Box 6115 • Westerville, OH 43086
Phone: (614)890-1638/ (800) 877-3286 Fax: (614)890-1630/ (800) 690-1630

Print entire form clearly and accurately - illegible or incomplete *forms* will be returned!

Social Security # | Federal I.D. # | Today3 Date | Leadership #

Name (Last, First, Initial) (This is your personal name or business name. Recognition and checks will be in this name.) | Date of Birth

Name of Principal Person if different from Associate Name (Last, First, Initial)

Mailing Address (If this is a 2C Box, please complete the shipping section below.) | Apt. # | E-mail address

City, Town | State | Zip Code

Shipping Address (if different than Mailing Address) This must be a street address. No shipments will be made to P.O. Boxes

(Area Code) Residence Home Prone | (Area Code) Business Phone

Name on Associate's Preferred Benefits Membership Card

Applicant's Signature I have read and understand the Terms 3 Conditions found on page 2.

Name (First, Middle Initial, Last) *Please Print*

Please read and sign Terms & Conditions found on the reverse side of this form. Submit signed Terms & Conditions with your Application.

Sponsor's Name (b)(6) | Sponsor's Phone (b)(6) | Sponsor's PPBG, SS# or Fed I.D.# (b)(6)

SPONSOR NOTE: The name listed above as sponsor will be the sponsor of the Business Center listed on this application. Sponsor will be paid any commissions due from this application. If application is filled with the wrong Sponsor Name and commissions are paid, placement changes and commission adjustments will not be made. NO EXCEPTIONS. This Business Center will be placed under Sponsor's next available Business Center.

NO PURCHASE IS REQUIRED WITH APPLICATION. New Associates have one year year to acquire at least one Business Center in order to start their Associate business. Your wholesale product purchase volume determines the number of Business Centers you will receive. Commission qualification, including advance commissions, requires retail distribution of more than 50% of wholesale products ordered and must be evidenced by a Associate Sales Report provided to the company. Commissions are paid on wholesale product purchases only. An info pack is available free of cost at www.ppbg.com or from Info-On-Demand at 1-415-273-3934.

Plan Type		Product	Marketing Services (Optional)	Total Product & Optional Marketing	Quantity	Total U.S. Dollars
START UP BASIC PLAN* Single Pack		$149	$300	$449		$
START UP BUSINESS PLAN* - 5 Pack		$745	$1,254	$1,999		$
START UP EXECUTIVE PLAN* - 10 Pack		$1,490	$2,359	$3,849		$
* Initial T.E.A.M. Marketing for the 001 Business Center includes Associate Kit with Preferred Benefits Membership and Buyers Plus Catalog						
AFTER YOUR INITIAL SELECTION, OR CURRENT ASSOCIATE ORDER, THE FOLLOWING WILL APPLY:						
BASIC PLAN Single Pack	–	$149	$251	$400		$
BUSINESS PLAN - 5 Pack	1 Bonus Center**	$745	$1,205	$1,950		$
EXECUTIVE PLAN - 10 Pack	2 Bonus Centers**	$1,490	$2,310	$3,800		$
Spouse card for membership product _____ Spouse's Name					$20	$
Business Plan gets 1 Bonus Business Center Executive Plan gets 2 Bonus Business Centers ** Advance Commissions are not paid on Bonus Business Centers				Subtotal		$
				Total Sales Tax (Ohio Residents Add 5.75% Sales Tax)		
				Shipping & Handling		$10.00
				Total		$

Product Options

Choose 1 product for each Business Center activated.
All product options include 5 Preferred Mini-Benefits Cards.

- ___ Package of 2 - 300 Minute Prepaid Phone Cards
- ___ Package of 5 - 120 Minute Prepaid Phone Cards
- ___ 6 Buyers Plus Catalogs
- ___ International Origination Calling Card
- ___ Preferred Benefits Membership
- ___ Prepaid Vacation Package* Includes Florida Fling & Prepaid Vacation Card
- ___ 4 Preferred Mini-Benefits Cards
- ___ Total Number of Products Ordered
  5 pack = 5 Business Centers
  10 pack = 10 Business Centers

T.E.A.M. Marketing Assistance Request: I hereby request and order optional Marketing Assistance for each of my Business Centers. I understand that Marketing Assistance requires my active and ongoing participation with my PPBG marketing representatives and includes my responsibility to: 1) Sell more than 50% of wholesale products purchased by me to non-Associate customers. 2) File a Sales Report of my retail sales which is necessary for me to receive commissions. 3) Actively assist in the sponsoring of new Associates and assist in the activation of their Business Centers. 4) Direct my efforts in conjunction with my PPBG marketing representatives. 5) Regularly contact and provide assistance to Associates in my organization.

Signature X _____

Date _____

Payment Method

☐ Credit card ☐ Money order ☐ Check# _____ $ _____

All payments must be in United States dollars • One form of payment per application • No third-party payments

Amount Charged $ _____ *Cardholder must be the applicant • One credit card per order*

☐ Visa Card ☐ Master Card

Card Number | Expiration Date

Name (Printed as it appears on card)

X _____ Authorized Signature must be the applicant

☐ If credit card address is different than application address above, please complete bottom.

Address _____ City _____ State _____ Zip _____ Phone # (____) _____

Associate Terms & Conditions

1 I am of legal age in the state of my residency. I agree that I am an independent contractor, responsible for determining my own business activities and not an agent, employee or legal representative of the company, and that I am responsible for the payment of all federal and state self-employment taxes, and any other tax required by any federal, state, or regulatory taxing agency. I am responsible to pay all sales taxes. This position does not constitute the sale of a franchise or of a distributorship and no fee or purchase for participation, as an associate has been required of me. This agreement shall be deemed in effect upon its receipt and acceptance by Purchase Plus Buyer's Group, Inc., at its Home Offices, in Westerville, Ohio.

2 I agree that as a Purchase Plus Buyer's Group Associate, I shall place primary emphasis upon the selling of company products to ultimate consumers. Associates residing in the States of Maine, North Dakota, Michigan, Indiana, Iowa, and West Virginia are limited to $496.00 in purchases as an Associate from the Company during the first six months of Associate status. Permissible Associate purchases shall be automatically modified to comply with the exemption requirements set forth in any state's law regulating business opportunities.

3 In presenting Purchase Plus Buyer's Group products and the Associate positions to prospects, I agree that such presentations shall be strictly according to the following format and that I will be terminated as an Associate if I fail to comply fully with the following:

a. I will inform all prospects that no initial fee or initial purchase is required to become a Purchase Plus Buyer's Group Associate.
b. I will make no false or misleading statements about Purchase Plus Buyer's Group, Inc., the Purchase Plus Buyer's Group Associate positions, Company products, or Sales and Commission Opportunities.
c. I will promote my Associate business, use the Company name, or the Company trade names, logos, sales materials, Company literature, trademarks, Independent Associate websites or service marks of Purchase Plus Buyer's Group, Inc., only in materials provided by the Company or approved in writing by Purchase Plus Buyer's Group, Inc., prior to their use by me. I understand that unauthorized use or duplication of trademarked or copyrighted materials are a violation of federal law.
d. PPBG is the owner of numerous trademarks, including "Purchase Plus" which is a registered trademark of PPBG as set forth on Schedule A which will be supplied upon request (the "Trademarks"). During Associate's association with PPBG, PPBG hereby grants a limited license for Associate to use the Trademarks of PPBG, subject to the terms and conditions of this Agreement. Associate recognizes the value of the goodwill associated with the Trademarks and acknowledges that, hereafter, the Trademarks and all rights therein and goodwill pertaining thereto belong exclusively to PPBG. Associate agrees that the goods and services identified by the Trademarks provided by it shall be of high standard, appearance and quality as may be adequate and suited for the best advantage, protection and enhancement of the Trademarks and the goodwill pertaining thereto, that services provided by Associate under the Trademarks will be supplied in accordance with applicable Federal, State and local laws, and that the same shall not reflect adversely upon the good name of PPBG or the Trademarks. Associate further agrees to cooperate with PPBG in defending the title to the Trademarks against any lawful claim and demand whatsoever, provided PPBG reimburses Associate all reasonable expenses (including its reasonable attorney's fees) incurred by Associate in such defense. Associate agrees that its every use of the Trademarks under the limited license granted herein shall inure to the benefit of PPBG and that Associate shall not at any time acquire any rights to the Trademarks by virtue of any use it may make of it.
e. If I am found to be spamming in connection with my activities as an Associate, my position with PPBG will be terminated immediately. My Business Centers and Residual Override Commissions will be forfeited.
f. Although PPBG permits the separate ownership of business centers by spouses and other dependents of legal age living within the same household, for purposes of consistent enforcement of these terms and conditions PPBG reserves the right to impose disciplinary action, including termination of Associate status in appropriate situations, against all members of the same household based upon violation of these terms and conditions by any one member of the household.

4 I agree that I shall sell over 50% of the wholesale products ordered of my wholesale product orders to non-Associate consumers prior to reordering product. Retail sale records shall be maintained and subject to review and verification. Submission of required Associate Sales Report is a condition to receiving commissions.

In order to maintain a viable Marketing Program and to comply with changes in federal, state, and local laws and economic conditions, Purchase Plus Buyer's Group, Inc. may provide additional Terms and Conditions to its Associates from time to time, as well as to modify its Associate Compensation Program. Such additions and modifications shall become a binding part of this Agreement upon publication in the official Purchase Plus Buyer's Group Associate News letter. I understand that no attorney general or other regulatory authority ever reviews, endorses or approves any product, compensation program or company, and I will make no such claim to others.

6 I understand that my Associate position can be inherited or bequeathed, but cannot be transferred or assigned during my lifetime. Business licenses may be required of an Associate. Associate will determine and obtain all required licenses, including telemarketing license if applicable to Associate's sales activities. I also agree to abide by all local, state, and federal laws that apply to my Associateship and my marketing of Purchase Plus Products.

I agree to maintain monthly communication and support to those Associates I sponsor into the program and in my commissionable organization by way of any of the following, or combination thereof: Personal contact, telephone communication, written communication, and attendance at Associate meetings.

8 Purchase Plus Buyer's Group, Inc. is responsible for the following fulfillment to its Associates: A new Associate's sales packet of literature whether or not an optional plan is purchased; shipment of ordered sales aids and products within ten days of receipt of order and clearance of funds, subject to availability of items ordered; calculation and payment of Associate commissions. Payment terms on Associate purchases: check, money order or credit card with order. No credit purchases or C.O.D.'s are available. Commissions are payable to Associates according to the Associate Compensation Plan which is incorporated herein by reference.

9 Display of commission checks and making of income projections to prospective Associates is prohibited. Change of original sponsor is not permitted. Associate and customer lists and names are owned by company and may never be used for any commercial purpose without prior written consent of company. During the term of this agreement and for 90 Days thereafter, Associate shall not directly or indirectly solicit Associates or customers of Purchase Plus Buyer's Group, Inc. to other network marketing organizations, except as to personally sponsored Associates customers.

10 This agreement is governed under the laws of the State of Ohio. The parties agree that any claim, dispute or other differences between them shall be exclusively resolved by binding arbitration pursuant to the Commercial Arbitration Rules of the American Arbitration Association with arbitration to occur at Westerville, Ohio. Louisiana Associates arbitrate at New Orleans, Louisiana.

Associates may return literature and products (custom orders final when order is completed) in resaleable condition, and may obtain refund of marketing assistance costs at any time, and receive 100% refund less commissions paid. Shipping costs for returned items shall be borne by Associate. Payment will be made within thirty days of actual receipt of returned items.

12 I understand Purchase Plus Buyer's Group, Inc. will deduct annually per Business Center a $35 Administration Fee and an Organization Maintenance Fee (one of the following as it applies to me): the (1) $75 from an Associate, (2) $175 from a Director, (3) $275 from an Executive Director, or (4) $375 from a Regional Vice President, from commissions earned. These fees are subject to change. All non-U.S. Associates selling product in the U.S. or having U.S. Citizens in his/her sales organization must apply for a U.S. Taxpayer Identification Number and provide a copy of their taxpayer identification number to PPBG. These forms and instructions for their use are available from PPBG at the request of every non-U.S. Associate.

13 I understand and agree that this Agreement constitutes the entire agreement between the Associate Applicant and Purchase Plus Buyer's Group, Inc. (the parties), and that no other representations, agreements, promises or guarantees have been made nor shall any others be valid unless in writing and signed by the parties hereto, and that if any part of this Agreement shall be declared invalid by a court of competent jurisdiction, the remaining parts shall remain in force and effect.

14 Associates purchasing optional marketing services have an ongoing responsibility to work with those providing marketing services to them. There is no guarantee of specific income, or of any specific or completed organization. Associate understands and agrees that advance commissions are prepaid earned commissions based on sales. PPBG reserves the right to adjust payment dates and amounts of advance commissions from time to time based on overall actual sales experience.

15 I agree that each Business Center that I activate will be automatically renewed during that Business Center's anniversary month (i.e. Business Center's activated in May, 2000 will automatically renew in May, 2001). I understand that the renewal cost is $199 per Business Center which consists of $149 for the product of my choice (all 4001 Business Centers will be provided with PPBG's Membership product) and $50 as the renewal fee (subject to change at the company's discretion). I understand that I am under no obligation to renew, however, I must notify PPBG in writing of my intention not to renew at least 60 days prior to that Business Center's anniversary month. I understand that my decision not to renew will result in my Business Centers being cancelled.

A participant in this network marketing plan has a right to cancel at any time, regardless of reason. Cancellation must be in writing to the company at its principal business address. My Sponsor has informed me that no fee or initial purchase is required of me as a means by which to become a Purchase Plus Buyer's Group Associate. NOTE: Your signature below indicates that you have carefully read this agreement and that you willingly accept all the terms and conditions on both Page 1 and Page 2.

Applicant Signature X ______________________ Date ______________

Associate Check by Fax Payment Form

975 Eastwind Drive, Suite 190 • Westerville, OH 43081
Phone: (614) 890-1638 / (800)877-3286

"Purchasing With Us Is A Plus"

Fax: (614) 890-1630 / (800)890-1630

Please place your personal or business check in the space **below** and **fax** to Purchase Plus along with your Independent Associate Application and/or Associate Material Order Form.
All material orders must be paid for separately

*By using this form, **we can not accept** the following **checks":***

- J money orders
- J investment account checks
- J any loan account checks
- ✓ travelers checks
- ✓ equity line account checks
- J money market account checks
- ✓ credit card checks

* If you are going to use any of these checks, **we** will need **the** *original* check to process your order.

Personal or Business Check Only

tape check here →

← tape check here

Follow these 4 easy steps:

1. Fill out your check neatly **and** completely (amount, date, payable to: PPBG, INC., etc.)
2. Tape a copy of your check to this form within the space provided.
3. Fax this form with your check attached, along with your completed application(s) and/or Associate Material Order Form (if available, use the "fine quality" setting on your *fax* machine).
4. Either destroy your check or keep it on file for your records. Purchase Plus does not need your original check. Purchase Plus will create an ACH entry from the faxed copy of your check for payment. If a challenge occurs, Purchase Plus will contact you.

Tape Check Here

Do not mail in your original check
unless otherwise requested by our Accounting Department!

Agreement:
I hereby authorize Purchase Plus Buyer's Group, Inc., hereinafter called PPBG, to initiate a debit entry to my checking account indicated above and the depository named above to **debit** the same to such account. I understand that PPBG will keep a copy of my faxed check for their protection. I certify that the above information is accurate and complete I will not hold PPBG legally liable for any lack of correctness on my part.

Amount Authorized: $	Date:
Signature:	Phone: ( )
Name: *(Please Print)*	Fax: ( )
Routing #: *(First set of numbers listed on your check)*	Account #: *(Second set of numbers listed on your check)*

P+1005.01

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

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

SEP 27 2013

Re: FOIA-2013-01382
Herbalife

Dear Ms. Celarier:

This is in response to your request dated September 16, 2013 under the Freedom of Information Act seeking access to letters received by the Commission requesting an investigation of Herbalife. In accordance with the FOIA and agency policy, we have searched our records as of September 16, 2013, the date we received your request in our FOIA office.

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

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

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

Sincerely,

Dione J. Stearns
Assistant General Counsel

Ref #: 47397428 7/29/12

14008638

(b)(6)

Federal Trade Commission
Received
JUL 25 2013

Chairwoman Ramirez

July 16, 2013

Ms. Edith Ramierez
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

As someone who immigrated to this country and was fortunate to become a United States citizen, I deeply appreciate the freedom to pursue happiness through hard work, thrift and risk. Like many who come here from foreign lands, I view the ability to work freely as a basic right.

That is why I am so concerned and hope your commission will look into the rampant abuse by the company called Herbalife, which promotes itself as a way for people to make easy money selling supplements. Herbalife Ltd. is a complex and abusive pyramid scheme. Numerous independent reports suggest that Herbalife makes illegal and false income claims in order to recruit new sellers and causes significant harm among people in vulnerable communities.

Herbalife representatives promise financial success for only a few hours of work. We know there are no free lunches or easy money in this world and sadly many people fall prey to these false claims. Herbalife's direct sellers most often end up in significant debt, not financial freedom.

According to an expert analysis of Herbalife's "Statement of Average Gross Compensation" from 2012, the top 1% of Herbalife distributors receives 66% of all commission payments. And even worse, 96% of Herbalife's Sales Leaders receive compensation less than half the equivalent to a minimum wage job. After purchase costs and business expenses are deducted, the Sales Leaders' compensation is actually a net loss.[1] Although it is true that direct sellers can be their own boss, the real profits from their work end up in the hands of a small group of people at the top of the pyramid scheme.

If these allegations are true and, as the evidence suggests, Herbalife makes grossly false income claims to recruit new sellers, then the FTC needs to take action. I strongly urge you to open a thorough investigation into Herbalife and its false income claims.

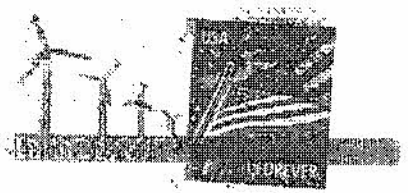
Sincerely,

(b)(6)

(b)(6)

HARTFORD CT 061

20 JUL 2013 PM 5 L



Ms. Edith Ramierez
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

20580

Ref # 413973340 1/29/13

14001 8630
Federal Trade Commission
Received
JUL 23 2013
Chairwoman Ramirez

July 9, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Re: Herbalife targets minorities

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations—which have already been raised by many, including Congresswoman Linda Sanchez and the Hispanic Federation—suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job.

Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

(b)(6)

CC: Connecticut Attorney General George Jepsen

(b)(6)

HARTFORD CT 061

17 JUL 2013 PM 4 L

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Ave NW
Washington DC 20580

Ref # 47397318 7/29/13

14008618
Federal Trade Commission
Received
JUL 22 2013

Chairwoman Ramirez

July 9, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Re: Herbalife targets minorities

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations—which have already been raised by many, including Congresswoman Linda Sanchez and the Hispanic Federation—suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job.

Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

Given these facts, I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

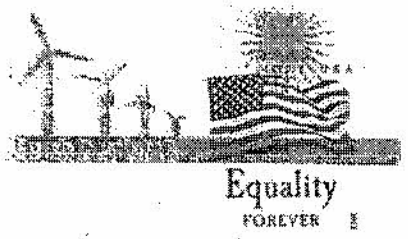
(b)(6)

CC: Connecticut Attorney General George Jepsen

(b)(6)

HARTFORD CT 061

17 JUL 2013 PM 3 L



The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Ave NW
Washington DC 20580

20580

Ref# 47390992 7/29/13

14008580
Federal Trade Commission
Received
JUL 16 2013

Chairwoman Ramirez

(b)(6)

June 27, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to request that the Federal Trade Commission (FTC) investigate the tactics of Herbalife Ltd., a multi-level marketing company which I believe unfairly targets Latinos in a pyramid scheme. Herbalife Ltd's practices result in the loss of funds by countless families who already live in difficult financial situations. This corporation attracts Latino distributors by selling itself as an easy money maker but, in fact, requires each distributor to lay out a significant personal investment upfront. Often, these are funds that the family can ill afford to lose, yet the majority of them never recover their initial investment.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job. Unfortunately, once new recruits become sellers they most often end up in debt and unable to make a profit. Due to Herbalife's above average costs, it is difficult for these people to sell enough of the product in order to realize a significant return on investment.

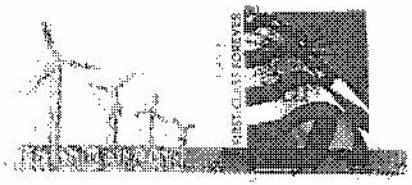
These allegations have already been raised by many, including the Hispanic Federation and Congresswoman Linda Sanchez and I join them in their effort to stop Herbalife Ltd's unfair and abusive practices.

Given the above allegations, I strongly urge the FTC to open a full investigation into Herbalife's recruitment tactics. I thank you in advance for your prompt attention to this matter.

Sincerely,

(b)(6)

(b)(6)



The Hon. Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, D.C. 20580

20580

Ref # 47391057 7/09/13

14008581
Federal Trade Commission
Received
JUL 16 2013

Chairwoman Ramirez

July 9, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities. As a businessman, I try and maintain a high standard of ethics when dealing with my customers. I think Herbalife has stretched the rules to benefit themselves at the expense of some who are trying to make a living.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job.

Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

Given these facts, I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

(b)(6)

CC: Connecticut Attorney General George Jepsen

(b)(6)

SOUTHERN CT DC
10 JUL 2013 PM 4 L

Freedom
FOREVER

The Honorable Edith Ramirez
Chairwoman
F.T.C.
600 Pennsylvania Ave NW
Washington DC 20580

20580

Ref# 47551610 8/6/2013 of 42

July 13, 2013

14008656
Federal Trade Commission
Received
JUL 30 2013
Chairwoman Ramirez

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations—which have already been raised suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

As someone who is a small business owner, I understand how difficult it is to be effective in retail sales. That is why what Herbalife is doing needs investigation. Too often, these types of business take advantage of people who don't have the skills – yet – to meet the requirements of this product.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job. Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely, (b)(6)

(b)(6)

CC: Connecticut Attorney General George Jepsen

(b)(6)

HARTFORD CT 061

24 JUL 2013 PM 1 L

forever

THE HONORABLE EDITH RAMIREZ
CHAIRWOMAN
FEDERAL TRADE COMMISSION
600 PENNSYLVANIA AVENUE, NW
WASHINGTON, DC 20580

20580

Ref# 47551647 8/6/13 [illegible]

14008651

Federal Trade Commission
Received
JUL 29 2013
Chairwoman Ramirez

(b)(6) [redacted]

(b)(6) [redacted]

July 16, 2013

The Honorable Edith Ramirez
Chairwoman- Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

As someone who is a small business owner, I understand how difficult it is to be effective in retail sales. That is why what Herbalife is doing needs investigation. Too often, these types of business take advantage of people who don't have the skills – yet – to meet the requirements of this product.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job. Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

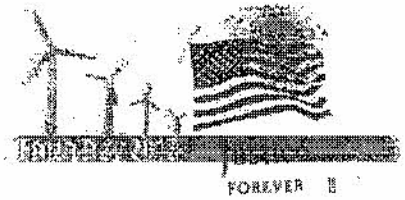
(b)(6) [redacted]

cc: Connecticut Attorney General George Jepsen

(9)(6)

HARTFORD CT 061

17 JUL 2013 PM 3 L



The Honorable Edith Ramirez
Chairman - Federal Trade
600 Pennsylvania Ave NW
Washington DC 20580

20580

Ref# 47689079 8/9/13 AH

Court of Common Council

CITY OF HARTFORD
550 MAIN STREET
HARTFORD, CONNECTICUT 06103

OFFICE OF MINORITY LEADER LARRY DEUTSCH
19 JULY 2013

14008683
Federal Trade Commission
Received
AUG 5 - 2013
Chairwoman Ramirez

The Honorable Edith Ramirez
Chairwoman, Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Re: Herbalife targets minorities

Dear Chairwoman Ramirez,

As an elected official in a city with a large 'minority' population and burdened with a high rate of unemployment, I write you to urge the Federal Trade Commission (FTC) to open an investigation into allegations of an abusive pyramid scheme. Allegations regarding the company Herbalife Ltd —which have already been raised by many, including Congresswoman Linda Sanchez and the Hispanic Federation marketing — suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Apparently, instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities. *I have been personally approached to buy products in this fashion.*

As a physician and public health researcher, I note that this situation is not unique, often including established drugs and medications as well as "health" products such as those sold by Herbalife. Just like certain cigarette brands, it can be shown that there are schemes for targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom to immigrants and others struggling to find a job.

We are public officials, with responsibility to expose and make illegal these practices which victimize some or all of our people. We must insist that the FTC open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities. We and the FTC have a duty to protect these consumers.

Thank you.

Sincerely,

Larry Deutsch, MD, MPH
Minority Leader, Hartford City Council

Cc:
George Jepsen, Attorney General
Carter Johnson, V.P. Global Strategies Group
Shawn Wooden, President Hartford City Council

COURT OF COMMON COUNCIL
MUNICIPAL BUILDING
HARTFORD, CONNECTICUT 06103

PRESORTED FIRST CLASS

The Honorable Edith Ramirez
Chair - Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

OSS FEU-AMP 20580

Ref# 47688824 8/9/13 [illegible]

(b)(6) [redacted]

(b)(6) [redacted]

14008684

Federal Trade Commission
Received
AUG 5 - 2013
Chairwoman Ramirez

July 16, 2013

The Honorable Edith Ramirez
Chairwoman- Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I hope your commission will look into a matter of concern to anyone who supports a fair, free market system. It is the reported abusive marketing techniques of Herbalife, the diet supplement company. From what one reads in the media, it is clear Herbalife has been selling a bill of goods to those it seeks to contract as its prime sales force. Sadly, the sellers get the goods but are unable to pay the bill. Meanwhile, Herbalife continues to stay one step ahead in paying others from the exorbitant sales fees it charges new prospects.

It appears Herbalife focuses on the Hispanic community to move its products. Many of these citizens don't have the skills or training to make the initial sales necessary to pay off their startup debt. That is why what Herbalife is doing needs investigation

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program.

Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment. Furthermore, there is little evidence that this product causes significant sustained weight loss.

Please open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely

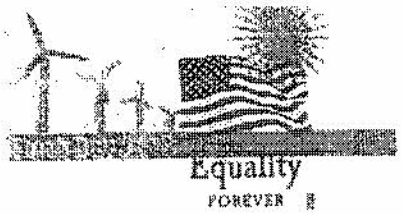
(b)(6) [redacted]

CC: Connecticut Attorney General George Jepsen

(b)(6)

HARTFORD CT 061

31 JUL 2013 PM 3 L



Hon. Edith Ramirez
Chairwoman - FTC
600 Pennsylvania Ave, N W
Washington, D.C. 20580

20580

140 08994

Federal Trade Commission
Received
SEP 3 - 2013

Chairwoman Ramirez

July 13, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, D.C. 20580

Dear Chairwoman Ramirez,

I am writing to urge the Federal Trade Commission (FTC) to open an investigation into allegations that the multi-level marketing company Herbalife Ltd. is a complex and abusive pyramid scheme. These allegations—which have already been raised suggest that Herbalife unfairly targets minority groups and falsely markets itself as an easy business opportunity. Instead of selling nutrition products, Herbalife sells these opportunities to people in vulnerable communities.

As someone who is a small business owner, I understand how difficult it is to be effective in retail sales. That is why what Herbalife is doing needs investigation. Too often, these types of business take advantage of people who don't have the skills – yet – to meet the requirements of this product.

Herbalife executives have already admitted to targeting minority groups, openly boasting about the company's "African American initiative" and "Latino business". By recruiting vulnerable people in these communities with little or no business experience, Herbalife convinces new sellers to ignore the risks and high costs of their program. Herbalife's recruitment techniques promise financial freedom with only a few hours of work, an enticing offer to immigrants and others struggling to find a job. Due to Herbalife's crushing, above-average costs, it is hard for these people to sell enough of the product in order to realize a significant return on investment.

I hope the FTC will open a full investigation into Herbalife's recruitment tactics. If they prove to be biased and unfair, Herbalife would be responsible for personal harm and financial distress throughout minority communities.

Sincerely,

(b)(6)

CC: Connecticut Attorney General George Jepsen

(b)(6)

Equality
FOREVER

Edith Ramirez
F. Trade Commission
600 Pennsylvania Ave. N.W
Washington D.C 20580

MANA
A National Latina Organization

August 29, 2013

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, Northwest
Washington, D.C. 20580

Dear Chairwoman Ramirez,

The principle mission of MANA – A Latina Organization, is to support and empower Latinas through leadership development, community service and advocacy. MANA's membership is wide ranging from young up- and- coming middle school Latinas who want to make a difference to 70 year old- plus "abuelitas" who have advocated for their communities their whole lives. Together, we have proudly served the Latino community for almost forty years, providing and expanding access to educational, health, and leadership opportunities.

As our economy continues to experience steady but slow progress, we understand first hand our community's desire to seek out reliable, alternative ways to supplement their incomes. Furthermore, as a woman of color and the past national executive director of Federally Employed Women, Inc., a nonprofit working to improve the status of women employed by the Federal government, I am well aware of the punishing wage gap that many Latinas in this country face. These wage gaps can cost Latinas critical income annually that could be better used to help meet their families' daily fundamental needs. This is why I write today, to urge the Commission to conduct a full investigation of the multi-level marketing company Herbalife and their deceptive business practices and abuses.

Herbalife is very popular among Latinas throughout the U.S. and throughout Latin America, and has historically won distributors over with the guarantee of an exciting business opportunity, by making unattainable promises of wealth and success. Herbalife claims it is both a product company and a business opportunity, but clearly this is a deceptive claim since the majority of Herbalife distributors make little or no income. According to Herbalife's own 2012 data, 88 percent of their participants received no payments from the company at all. I firmly believe this company benefits mainly from its far reaching network of hierarchically organized independent sales people, who recruit others and in turn make a profit off of them. On a personal level, I believe they prey on our most vulnerable, and I have seen some of my own friends in my home state of Texas fall victim to these terrible practices.

As a community, Latinas are always looking for ways to advance, get ahead, support our families and achieve our own piece of the American dream. There have been far too many troubling claims about Herbalife this year and with more conflicting issues continuing to come up, we strongly encourage the Commission to carry out a full investigation and thoroughly examine this company's practices as soon as possible. An investigation like this will serve an educational tool for many of our organization's members and their families who may have fallen prey to these schemes in the past.

Thank you for your prompt attention to this matter.

Sincerely,

Alma Morales Riojas

Alma Morales Riojas
President and CEO
MANA, A National Latina Organization

MANA, A NATIONAL LATINA ORGANIZATION
1140 19th Street, NW, Suite 550, Washington, DC 20036 • 202-525-5112 • www.manaonline.org

THE WHITE HOUSE

WASHINGTON

August 11 2000
DATE

MEMORANDUM

FOR: FIC - 18

FROM: HELEN S. CASTLEMAN HSC
DIRECTOR, OFFICE OF AGENCY LIAISON

SUBJECT: REFERRAL OF CASEWORK IN BULK

An unprecedented number of individuals still write the President and the First Lady for help. I know that this has meant a far greater volume of mail for your agency than ever before. I appreciate your continuing cooperation in our efforts to be as responsive as possible.

The attached letters have not received a White House Staff response. I am forwarding this correspondence to your agency for any appropriate action.

Please return the original incoming letter, along with a copy of any written or telephone response, to me at the address belsw. I also would appreciate your sending a copy of your agency's log of the names and addresses of these individuals. *Any* misreferrals should be returned to my office. If you have questions you can reach ne at 202/456-7486.

Mrs. Helen S. Castleman
Director, Office of Agency Liaison
Room 6, OEOB
The White House
Washington, G.C. 20502

Again, thank you for your continuing help.

July 24, 2000

Bill Clinton
White House
Washington, D.C.

President Bill:

Can you help me? I ani deaf and disability. I join member of Purchase Plus Buyer's Group on March 14, 2000. They said me that I will be **back** $400 each 90 days return to me. Rut they never did. That agreement on contract **said** me that I shall get back money each of 90 days. They said more time delay due new all officers. I feel not comfortable this situation sound to me seem like they are on corrupt and scam on me.
Since 20 years I had been member of Amway, Nutrition For Life and Herbalife was no luck but I was on frustrated diose year to year like they **play** on me and too corrupt and scam.
Will you could investigate them cause I lost my money about $10,000 for nothing. Please check all these their business are eligible license allow sell for MLM to all customer.
Also they are selling with vary of Herbs which under no approval by FDA. I had been in hospital last year which cost me more than $25,000 for observant by **doctor** found my stomach was hurt due to Fiber too much. So I decided stop use the Herbs cause my stomach like awful pain killer. I couldn't stop pain for **2 weeks.**
I advise you better check up all diose business in USA stop sell from the Herb need pay attention to FDA. The Herablife owner by Hugh family his mother died due by Herb. And what more Hugh died last 2 months ago too. I fear **anyone** could be happen to them die cause by Herbs.
I **ask** you if you try join member for Purchase Plus Buyer's Group. I believe they will scare about from you. Please see attachment paper. If you will be glad support me on sponsor from me. Thank you.

Amway
from Michigan
Herbalife
from Los Angeles, Calif.
Purchase Plus Buyer's Group
from Westerville, Ohio
Nutrition For Life
from Houston, Texas

Truly,

(b)(6)

(b)(6)

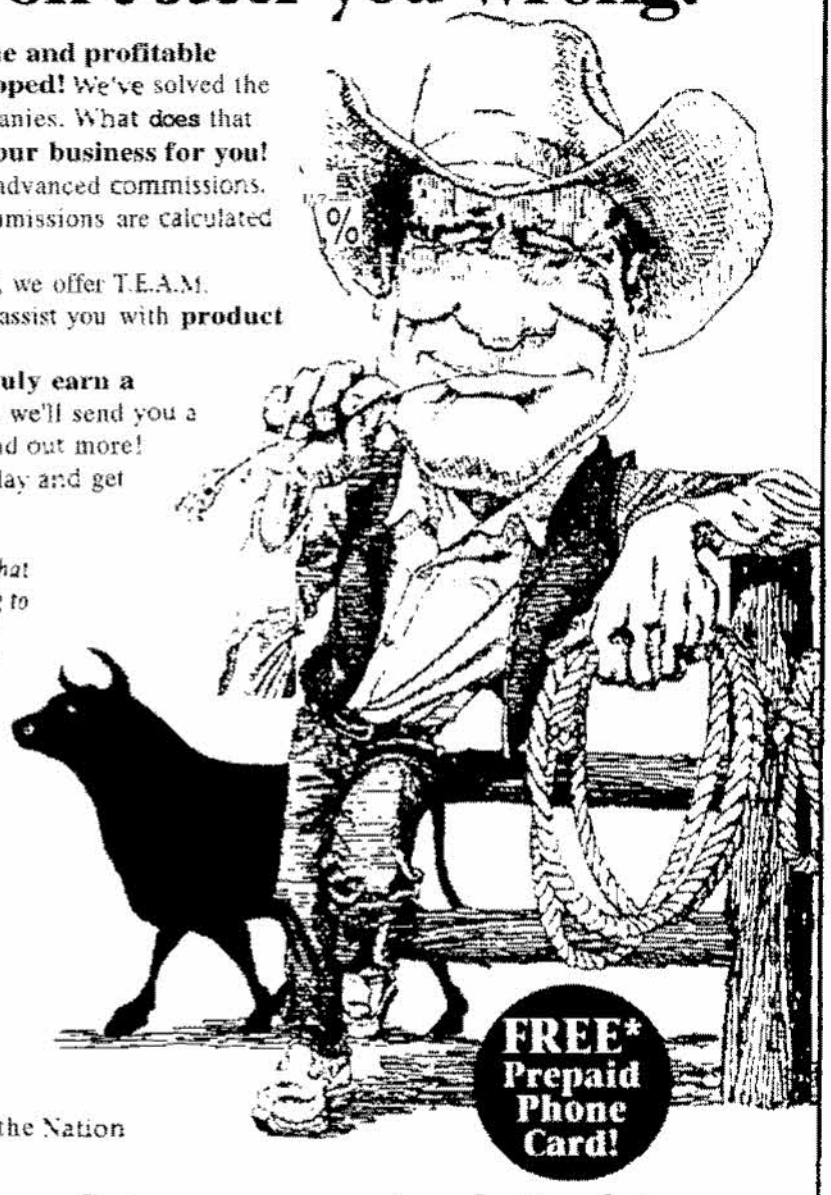
Tired Of The Bull?

Come to us, we won't steer you wrong!

Take advantage of one of the most unique and profitable formulas for creating wealth ever developed! We've solved the major problems of traditional marketing companies. What does that mean? **That means we'll help you build your business for you!** And, you'll have access to great products and advanced commissions. You will receive your money on time, and commissions are calculated and checks mailed every week.

And, unlike any other marketing company, we offer T.E.A.M. (Together Everyone Achieves More). They can assist you with **product selling and associate recruiting.**

Our program is so unique; you may truly earn a rewarding income! And, for a limited time, we'll send you a free pre-paid phone card* just for calling to find out more! So don't wait 'til the cows come home - call today and get on your way to a better future!



"What I have really enjoyed during the year and a half that I have been involved with PURCHASE PLUS is not having to listen to a bunch of hype. My commissions are great and every check has been on time. I am certainly glad I hired PURCHASE PLUS to help build my business!"
— ED JORDAN, Associate

Our Unique Program Includes:

- Advance Commissions
- T.E.A.M. Marketing Support
- Simplified Marketing Plan
- 100% Money Back Guarantee. Less Commissions Paid - So Time Limit**
- Great Products
- National Advertising
- No Meetings and No Hype
- One of the Fastest Growing Companies in the Nation
- Bonus Positions Available

** Does not apply to Utah Associates

Purchase Plus
Official Member
BUYER'S GROUP, INC.
Purchasing With Us Is A Plus

Get on your way to a better future

Call 1-800-404-0269

Purchase Plus Buyer's Group, Inc.

for a FREE Info Pack and Prepaid Phone Card

Reference Code:

or visit our website at www.ppbg.com

* One free phone card per household. Purchase Plus employees, affiliated divisions and preexisting Associates are not eligible for offer

'Purchasing With Us Is A Plus'

Together Everyone Achieves **More**

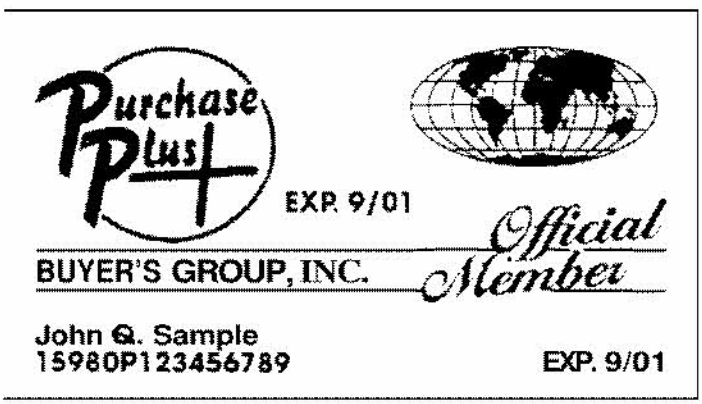
The following pages are the detailed explanation of how Purchase Plus can Dramatically Change Your Life.

Purchase Plus is now over 3 years old! A Company that is still breaking Industry Norms to bring customers Outstanding Products and Services unlike the typical hype products seen in most marketing companies today. **We have compiled a Benefits Package for our Membership Customers that provides Fantastic Values!**

WE WILL WORK SIDE BY SIDE WITH YOU!

The Purchase Plus T.E.A.M. helps you as an Associate, and you will be paid Advance Commissions In approximately 90 days. **After experiencing the Purchase Plus Program, we believe you will know that Purchase Plus** has **one of the Most Lucrative Compensation Programs in America** ***and...***

Together Everyone Achieves More!



FINALLY!!
THE SALES PLAN DESIGNED FOR YOU!!

Purchase Plus Buyers Group, Inc.®
Corporate Offices: 975 Eastwind Drive, $190 • Westerville, OH 43081
Phone: (614) 890-1638 / (800)*877-3186* Fax: (614) 890-1630 / (800) 890-1630

"Purchasing With Us Is A Plus"

Purchase Plus Products

OUR UNIQUE ASSOCIATE PROGRAM INCLUDES...

- ✓ Simplified **Marketing** Plan. Our Marketing Plan is easy to understand and build.
- ✓ Great Products **and** Benefits. You have your choice of **6** great Products that Retail for $199 each, and **Wholesale** for $149 each. All 6 provide outstanding Customer Benefits.
- ✓ Purchase **Plus can assist your** recruiting.
- ✓ Just Earnings. No meetings – No Advertising – No Hype.
- ✓ Satisfaction Guaranteed. 100% Money Back Refund Policy (less commissions) if you are n satisfied.*
- ✓ **Advanced Commissions.** You receive a $400 Advance Commission if you have purchased tional marketing assistance. You receive a $600.00 Advance Commission if you Personally Recruit 3 Associates who make Wholesale Purchases. This Advance will be paid in 12-18 days.
- ✓ Receive Residual Override **Money Fast.** Our Program is a true 3 x 5 Forced Matrix so yc can receive your Commissions steadily and continuously.
- ✓ Commissions Paid **On** Time. Your Commissions will be Calculated and Paid on Time.

PRODUCTS (All Products have a Suggested Retail Price **of $199.00 with** a Wholesale Price **of $14**

PPBG MEMBERSHIP

The PPBG Membership includes S o New Cost for Prepaid Legal, Healthlink Network, and Great American Trave: Reg ion for special Member Pricing at Golf Courses, Hotel & Motels, Recreation and Amusement Parks, etc. Upon receipt by Purcr . Plus of your Membership Registration Form you are registered as a Purchase Plus Member. See the following page for more inf ation on these superb Member values.

PPBC WEB PAGE

The PPBC Web Page helps to build and expand any Business by connecting it to the Internet. You will receive your own ?age where you can Advertise and Expand Your Sphere of Influence. This can include links to the Purchase Plus Home Page, Curn odates, and more. A PPBG Web Page is also a great way to keep in touch with family and friends across the World.

PPBG PRE-PAID CALLING CARDS

Have you ever needed to make a call but found yourself without change? Have you ever heard the excuse from Your Teenager or College Student that they had no money to call home? You and Your Customers eliminate these problems, and others like them, purchasing PPBG Pre-Paid Calling Cards. Choose from one (1) 500-Minute Calling Card; four (4) 120-Minute Calling **Cards;** or rty (40) 10-Minute Calling Cards.

PPBG INTERNATIONAL CALLING CARDS

PPBG now meets the needs of our World Travelers with Calling Cards for use outside of the United States. Rates will vary according to the Country the call originates from and the Country the call is placed to (i.e.: Rates that apply when calling from Sweden to Germany).

PPBG VOICEMAIL (TelTrax)

TelTrax Personal Voice Mail Systems includes the following features: Send and Receive Messages. **Have** Group Lists. Personal Fax-on-Demand. Attach Faxes to Messages. COMING SOON: One Button Distribution of Messages. Associates can even access Company Messages (Opportunity Message, Rebroadcast of Company Conference Calls, etc., Training Seminars, Leader Updates, Testimonials, etc.), Keep in touch with your Organization's Leaders and Fax-on-Demand (Forms, InfoPack, Meeting Schedules, etc.).

PPBC POSTCARDS

Purchase Plus offers fabulous Direct Mailing Pieces. These attention-getting Post Cards ar esigned to help promote and build businesses. You will receive a sample of a Company Designed or Custom Designed Post Card extra charge) with its own Reference Code. So sit back and enjoy this incredible Direct Mailing Opportunity. For our Associates, we also utilize a Customized Mailing List, which includes Mailing Distribution and Postage that helps promote your Business by post card.

*Does not apply to Utah Associates

"Purchasing With Us Is A Plus"

Purchase Plus "Membership Product" Benefits

Now you can stretch your dollars by becoming a Member of Purchase Plus Buyer's Group, Inc. We have joined with some of the largest Corporations in America to provide special Membership rates. (Suggested Retail Price of $199 * Associate Price is $149.00)

Membership Privileges Include Special Member Pricing in the Following:

Health Care Network*
- ✓ Chiropractic Care – Initial Consultation FREE – Low Rates on Diagnostic and Treatment Services
- ✓ Dental Care – Low costs at over 16,000 Providers
- ✓ Hearing Aids – Real Values
- ✓ Prescription Drugs – Low Rates at 35,000 National Pharmacies
- ✓ Vision Care – Bargain Prices at 7,000 Locations Nationwide
- ✓ 24 Hour NurseLine – Your Round-the-clock Resource for Health Information
- ✓ FREE Medical Emergency Data Card with Membership – Stores Vital Health Information on Your Medical History
- ✓ Low, Low Rates on Mail Order Prescriptions

Recreation & Entertainment Services
- ✓ AMC Theater Movie Tickets - $4.50 each
- ✓ Amusement Parks and Recreation Areas – Member Prices at Over 1,500 locations
- ✓ Cruises – Bargain Prices with Carnival, Royal Caribbean, Premier Cruise Lines, and Holland America Cruise Lines
- ✓ Golf Courses – Bargain Prices at over 2,000 locations
- ✓ Hotels and Motels – Over 6,000 locations – Corporate Rate at Hilton, Sheridan, Radisson, Marriott, Holiday Inn, and more
- ✓ Special Rates at All Choice Hotels – Sleep, Comfort, Quality, Clarion Inns, Econolodge, and more
- ✓ SKI RESORTS Membership Price at 1,200 Domestic and International Resorts
- ✓ Reduced Rates on Select Vacation Packages – Virgin Islands, Mexico, London, Tokyo, and many more

Insurance Services**
- ✓ Low cost Auto Insurance
- ✓ Low cost Group Health Insurance
- ✓ Low cost Homeowner & Rental Insurance
- ✓ Low cost Dental Insurance

Automotive & Automotive Services
- ✓ Excellent Prices on Automotive Repair at Penske Automotive, and BP ProCare Centers
- ✓ Members Purchase their Vehicles at Dealer Invoice- Chrysler – Ford – Hyundai – Isuzu – Jeep/Eagle – Mazda – Mitsubishi – Nissan (All Foreign Vehicles are 1% over Dealer Invoice)
- ✓ Auto Club Membership for $36/year – 24hour Road Side Assistance, Custom Trip Routing, $50 Ambulance Service Reimbursement $500 Emergency Travel Expense Reimbursement, $500 Legal Defense Reimbursement and $1000 Car Theft Reward – Covers all Family Members and Vehicles

Specialized Services***
- ✓ Federal Credit Union Membership
- ✓ Great Values at FTD Florists
- ✓ Reduced Rates on Office Supplies and Furniture

Telecommunications Services
- ✓ Calling Cards at 15.9 cents per minute – No Surcharges
- ✓ Long Distance 8.9cents per minute - 24 Hours/7 Days a Week
- ✓ Toll Free Numbers – 8.9 cents/minute

Legal Services
- ✓ No Cost Prepaid Legal – Free Will – Free Consultations – Unlimited Legal Matters (Reduced Hourly Rates)

Travel Services
- ✓ Airline Check: - $1300 at No Extra Cost
- ✓ Group Pricing on Rental Cars from Avis, Alamo, Budget, Hertz, National, and Thrifty
- ✓ Group Pricing on RV Rentals Nationwide
- ✓ Member Prices on Truck Rentals from Ryder, Penske or Budget

These Benefits will come to you in a beautiful Leatherette Tri-fold, packed with Colorful Brochures, Easy Access Toll Free Numbers and Guides to aid you to using Your Money Saving Benefits

* Prescription Service is not available in the State of Washington. Chiropractic Care, Dental care, and Vision Care not available in the States of California, North Dakota, South Carolina, and Washington. Healthcare Professionals providing Chiropractic Care, Dental Care and Vision Care receive no reimbursement from Purchase Plus or any other source other than patient payment. Purchase Plus assumes no liability or risk for payment for services to the Healthcare Providers. The Health Care Network is not Insurance and is a program designed to reduce Healthcare Costs to people through Networks of Providers.

** Purchase Plus does not provide Insurance, all Insurance issuance is handled directly with licensed Insurance Companies. Purchase Plus assumes no liability or risk with regard to Insurance Services and neither receives nor processes Premiums or Claims and receives no commissions with regard to Insurance issued.

*** Federal Credit Union Membership undertaken directly between Members and the Federal Credit Union. All fees and costs associated with Federal Credit Union Membership are charged by the Federal Credit Union and paid by Member directly to the Federal Credit Union. No access to Credit in any form is offered through a Purchase Plus Membership, all matters of Credit depend upon Member qualifying under the requirements of the Federal Credit Union.

Revised 12/08/99

"PurchasingWith Us Is A Plus"

T.E.A.M. Program

HOW DO I GET STARTED?

1 - **Fill out the Application.** 2 – **Choose Wholesale purchase level** of $149.00 or $715.00 or $1,490.00. 3 - **You may also choose from three** *(3)* **Optional Marketing Assistance Plans with advance commissions** – **(A) Basic Plan (single pack)** for $400.00 (your first Business Center activated includes **the** Purchase Plus Sales Packet), T.E.A.M. Marketing Fee ($251), and the Wholesale Product you choose ($149); **(B) Business Plan (5-pack)** which is 5 Basic Plans for $1,950.00, giving you a $50.00 savings; or **(C) Executive Pack (IO-pack)** which is 10 Basic Plans for $3,800.00, giving you a savings of $200.00. See the following page for Compensation of the 3 different Plans. 4 - **Choose your Wholesale Product** now or when you are ready. – **(A)** the PPBG Membership; **(B)** the PPBG Web Page; (C) the PPBG Pre-Paid Calling Card(s); (D) the PPBG International Origination Calling Caid: **(E)** the PPBG Voicemail (TelTrax) Service; or **(F)** the PPBG Company Designed Post Cards. **5 – Submit your completed form** and if purchasing you may Fax it with Check or Credit Card Information to Purchase Plus a! (800) 890-1630. See the following page for Compensation of the 3 different Plans. ***SO*** **INITIAL PURCHASE IS REQUIRED.** Marketing Services a-e Optional. Commissions Activated upon first Wholesale Purchase and Receipt of Sales Report.

MONEY IS MONTHS NOT YEARS

Purchase Plus has developed a Cnique Money Making Opportunity. Most people do not make decent money in the traditional Network Marketing Companies because the people they Sponsor Do Not Have the Time or the Ability to Sponsor other people. Most people Do Not Have the Expertise to do National Advertising. Purchase Plus has solved both of these problems. (T.E.A.M. is a Xlarketing Program that has been approved by Purchase Plus to help build sales and sales organizations exclusively for Purchase Plus Associates.) The T.E.A.M. Program provides a marketing representative to assist you. This is probably one of the most Unique, Profitable, and Proven Formulas for Creating Wealth Ever Developed. Associates taking advantage of the Optional Xlarketing Services actively participate by the Making of Required Retail Sales, participate with T.E.A.M. Personnel in determining and pursuing Recruitment of Associate Prospect Referrals, and in working regularly and continuously with assigned Marketing Services Personnel in all aspects of the building of the Associate's Business.

ADVANCE COMMISSIONS – OPTIONAL PLANS

You make the choice! Choice #1.) You can hire T.E.A.M. Marketing to work with you and receive an Advance Commission of $400.00 per Business Center in approximately 90 days. **Choice #2.)** You may sponsor 3 Purchasing Associates on your own within 45 days of Activation and receive a $600 Advance Commission in approximately 2 weeks after sponsoring the third Associate. **All Advance Commissions, ($400 With marketing assistance, $600 With 3 Personally Activated Recruits), Administration Fee (595). and Computer Maintenance Fee ($75), will be subtracted from regular Commissions Earned.** (Utah Associates will receive advanced commissions equal to the discounted cost of the Business Plan or Executive Plan that was purchased.)

BONUS COMMISSIONS

You can also earn immediate income by personally sponsoring Associates, who activate having purchased Optional Business Plans or Executive Plans. The Bonus Commissions you will receive are as follows: **a)** Business Plan - $250, **b)** Executive Plan - $500.

HOW DOES MARKETING SERVICES WORK?

A representative of T.E.A.M. Marketing Services will assist you throughout the entire process of building your organization. Our Representatives will be in contact with you and work with you on a regular basis. **"Remember, we cannot process Commission Payments to you until Purchase Plus has received your Associate Sales Report demonstrating that you have sold a portion of the Wholesale Products which you purchased from us, to Non-Associate Consumers.** The applicable retail sales for each Plan are as follows: Basic Plan - 2 units; Business Plan – 10 units; Executive Plan– 20 units."

"Purchasing With Us Is A Plus"

Associate Compensation

The Following Commissions are Based on the Wholesale Product Purchased. Potential Commissions as Shown in the Charts Below.

BASIC PLAN

(With optional marketing assistance)

$400.00

(Single Pack)

$400 Advance in approximately 90 days after activation.

Levels	# of Associates and Sales (1 each)	% of Commission	Maximum Commission*
1	3	5%	$ 22.35
2	9	5%	$ 67.05
3	27	10%	$ 402.30
4	81	15%	$ 1,810.35
5	243	25%	$ 9,051.75
TOTALS	**363**	**60%**	**$ 11,353.80**

BUSINESS PLAN**

(With optional marketing assistance)

$1,950.00

(5 - Pack)

$2,000.00 Advance in approximately 90 days after activation.

Levels	# of Sales	% of Commission	Maximum Commission*
1	15	5%	$ 111.75
2	45	5%	$ 335.25
3	135	10%	$ 2,011.50
4	405	15%	$ 9,051.75
5	1215	25%	$ 45,258.75
TOTALS	**1815**	**60%**	**$ 56,769.00**

EXECUTIVE PLAN**

(With optional marketing assistance)

$3,800.00

(10 - Pack)

$4,000.00 Advance in approximately 90 days after activation.

Levels	# of Sales	% of Commission	Maximum Commission*
1	30	5%	$ 223.50
2	90	5%	$ 670.50
3	270	10%	$ 4,023.00
4	810	15%	$ 18,103.50
5	2430	25%	$ 90,517.50
TOTALS	3630	60%	$ 113,538.00

*The Above Charts Demonstrate How the Purchase Plus Compensation Plan Works and Is Not Intended to State or Infer That A Purchase Plus Associate May, Can o Will Achieve Any Certain Sales Organization or Income. No Average or Typical Sales Organization or Income Has Yet Been Established for Purchase Plus Associates.

** Plan Associates will receive advanced commissions equal to the discounted cost of the Business Plan or Executive Plan that was purchased.

FOR THOSE WHO DESIRE TO ACTIVELY WORK THE PROGRAM, THERE ARE LEADERSHIP BONUSES AVAILABLE!

"Purchasing With Us Is A Plus"

Leadershiu Bonus Program

Due to Our Unique pro-gam, We Take Pride In the Fact That All of Our Associates Can Enjoy Success With Purchase Plus. You can pay us to help you do the marketing! **However, if you are one of those that desires to excel with your Home-based Business. We Want You To Join Our LEADERSHIP TEAM!!!**

Bonus	Qualifications
* Receive 5% of all $149 Wholesale Purchases by the 6th level of each Business Center activated, in addition to the commissions from levels 1 - 5.	* Personally Recruit **and** Develop 51 Activated Business Centers * Any combination of Basic, Business, and Executive Plans

Bonus	Qualifications
* Receive 5% of all $149 Wholesale Purchases by the 6th and 7th level of each Business Center activated, in addition to the commissions from levels 1 - 5.	* Must be a Director * Personally Recruit and Develop 5 Directors * Have 300 Purchasing Associates in your 6 level Sales Organization

Regional Vice President

Bonus	Qualifications
* Receive 5% of all $149 Wholesale Purchases by the 6th and 7th level of each Business Center activated, in addition to the commissions from levels 1 - 5. * Receive 1% of all $149 Wholesale Purchases by levels 8-13 of each Business Center activated * 1/2% override on all $149 Wholesale Purchases below 12th level until another R.V.P. is reached * $600/month *Car* Allowance for 1 year * $2,000 - $4,000/month Expense Allowance for approved Travel and Accommodations (some restrictions apply)	* Must be an Executive Directors * Personally Recruit and Develop 5 Executive Directors * Have 1500 Purchasing Associates in your 7 level Sales Organization

We're looking for **Dynamic**, Hardworking, **and** Business-Minded **Professionals To Join** Our **LEADERSHIP TEAM**. We want Leaders committed to building strong National Sales Organizations with the most Exciting Opportunity in Marketing Distribution Today! **As** a Member of our Team, we're committed to providing you the finest Support necessary to help you attain a Level of success and a Way of Life perhaps beyond all expectations! Our Company is on the Verge of Tapping Into even Larger Markets. Creating even Greater Opportunities **and** Providing Amazing Futures! Be **a part** of our **Success Story ..Join Us Today!**

"Purchasing With Us Is A Plus"

PPBG Questions and Answers

Q. Must I retail Purchase Plus Products?
A. Yes. You must sell Purchase Plus products to non- associate consumers. 2 of every three of the Products you purchase at Wholesale must be sold to Non-Associate Consumers.

Q. I am not a good Recruiter! How can this Program Work for Me?
A. You are like 98% of Network Marketers. You can see a great concept, but feel you could not make it work for lack of ability or desire to Sell or Recruit. You may have had an unpleasant experience in Networking before. Whatever the case. Our Program allows you to pay T.E.A.M. Marketing to help you recruit and sell.

Q. What happens if I am only able to personally (without assistance) sponsor 2 Purchasing Associates in my first 45 days?
A. The Company will still Advance you $400 once a third Business Center is Activated in your first level. If you are able to Sponsor 3 in those 45 dahs. the Company will send you a $600 Advance Commission in 12 - 18 days.

Q. What happens if my personally sponsored Associates on my first level buy 1 Basic Plan. 1 Business Plan, and 1 Executive Plan?
A. You will receive a $600 Advance Commission (for having 3 Purchasing Associates on your 1st level in your initial 45 days). You will also receive Bonus Commissions of $250 for the Business Plan, and $500 for the Executive Plan. This gives you a Total of *$1,350!!*

Q. How can Purchase Plus help build my Organization?
A. Purchase Plus has combined forces with T.E.A.M. Marketing. At your request. they Hill assist in every aspect of your business.

Q. How are Commissions paid?
A Commissions are Paid Monthly (Weekly on your Personally Sponsored Associates Wholesale Purchases) and are based on the Sals of Wholesale ($149) Purchase Plus klemberships and other Products. UP to 75% is available to be paid to the Associates on each Wholesale Purchase. See Charts under Associate Compensation.

Q. How long will it take to build my Organization?
A We estimate that it will take approximately 12 to 24 months to significantly fill your Organization. However, you *can* start receiving Commission Checks quickly. If you personally sponsor Associates without assistance, this will help your Organization grow faster.

Q. Do I have to start over once my Organization is completed?
A No. All Associates will receive a Renewal Notice to renew their Associate status in one year. Because your Organization is already being developed, you only need to purchase an applicable Wholesale Product or another Optional Plan.

Q. How do I Renew year after year? Will I continue to receive Commissions from my Organization?
A It is easy to Renew. Simply buy a Wholesale product for each Business Center to be renewed. You will receive the same Commissions shown on the .Associate compensation Chart (page 5) each year as you and the Associates in your Organization Renew

Q. If I purchase a Business Plan or an Executive Plan, can I mix the Products I receive?
A Yes The First Product Recommended is the PPBG Membership and then you may choose any Combination of Calling Cards. Web Page, TelTrax Voice Mail, Company Designed Post Cards. Custom Designed Post Cards. and or any other Product that has been introduced.

Q. How do I get started?
A Fill out the Application and mail it in with applicable funds by Check or Credit Card number to the address listed on the Application: or Fax the Application with Credit Card number or Check by Fax Form to (800) 890-1630.

Independent Associate Application

P.O. Box 6115 • Westerville, OH 43086
Phone: (614)890-1638/ (800) 877-3286 Fax: (614)890-1630/ (800) 690-1630

Print entire form clearly and accurately - illegible or incomplete *forms* will be returned!

Social Security # | Federal I.D. # | Today3 Date | Leadership #

Name (Last, First, Initial) (This is your personal name or business name. Recognition and checks will be in this name.) | Date of Birth

Name of Principal Person if different from Associate Name (Last, First, Initial)

Mailing Address (If this is a 2C Box, please complete the shipping section below.) | Apt. # | E-mail address

City, Town | State | Zip Code

Shipping Address (if different than Mailing Address) This must be a street address. No shipments will be made to P.O. Boxes

(Area Code) Residence Home Prone | (Area Code) Business Phone

Name on Associate's Preferred Benefits Membership Card

Applicant's Signature I have read and understand the Terms 3 Conditions found on page 2.

Name (First, Middle Initial, Last) *Please Print*

Please read and sign Terms & Conditions found on the reverse side of this form. Submit signed Terms & Conditions with your Application.

Sponsor's Name (b)(6) | Sponsor's Phone (b)(6) | Sponsor's PPBG, SS# or Fed I.D.# (b)(6)

SPONSOR NOTE: The name listed above as sponsor will be the sponsor of the Business Center listed on this application. Sponsor will be paid any commissions due from this application. If application is filled with the wrong Sponsor Name and commissions are paid, placement changes and commission adjustments will not be made. NO EXCEPTIONS. This Business Center will be placed under Sponsor's next available Business Center.

NO PURCHASE IS REQUIRED WITH APPLICATION. New Associates have one year year to acquire at least one Business Center in order to start their Associate business. Your wholesale product purchase volume determines the number of Business Centers you will receive. Commission qualification, including advance commissions, requires retail distribution of more than 50% of wholesale products ordered and must be evidenced by a Associate Sales Report provided to the company. Commissions are paid on wholesale product purchases only. An info pack is available free of cost at www.ppbg.com or from Info-On-Demand at 1-415-273-3934.

Plan Type		Product	Marketing Services (Optional)	Total Product & Optional Marketing	Quantity	Total U.S. Dollars
START UP BASIC PLAN* Single Pack		$149	$300	$449		$
START UP BUSINESS PLAN* - 5 Pack		$745	$1,254	$1,999		$
START UP EXECUTIVE PLAN* - 10 Pack		$1,490	$2,359	$3,849		$
* Initial T.E.A.M. Marketing for the 001 Business Center includes Associate Kit with Preferred Benefits Membership and Buyers Plus Catalog						
AFTER YOUR INITIAL SELECTION, OR CURRENT ASSOCIATE ORDER, THE FOLLOWING WILL APPLY:						
BASIC PLAN Single Pack	–	$149	$251	$400		$
BUSINESS PLAN - 5 Pack	1 Bonus Center**	$745	$1,205	$1,950		$
EXECUTIVE PLAN - 10 Pack	2 Bonus Centers**	$1,490	$2,310	$3,800		$
Spouse card for membership product _____ Spouse's Name					$20	$
Business Plan gets 1 Bonus Business Center Executive Plan gets 2 Bonus Business Centers ** Advance Commissions are not paid on Bonus Business Centers				Subtotal		$
				Total Sales Tax (Ohio Residents Add 5.75% Sales Tax)		
				Shipping & Handling		$10.00
				Total		$

Product Options

Choose 1 product for each Business Center activated.
All product options include 5 Preferred Mini-Benefits Cards.

- ___ Package of 2 - 300 Minute Prepaid Phone Cards
- ___ Package of 5 - 120 Minute Prepaid Phone Cards
- ___ 6 Buyers Plus Catalogs
- ___ International Origination Calling Card
- ___ Preferred Benefits Membership
- ___ Prepaid Vacation Package* Includes Florida Fling & Prepaid Vacation Card
- ___ 4 Preferred Mini-Benefits Cards
- ___ Total Number of Products Ordered
  5 pack = 5 Business Centers
  10 pack = 10 Business Centers

T.E.A.M. Marketing Assistance Request: I hereby request and order optional Marketing Assistance for each of my Business Centers. I understand that Marketing Assistance requires my active and ongoing participation with my PPBG marketing representatives and includes my responsibility to: 1) Sell more than 50% of wholesale products purchased by me to non-Associate customers. 2) File a Sales Report of my retail sales which is necessary for me to receive commissions. 3) Actively assist in the sponsoring of new Associates and assist in the activation of their Business Centers. 4) Direct my efforts in conjunction with my PPBG marketing representatives. 5) Regularly contact and provide assistance to Associates in my organization.

Signature X _____

Date _____

Payment Method

☐ Credit card ☐ Money order ☐ Check# _____ $ _____

All payments must be in United States dollars • One form of payment per application • No third-party payments

Amount Charged $ _____ *Cardholder must be the applicant • One credit card per order*

☐ Visa Card ☐ Master Card

Card Number | Expiration Date

Name (Printed as it appears on card)

X _____ Authorized Signature must be the applicant

☐ If credit card address is different than application address above, please complete bottom.

Address _____ City _____ State _____ Zip _____ Phone # (____) _____

Associate Terms & Conditions

1 I am of legal age in the state of my residency. I agree that I am an independent contractor, responsible for determining my own business activities and not an agent, employee or legal representative of the company, and that I am responsible for the payment of all federal and state self-employment taxes, and any other tax required by any federal, state, or regulatory taxing agency. I am responsible to pay all sales taxes. This position does not constitute the sale of a franchise or of a distributorship and no fee or purchase for participation, as an associate has been required of me. This agreement shall be deemed in effect upon its receipt and acceptance by Purchase Plus Buyer's Group, Inc., at its Home Offices, in Westerville, Ohio.

2 I agree that as a Purchase Plus Buyer's Group Associate, I shall place primary emphasis upon the selling of company products to ultimate consumers. Associates residing in the States of Maine, North Dakota, Michigan, Indiana, Iowa, and West Virginia are limited to $495.00 in purchases as an Associate from the Company during the first six months of Associate status. Permissible Associate purchases shall be automatically modified to comply with the exemption requirements set forth in any state's law regulating business opportunities.

3 In presenting Purchase Plus Buyer's Group products and the Associate positions to prospects, I agree that such presentations shall be strictly according to the following format and that I will be terminated as an Associate if I fail to comply fully with the following:

a. I will inform all prospects that no initial fee or initial purchase is required to become a Purchase Plus Buyer's Group Associate.
b. I will make no false or misleading statements about Purchase Plus Buyer's Group, Inc., the Purchase Plus Buyer's Group Associate positions, Company products, or Sales and Commission Opportunities.
c. I will promote my Associate business, use the Company name, or the Company trade names, logos, sales materials, Company literature, trademarks, Independent Associate websites or service marks of Purchase Plus Buyer's Group, Inc., only in materials provided by the Company or approved in writing by Purchase Plus Buyer's Group, Inc., prior to their use by me. I understand that unauthorized use or duplication of trademarked or copyrighted materials are a violation of federal law.
d. PPBG is the owner of numerous trademarks, including "Purchase Plus" which is a registered trademark of PPBG as set forth on Schedule A which will be supplied upon request (the "Trademarks"). During Associate's association with PPBG, PPBG hereby grants a limited license for Associate to use the Trademarks of PPBG, subject to the terms and conditions of this Agreement. Associate recognizes the value of the goodwill associated with the Trademarks and acknowledges that, hereafter, the Trademarks and all rights therein and goodwill pertaining thereto belong exclusively to PPBG. Associate agrees that the goods and services identified by the Trademarks provided by it shall be of high standard, appearance and quality as may be adequate and suited for the best advantage, protection and enhancement of the Trademarks and the goodwill pertaining thereto, that services provided by Associate under the Trademarks will be supplied in accordance with applicable Federal, State and local laws, and that the same shall not reflect adversely upon the good name of PPBG or the Trademarks. Associate further agrees to cooperate with PPBG in defending the title to the Trademarks against any lawful claim and demand whatsoever, provided PPBG reimburses Associate all reasonable expenses (including its reasonable attorney's fees) incurred by Associate in such defense. Associate agrees that its every use of the Trademarks under the limited license granted herein shall inure to the benefit of PPBG and that Associate shall not at any time acquire any rights to the Trademarks by virtue of any use it may make of it.
e. If I am found to be spamming in connection with my activities as an Associate, my position with PPBG will be terminated immediately. My Business Centers and Residual Override Commissions will be forfeited.
f. Although PPBG permits the separate ownership of business centers by spouses and other dependents of legal age living within the same household, for purposes of consistent enforcement of these terms and conditions PPBG reserves the right to impose disciplinary action, including termination of Associate status in appropriate situations, against all members of the same household based upon violation of these terms and conditions by any one member of the household.

4 I agree that I shall sell over 50% of the wholesale products ordered of my wholesale product orders to non-Associate consumers prior to reordering product. Retail sale records shall be maintained and subject to review and verification. Submission of required Associate Sales Report is a condition to receiving commissions.

In order to maintain a viable Marketing Program and to comply with changes in federal, state, and local laws and economic conditions, Purchase Plus Buyer's Group, Inc. may provide additional Terms and Conditions to its Associates from time to time, as well as to modify its Associate Compensation Program. Such additions and modifications shall become a binding part of this Agreement upon publication in the official Purchase Plus Buyer's Group Associate News etter. I understand that no attorney general or other regulatory authority ever reviews, endorses or approves any product, compensation program or company, and I will make no such claim to others.

6 I understand that my Associate position can be inherited or bequeathed, but cannot be transferred or assigned during my lifetime. Business licenses may be required of an Associate. Associate will determine and obtain all required licenses including telemarketing license if applicable to Associate's sales activities. I also agree to abide by all local, state, and federal laws that apply to my Associateship and my marketing of Purchase Plus Products.

I agree to maintain monthly communication and support to those Associates I sponsor into the program and in my commissionable organization by way of any of the following, or combination thereof: Personal contact, telephone communication, written communication, and attendance at Associate meetings.

8 Purchase Plus Buyer's Group, Inc. is responsible for the following fulfillment to its Associates: A new Associate's sales packet of literature whether or not an optional plan is purchased; shipment of ordered sales aids and products within ten days of receipt of order and clearance of funds, subject to availability of items ordered, calculation and payment of Associate commissions. Payment terms on Associate purchases: check, money order or credit card with order. No credit purchases or C.O.D.'s are available. Commissions are payable to Associates according to the Associate Compensation Plan which is incorporated herein by reference.

9 Display of commission checks and making of income projections to prospective Associates is prohibited. Change of original sponsor is not permitted. Associate and customer lists and names are owned by company and may never be used for any commercial purpose without prior written consent of company. During the term of this agreement and for 90 Days thereafter, Associate shall not directly or indirectly solicit Associates or customers of Purchase Plus Buyer's Group, Inc. to other network marketing organizations, except as to personally sponsored Associates customers.

10 This agreement is governed under the laws of the State of Ohio. The parties agree that any claim, dispute or other differences between them shall be exclusively resolved by binding arbitration pursuant to the Commercial Arbitration Rules of the American Arbitration Association with arbitration to occur at Westerville, Ohio. Louisiana Associates arbitrate at New Orleans, Louisiana.

Associates may return literature and products (custom orders final when order is completed) in resaleable condition, and may obtain refund of marketing assistance costs at any time, and receive 100% refund less commissions paid. Shipping costs for returned items shall be borne by Associate. Payment will be made within thirty days of actual receipt of returned items.

12 I understand Purchase Plus Buyer's Group, Inc. will deduct annually per Business Center a $35 Administration Fee and an Organization Maintenance Fee (one of the following as it applies to my title: (1) $75 from an Associate, (2) $175 from a Director, (3) $275 from an Executive Director or (4) $375 from a Regional Vice President, from commissions earned. These fees are subject to change. All non-U.S. Associates selling product in the U.S. or having U.S. Citizens in his/her sales organization must apply for a U.S. Taxpayer Identification Number and provide a copy of their taxpayer identification number to PPBG. These forms and instructions for their use are available from PPBG at the request of every non-U.S. Associate.

13 I understand and agree that this Agreement constitutes the entire agreement between the Associate Applicant and Purchase Plus Buyer's Group, Inc. (the parties), and that no other representations, agreements, promises or guarantees have been made nor shall any others be valid unless in writing and signed by the parties hereto, and that if any part of this Agreement shall be declared invalid by a court of competent jurisdiction, the remaining parts shall remain in force and effect.

14 Associates purchasing optional marketing services have an ongoing responsibility to work with those providing marketing services to them. There is no guarantee of specific income, or of any specific or completed organization. Associate understands and agrees that advance commissions are prepaid earned commissions based on sales. PPBG reserves the right to adjust payment dates and amounts of advance commissions from time to time based on overall actual sales experience.

15 I agree that each Business Center that I activate will be automatically renewed during that Business Center's anniversary month (i.e. Business Center's activated in May, 2000 will automatically renew in May, 2001). I understand that the renewal cost is $199 per Business Center which consists of $149 for the product of my choice (all 4001 Business Centers will be provided with PPBG's "Membership" product) and $50 as the renewal fee (subject to change at the company's discretion). I understand that I am under no obligation to renew, however, I must notify PPBG in writing of my intention not to renew at least 60 days prior to that Business Center's anniversary month. I understand that my decision not to renew will result in my Business Centers being cancelled.

A participant in this network marketing plan has a right to cancel at any time, regardless of reason. Cancellation must be in writing to the company at its principal business address. My Sponsor has informed me that no fee or initial purchase is required or is a means by which to become a Purchase Plus Buyer's Group Associate. NOTE: Your signature below indicates that you have carefully read this agreement and that you willingly accept all the terms and conditions on both Page 1 and Page 2.

Applicant Signature X________________________________ Date ______________

Associate Check by Fax Payment Form

975 Eastwind Drive, Suite 190 • Westerville, OH 43081
Phone: (614) 890-1638 / (800)877-3286

"Purchasing With Us Is A Plus"

Fax: (614) 890-1630 / (800)890-1630

Please place your personal or business check in the space **below** and **fax** to Purchase Plus along with your Independent Associate Application and/or Associate Material Order Form.
All material orders must be paid for separately

*By using this form, **we can not accept** the following **checks":***

- J money orders
- J investment account checks
- J any loan account checks
- ✓ travelers checks
- ✓ equity line account checks
- J money market account checks
- ✓ credit card checks

* If you are going to use any of these checks, **we** will need **the** *original* check to process your order.

Personal or Business Check Only

tape check here →

← tape check here

Follow these 4 easy steps:

1. Fill out your check neatly **and** completely (amount, date, payable to: PPBG, INC., etc.)
2. Tape a copy of your check to this form within the space provided.
3. Fax this form with your check attached, along with your completed application(s) and/or Associate Material Order Form (if available, use the "fine quality" setting on your *fax* machine).
4. Either destroy your check or keep it on file for your records. Purchase Plus does not need your original check. Purchase Plus will create an ACH entry from the faxed copy of your check for payment. If a challenge occurs, Purchase Plus will contact you.

Tape Check Here

Do not mail in your original check
unless otherwise requested by our Accounting Department!

Agreement:
I hereby authorize Purchase Plus Buyer's Group, Inc., hereinafter called PPBG, to initiate a debit entry to my checking account indicated above and the depository named above to **debit** the same to such account. I understand that PPBG will keep a copy of my faxed check for their protection. I certify that the above information is accurate and complete I will not hold PPBG legally liable for any lack of correctness on my part.

Amount Authorized: $	Date:
Signature:	Phone: ( )
Name: *(Please Print)*	Fax: ( )
Routing #: *(First set of numbers listed on your check)*	Account #: *(Second set of numbers listed on your check)*

P+1005.01

MEMBER:
COMMITTEE ON ETHICS
RANKING MEMBER
COMMITTEE ON
WAYS AND MEANS
SUBCOMMITTEE ON SELECT REVENUE MEASURES
SUBCOMMITTEE ON OVERSIGHT

SENIOR WHIP

Linda T. Sánchez
38TH DISTRICT, CALIFORNIA

Congress of the United States
House of Representatives
Washington, DC 20515

DC OFFICE:
2423 RAYBURN BUILDING
WASHINGTON, DC 20515
(202) 225-6676

DISTRICT OFFICE:
17906 CRUSADER AVENUE
SUITE 100
CERRITOS, CA 90703
(562) 860-5050
www.lindasanchez.house.gov

14008387

FEDERAL TRADE COMMISSION
2013 JUN -7 AM 8:32
OFFICE OF THE SECRETARY
CONG. CORRES. BRANCH

Edith Ramirez, Chairwomans
Federal Trade Comission
600 Pennsylvania Avenue, NW
Washington, DC 20580

June 5, 2013

Dear Chairwoman Ramirez:

I am writing to express my concern about the marketing and business practices of Herbalife, Ltd. In particular, I am troubled by allegations that this company may be harming consumers – especially those from our country's most vulnerable populations.

There have been extensive media reports and allegations about Herbalife's business practices. On March 12, 2013, the National Consumers League wrote a letter urging the FTC to conduct an investigation into the possibility that Herbalife is a complex pyramid scheme.[1] More recently, on May 17, 2013, the Hispanic Federation also wrote a letter urging an FTC investigation.[2] Both groups have voiced concerns over whether Herbalife's distributors are primarily incentivized by recruiting others, or by selling the Herbalife product. Additionally, as the National Consumers League letter states, "Low-income consumers, as well as African-Americans and Hispanics, were found to be especially vulnerable to pyramid-schemes masquerading as legitimate home-based business opportunities."[3]

As I have learned more about this issue from my constituents and from outside groups, I believe it is the Federal Trade Commission's (FTC) responsibility to examine these allegations. Given the FTC's mission to investigate claims of fraud and potential pyramid schemes, I encourage you to investigate this matter. I have confidence that such an investigation will provide clarity to consumers and I expect you will aggressively pursue it in a timely manner.

---

[1] Sally Greenberg, National Consumers League to Edith Ramirez, Federal Trade Commission, 13 March 2013, http://www.nclnet.org/images/PDF/FTC%20Letter%20on%20Herbalife.pdf
[2] Jose Calderon, Hispanic Federation to Edith Ramirez, Federal Trade Commission, 17 May 2013, http://www.scribd.com/doc/142602752/The-Honorable-Edith-Ramirez-FTC
[3] Sally Greenberg, National Consumers League to Edith Ramirez, Federal Trade Commission, 13 March 2013, http://www.nclnet.org/images/PDF/FTC%20Letter%20on%20Herbalife.pdf

PRINTED ON RECYCLED PAPER

If I can be of additional assistance, please do not hesitate to contact Mike McGourty of my staff at 202-225-6676 or michael.mcgourty@mail.house.gov.

Thank you for your attention to this important matter.

Sincerely,

Congresswoman Linda T. Sánchez
Member of Congress (CA-38)

LORETTA SANCHEZ
46th District, California

WASHINGTON OFFICE
1114 LONGWORTH BUILDING
WASHINGTON, DC 20515-0546
(202) 225-2965
(202) 225-5859 FAX

DISTRICT OFFICE
12397 LEWIS STREET, SUITE 101
GARDEN GROVE, CA 92840-4695
(714) 621-0102
(714) 621-0601 FAX

E-mail:
Loretta@mail.house.gov

Website:
www.house.gov/lsanchez

Congress of the United States
House of Representatives
Washington, DC 20515

COMMITTEE ON ARMED SERVICES
SUBCOMMITTEES:
RANKING MEMBER, TACTICAL AIR AND LAND FORCES
STRATEGIC FORCES

COMMITTEE ON HOMELAND SECURITY
SUBCOMMITTEES:
BORDER AND MARITIME SECURITY
COUNTERTERRORISM AND INTELLIGENCE

JOINT ECONOMIC COMMITTEE

July 26, 2013

Chairwoman Edith Ramirez
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Dear Chairwoman Ramirez:

We write to you today as the substantial concerns surrounding the business practices of Herbalife, Ltd. continue to increase. As you may be aware, a number of outside groups including the Hispanic Federation, League of United Latin American Citizens (LULAC), National Consumers League, Consumer Action and Consumers Union have raised concerns about these business practices, as have a number of media outlets.

After careful consideration, we would like to request that the Federal Trade Commission (FTC) look into Herbalife's business practices, specifically whether Herbalife's participants are deceived by exaggerated earnings claims, and whether profits are derived primarily from selling to outside consumers or from recruiting others. We believe the FTC is best suited to determine whether Herbalife business model is structured in a way that is in agreement with federal regulations. Ensuring the fair treatment of consumers, many of whom reside in our districts, is a matter of utmost importance and the FTC's expertise is appropriate for this matter.

As members of Congress, we take our duty to represent our constituents very seriously. In their best interest, we have met with groups representing both sides of this issue and we have reviewed countless reports about the concerns surrounding Herbalife. It is our general consensus that the FTC is best positioned to investigate this matter and provide a factual response. We are fully confident that your resources will offer the most accurate assessment of the business practices that are in question.

We thank you for your attention on this important manner.

Sincerely,

Loretta Sanchez
Member of Congress

Michelle Lujan Grisham
Member of Congress

PRINTED ON RECYCLED PAPER

hispanicfederation

55 Exchange Place, 5th Floor
New York, NY 10005
T. 212 233 8955 F. 212 233 8996

1133 19th Street N.W., Suite 1035
Washington, DC 20036
T. 202 887 4977 F. 202 833 8135

www.hispanicfederation.org

May 17,2013

Federal Trade Commission
Received
MAY 28 2013
Chairwoman Ramirez

The Honorable Edith Ramirez
Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

Dear Chairwoman Ramirez:

Since its inception in 1990, Hispanic Federation, has as its core mission to empower and advance the Hispanic community. It provides grants to a board network of Latino non-profit agencies serving the most vulnerable members of the Hispanic community and advocates nationally with respect to the vital issues of education, health, immigration, economic empowerment, civic engagement and the environment.

As part of our work on economic empowerment we have worked with small businesses to make them viable and prosperous. We have worked with member agencies that provide loans to entrepreneurs who otherwise would not have the needed capital to jump start their business dreams. We have offered seminars on mortgage assistance, development of credit and warned our community about a myriad of schemes created to defraud Latinos, especially the most vulnerable in our community.

Through our financial literacy workshops, leaders in our network and some of our elected officials we have learned about the proliferation of get rich quick schemes that focus on Latinos and especially our immigrants.

We write to you to urge the Federal Trade Commission to conduct an investigation of the multi-level marketing company known as Herbalife. It is our understanding that the company's marketing materials promise richness for a few hours of work from home. You can imagine that for immigrants, particularly those who are underemployed or have no papers, this promise can seem like their ticket to achieving the American Dream. We understand, however, that when you add expenses to acquire the product, lists and marketing materials, most distributors appear to actually lose money.

A particular concern to us about Herbalife is whether distributors make money selling products or recruiting others to sell products: The latter is an indicator of a pyramid scheme. Reading the recent debate on this issue; Herbalife's statements to explain its compensation structure are contradictory. We urge you to focus on this issue: are distributors incentivized to sell product or to recruit new distributors into a pyramid.

Through our work over 23 years we have learned that most multi-level marketing companies are legitimate businesses. They in fact compensate distributors for selling products. In fact, many of these companies have provided new immigrants and other Latinos a real opportunity to move forward and earn a decent living for them and their families. From what we have learned about Herbalife, anecdotally and through our work, we have serious concerns about their business practices and we urge you to look into this matter.

Thank you for your attention.

Sincerely,

Jose Calderon
President

STEVE STIVERS
16TH DISTRICT, OHIO

FINANCIAL SERVICES COMMITTEE

Congress of the United States

House of Representatives

July 30, 2013

Ms. Jeanne Bumpus
Director, Office of Congressional Relations
Federal Trade Commission
600 Pennsylvania Ave NW Rm 404
Washington, DC 20580-0001

Dear Ms. Bumpus:

The attached communication concerns a problem my constituent is experiencing with Herbalife and eHome Business Networks Inc. regarding a complaint he has filed with the Federal Trade Commission.

Please address the concerns brought forward by constituent, Mr. (b)(6) Your response can be directed to my caseworker, Adam Slane, regarding this inquiry.

If you have any additional questions, please contact Adam in my district office at 614-771-3969. My constituents are a top priority and I appreciate your time and attention to this matter.

Respectfully,

STEVE STIVERS
Member of Congress

SS/as
Enclosed

WASHINGTON OFFICE:
1023 Longworth House Office Building
Washington, DC 20515
PH: (202) 225-2876
FAX: (202) 225-3529

CENTRAL OHIO DISTRICT OFFICE:
3750 Municipal Way
Hilliard, OH 43026
PH: (614) 771-4968
FAX: (614) 771-3990

SOUTHEAST OHIO DISTRICT OFFICE:
123 S. Broad Street, Suite 235
Lancaster, OH 43130
PH: (740) 654-2654
FAX: (740) 654-2482

SOUTHWEST OHIO DISTRICT OFFICE:
69 N. South Street, Suite 178
Wilmington, OH 45177
PH: (937) 283-7949
FAX: (937) 283-7982

UNITED STATES CONGRESS ♦ OHIO

Congressman Steve Stivers

CONSENT FOR RELEASE OF INFORMATION

To begin processing your case, please complete the following information. Please Print:

Name: (b)(6)
Address: (b)(6)
City: COLUMBUS State: Ohio Zip: (b)(6)
Phone: Home: (b)(6) Cell: (b)(6) Work:
Email: (b)(6) Fax:
Social Security Number: (b)(6) Date of Birth (mm/dd/yyyy): (b)(6)

Complete following fields only if applic... your case.

Petitioner
Name:
Alien Registration Number:
Date of Birth:
Country of Birth:
Form Type:

Beneficiary
Name:
Alien Registration Number:
Date of Birth:
Country of Birth:
Receipt Number:

BWC Claim Number:
Passport Number:

Loan/Account Number:
Confirmation Number:

Briefly explain your problem and/or desired information (*Include additional pages if needed or copies of any documentation that you may have which would help expedite your inquiry. Please do not send original documents*).

Please Print:

I invested over $20,000 with Herbalife and eHome Business Networks, Inc., which is wholly owned by Anthony Powell, Herbalife Chairman's Club Original Founder, and motivational speaker. I did everything I was asked to do by (b)(6) Herbalife President's Club Original, to accomplish a monthly income of $6000. Not only did they take all the above money under false pretenses but at the last minute the entire Anthony Powell Upline moved its people and systems (which Herbalife can not provide) to another MLM called VEMMA. Now at VEMMA they want me to invest another $20,000 to start over. I CAN NOT DO IT AND AS FAR AS I CAN UNDERSTAND THEY DON'T CARE. I HAVE OFFERED TO SETTLE AND THEY WOULD NOT SETTLE UNLESS I RETRACTED AND REFUTED ALL THE COMPLAINTS THAT I FILED WITH THE FTC, SEC, ATTORNEY GENERALS OF OHIO, CALIFORNIA, ARIZONA, MASSECHUSETTES AND NEW YORK. THEY STOLE THIS MONEY FROM ME AND I CAN NOT FIND SOMEONE TOUGH ENOUGH TO REPRESENT ME TO GET MY MONEY BACK. I SOLD MY CAR AND I AM FINANCIALLY BROKE

I am aware that provisions of the Privacy Act of 1974 (Public Law 93-579) prohibit the release of information to any third party without my approval. I hereby authorize the above mentioned agency (agencies) to provide information regarding my case or claim to the Office of United States Congressman Steve Stivers.

Signature: (b)(6) Date: July 23, 2013

Please Return Completed Form and Documents To:

By Mail:
Office of Congressman Stivers
C/O Adam Slane
3790 Municipal Way
Hilliard, OH 43026

By Fax:
Fax: (614) 771-3990
Attn: Adam Slane

Questions:
Telephone: (614) 771-4968

eHome Business Networks, Inc. & Herbalife Information Notes

Prepared by (b)(6) on
April 18, 2013

(b)(6) Contact Information; Mailing Address: (b)(6) Hilliard, Ohio (b)(6)
Home Phone: (b)(6) Cell Phone (b)(6)
Email: (b)(6)

I became a Herbalife Distributor on June 6, 2012. I became a Herbalife Supervisor on July 1, 2012. I as a Herbalife Supervisor became a Herbalife World Team Member on November 1, 2012. Since June 6, 2012 I have spent over $21,000 on Herbalife Product Inventory, Bridge to Business (Chairman's Club Owned) Recruiting Leads ($159.95 each) & Marketing Materials, Other Marketing Materials and IOffice/Connecting Point/Merchant Account Systems (Chairman's Club Owned) $385.00 in monthly fees and total system set up fees of $958.00. I also spent an additional $5,000 on a back up generator for my home so I would never lose internet or phone availability as a direct result of being told by my President Team Member (b)(6) to do so. As of this date I have received $684 in Wholesale Earnings and $200 in Royalties for a total of $884.

Points of Interest:

1. On August 1, 2012 I created and submitted to (b)(6) a marketing program based on committing to spending 70 hours per week and purchasing 20 Recruiting Leads per month, which based on (b)(6) (b)(6) verbal commentary, would create an income of $5,000 per month and get me to World Team within six months. This program ultimately cost me $3,500 per month in marketing expense. I spent an additional $4,800 on Retailing the Product over the 6 months, June 6, 2012 through November 30, 2012.
2. eHome Business Networks, Inc. System which is owned by Anthony Powell was designed for Training new distributors and manage recruiting and retailing leads. In general it cost in excess of $1000 per month but the killer point was that in the training process you had to join: the Telephone System: $199 set up fee and $89 per month; the Management System $259 set up and $99 per month; (4) Websites $89 each set up x 4 and 30 per month; Lead Tracker/Call System $224 set up and $89 per month.
3. Minimum of 30% Efficiency in converting Purchased Recruiting Leads to Distributors/Supervisors or Purchased Leads would not be released to Supervisor by Bridge to Business (Needs Presidents Club Member Approval for Release). Combined with point 7 below this made my situation highly stressed and unfair taking into account that I was spending more than 70 hours per week to accomplish my goals and it still could not please the Upline.
4. IOffice Conversion Created Huge Problems for Distributor's Websites, which became dysfunctional with each system problem (8 different times) with No Notification from IOffice.

5. Stacking vs. Front Lining Distributors and why Stacking (Sharing Volume to Incentivize more product purchases from the entire Downline re: Supervisor Level) is so much more valuable to Royalty Earners and not to Distributors earning wholesale discounts.
6. Email Volume in excess of 30 per day and Google Calendar Setup to Schedule 10 to 12 hour days including Trainings, Interviews, DAC Calls and Seminars. Upline Sponsor and Upline PTM insisted on having access to Google Calendar, iOffice and Track My Dials. All in the interest of controlling all Downline members through intimidation.
7. First Interview with prospective Recruit completed by Myself (Must be Supervisor) & Immediate Upline Sponsor (b)(6) . Second Interview with prospective Recruit completed by Myself & Upline Presidents Team Member (b)(6) I experienced great success in my interviews to the extent that my Upline Sponsor and PTM did not have the time necessary to do Interviews on a timely basis. When I started doing First Interviews and Second Interviews (Out of Necessity) on my own the PTM threatened to discontinue doing my Second Interviews. I was continually reminded of this by (b)(6) (b)(6)
8. Extreme Pressure to Purchase Marketing Materials, Shake Customer Leads and Recruiting Leads from Bridge to Business which I am sure is owned by Chairman and Presidents Team Members.
9. DAC Calls were daily and the setting was to exert extreme pier pressure on participants progress of daily recruiting and product sales (pushed marketing materials was the purpose) conversions.
10. Training Program includes forced enrollment into Connecting Point and iOffice System use to the tune of $300 per month in fees.
11. Purchased Recruiting Lead Return/Replacement Policy is Favorable to Bridge to Business. They would replace paid leads with unsubstantiated leads on a regular basis without any choice by distributor.
12. Royalty Sales Contact Statement is sent each month to Herbalife as a requirement for Royalty Payment at each Royalty Level: World Team, Global Expansion Team and so on. I did not send my Royalty Sales Contact Statement for my first and only check. Funny thing is that regarding my only Royalty Payment Amount as mentioned above ($200.) the Herbalife Home Office said they would make an exception to the "Rule" because I was such an outstanding Supervising Distributor and World Team Member.
13. In conclusion, I must admit that Herbalife, eHome Business Networks, Inc. and Anthony Powell and his cronies have designed the total Program to take advantage of distributors by preaching that each distributor has a huge opportunity to make money as an independent business distributor but the reality is that they control and profit from all elements of the Program through Royalty Income from Recruiting Distributors and Distributor TURNOVER and Not Retail Sells of the Products by Distributors.
14. Then to top all the arrogance and inconsistencies the entire Anthony Powell Organization and all the so called system use benefits that eHome Business Networks, Inc. provided was kicked out of Herbalife with prejudice in January 2013 and immediately moved its 16,000 distributors to VEMMA another MLM Organization selling health supplements.

15. So, I now am being asked to invest another $21,000 into VEMMA and the new Anthony Powell Organization and eHome Business Networks, Inc. of Arizona with no support to continue with Herbalife from Herbalife of California.

Bill Ackman & Herbalife Information Notes

Prepared by (b)(6) on
December 23, 2012

(b)(6) Contact Information: Mailing Address: (b)(6) Hilliard, Ohio (b)(6)
Home Phone: (b)(6) Cell Phone: (b)(6)
Email: (b)(6)

I became a Herbalife Distributor on June 6, 2012. I became a Herbalife Supervisor on July 1, 2012. I as a Herbalife Supervisor became a Herbalife World Team Member on November 1, 2012. Since June 6, 2012 I have spent over $14,000 on Herbalife Product Inventory, Bridge to Business (Chairman's Club Owned) Recruiting Leads & Marketing Materials, Other Marketing Materials and IOffice/Connecting Point/Merchant Account Systems (Chairman's Club Owned) monthly fees. I also spent an additional $5,000 on a back up generator for my home so I would never lose internet or phone availability as a direct result of being told by my President Team Member (b)(6) to do so. As of this date I have received $684 in Wholesale Earnings and $200 in Royalties for a total of $884.

Points of Interest:

1. Minimum of 30% Efficiency in converting Purchased Recruiting Leads to Distributors/Supervisors or Purchased Leads would not be released to Supervisor by Bridge to Business (Needs Presidents Club Member Approval for Release).
2. IOffice Conversion Created Huge Problems for Distributor's Websites with No Notification from IOffice.
3. Stacking vs. Front Lining Distributors and why Stacking (Sharing Volume to Incentivize more product purchases from the entire Downline re: Supervisor Level) is so much more valuable to Royalty Earners and not to Distributors earning wholesale discounts.
4. Email Volume in excess of 30 per day and Google Calendar Setup to Schedule 10 to 12 hour days including Trainings, Interviews, DAC Calls and Seminars. Upline Sponsor and Upline PTM insisted on having access to Google Calendar, IOffice and Track My Dials. All in the interest of controlling all Downline members through intimidation.
5. First Interview with prospective Recruit completed by Supervisor & Immediate Upline Sponsor, Second Interview with prospective Recruit completed by Supervisor & Upline Presidents Team Member. I experienced great success in my interviews to the extent that my Upline Sponsor and PTM did not have the time necessary to do interviews on a timely basis. When I started doing First Interviews and Second Interviews (Out of Necessity) on my own the PTM threatened to discontinue doing my Second Interviews.
6. Extreme Pressure to Purchase Marketing Materials, Shake Customer Leads and Recruiting Leads from Bridge to Business which I am sure is owned by Chairman and Presidents Team Members.
7. DAC Calls were daily and the setting was to exert extreme pier pressure on participants progress of daily recruiting and product sales (pushed marketing materials was the purpose) conversions.
8. Training Program includes forced enrollment into Connecting Point and IOffice System use to the tune of $500 per month in fees.
9. Purchased Recruiting Lead Return/Replacement Policy is Favorable to Bridge to Business.

10. Royalty Sales Contact Statement is sent each month to Herbalife as a requirement for Royalty Payment at each Royalty Level: World Team, Global Expansion Team and so on. I did not send my Royalty Sales Contact Statement for my first and only check. Funny thing is that regarding my only Royalty Payment Amount as mentioned above ($200.) the Herbalife Home Office said they would make an exception to the "Rule" because I was such an outstanding Supervising Distributor and World Team Member.

Confidential Memo

Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

DATE: January 22, 2013

TO: Jon Leibowitz, Chairman of Commissioners

FROM: (b)(6) Herbalife Distributor & Herbalife World Team Member

Dear Sir,

On June 6, 2012 I became a Herbalife Distributor as a result of spending $199.00 for a Herbalife training package and product assortment. I became a Herbalife Distributor Supervisor on July 1, 2012 as a result of purchasing $2,000 worth of Herbalife products. I became a Distributor Supervisor, World Team Member on November 1, 2012 as a result of recruiting distributors that cumulatively bought over $10,000 through my distributorship in the month of October 2012.

As of this date I have spent in excess of $20,300; including Herbalife Product Inventory ($3,200), Bridge to Business (Owned by Herbalife Chairman's Club and President's Club Members) Recruiting Leads & Marketing Materials ($8,500), Other Marketing Materials ($1,200), (Office/Connecting Point/Merchant Account Systems/Website Development (Owned by Herbalife Chairman's Club and President's Club Members) ($3,400).

Additionally, I spent over $4,000 on a backup electrical generator and phone/internet system for my home so I would never be without power, phone and internet, which was a complaint from my sponsor, (b)(6) and President's Club Upline Member, Mr. (b)(6)

As of this date I have sold product only to recruited distributors and have received only one check in the amount of $864, which included $684 for wholesale earnings and $200 in Royalties.

The following example is just one of thirteen reasons that I have documented, which all thirteen are evidence that I was ripped off by Herbalife and in fact if all Herbalife Distributors lose control of their own distributorship like me then the only thing remaining within Herbalife is a Pyramid Scheme:

Example One:

Please review the attached Points of Interest dated on December 23, 2013.
Please review the attached Points of Interest updated on April 18, 2013.

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

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

APR 14 2014

Re: FOIA-2014-00720
FOIA Requests for Herbalife

Dear Ms. Celarier:

This is in response to your request dated April 2, 2014 under the Freedom of Information Act seeking access to FOIA requests for letters requesting an investigation of Herbalife, or OFIA requests specifically requesting the June 5, 2013 letter from Congresswoman Linda Sanchez. In accordance with the FOIA and agency policy, we have searched our records as of April 2, 2014, the date we received your request in our FOIA office.

We have located 18 pages of responsive records. I am denying access to the contact information of private individual requesters found in the request descriptions. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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

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

Sincerely,

Dione J. Stearns
Assistant General Counsel

Enclosed:
18 pages

FOIA-2013-00376

January 17, 2013

FEDERAL TRADE COMMISSION
RECEIVED

JAN 17 2013

FOIA BRANCH
GENERAL COUNSEL

VIA E-MAIL

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

Re: Freedom of Information Act Request: Herbalife International

Dear Sir/Madam:

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

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

Natalie Ofoche
(b)(6)

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

Sincerely,

Natalie Ofoche

Natalie N. Ofoche

FOIA - 2013-00398

Mischler, Erin

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

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

Elena,

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

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

Correspondence between the FTC and any external parties related to the following companies. Please limit the search to a five year period.
Avon (AVP)
Blyth, Inc. (BTH)
Medifast (MED)
Mannatech (MTEX)
Nature's Sunshine Products (NATR)
Natural Health Trends Corp (NHTC)
Primerica (PRI)
Reliv International (RELV)
Tupperware Brands Corp (TUP)

Correspondence between the FTC and any external parties related to the companies listed below. Please do not put a time exclusion/limitation on the search for these companies.
Herbalife (HLF),
Nu Skin Enterprises (NUS)
USANA Health Sciences (USNA)

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

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

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

Best,
Christine

Christine Muchanic
Special Situations

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

HUNTON& WILLIAMS

HUNTON & WILLIAMS LLP
2200 PENNSYLVANIA AVENUE, NW
WASHINGTON, D.C. 20037-1701

TEL 202 • 955 • 1500
FAX 202 • 778 • 2201

KYLE SAMPSON
DIRECT DIAL: 202 • 955 • 1587
EMAIL: ksampson@hunton.com

FILE NO: 78481.000004

April 29, 2013

FOIA 2013-00821

Via Facsimile (202) 326-2477
Via E-mail FOIA@FTC.gov

FEDERAL TRADE COMMISSION
RECEIVED

APR 29 2013

FOIA BRANCH
GENERAL COUNSEL

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

Re: FOIA Request for (1) Complaints, Inquiries, or Other Information Submitted to the FTC Related to Certain Dietary Supplement Manufacturers and (2) FOIA Requests Related to Such Complaints, Inquiries, and Other Information

Dear Sir or Madam:

This is a request under the Freedom of Information Act ("FOIA"), 5 U.S.C. § 552, *et seq.* Hunton & Williams LLP hereby requests a copy of the following document(s):

1. Complaints, inquiries, or other information submitted to the Federal Trade Commission ("FTC") since January 1, 2007, and any exhibits or attachments to the same, regarding the following dietary supplement manufacturers:
    a. Herbalife International of America, Inc. and/or Herbalife International, Inc.;
    b. Melaleuca, Inc.; and
    c. Puritan's Pride, Inc.
2. FOIA requests submitted to the FTC since January 1, 2007, regarding complaints, inquiries, or other information about the above-listed dietary supplement manufacturers, and the FTC's responses to the same, if any.

Hunton & Williams LLP is prepared to pay the reasonable costs of search, review, and duplication of the requested records; if you estimate that fees will exceed $1,000, please contact me before proceeding. Hunton & Williams LLP requests that the FTC provide the

HUNTON& WILLIAMS

requested records in electronic format, to the above-referenced e-mail address. If you deny all or any part of this request, please cite each specific FOIA exemption that justifies your denial and notify me of appeal procedures available under the law.

Thank you in advance for your assistance. If you have any questions about this request or require further information, please do not hesitate to contact me.

Sincerely,

Kyle Sampson

FOIA-2013-01002

Bajorek, Rosemary

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Tuesday, June 11, 2013 12:46 PM

FEDERAL TRADE COMMISSION
RECEIVED
JUN 11 2013
FOIA BRANCH
GENERAL COUNSEL

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917 971 0279
faxno =
email = mcelarier@nypost.com
coinfo = Letter from Cong. Linda Sanchez requesting FTC open an investigation into Herbalife
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Contact me if above $100
B13 = Submit

Kelly, Andrea

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Monday, August 12, 2013 1:56 PM

FOIA-2013-01247

FEDERAL TRADE COMMISSION
RECEIVED

AUG 12 2013

FOIA BRANCH
GENERAL COUNSEL

name = Atossa
staddr = 3 times square
city = new york
state = ny
zipcode = 10036
telno = Abrahamian
faxno =
email = atossa.abrahamian@thomsonreuters.com
coinfo = Dear FOIA officer,I'm writing to request records of all communication (emails, letters, call logs, text messages, etc) on the subject of the direct-selling nutritional company Herbalife between the FTC and the following groups or individuals:a. New York hedge fund manager William Ackman and all individuals working for or associated with his firm, Pershing Square Capitalb. Representative Linda Sanchez (D-IL)and anyone working for her or with herc. The National Consumer's Leagued. The Hispanic Federatione. Herbalife or any firms or individuals acting on behalf of Herbalife. This includes the P.R. firm Joele Frank, the company's Board of Directors, any major shareholders in the company, and investor Carl Icahn.Kindly expedite this request for news purposes. Given all the noise and uncertainty in the media about Herbalife's products and business model, as well as the infighting among investors, we believe a greater understanding of the FTC's actions with regard to the company are of great public interest.Call anytime if you have questions.Thanks,Atossa Abrahamian
EdSciName =
privatelawname = 3 times square
describe = News Media
medianame = Thomson Reuters
money = Contact me if above $100
B13 = Submit

Chender, Julian M. FOIA-2013-01330

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Saturday, August 31, 2013 9:43 AM

FEDERAL TRADE COMMISSION
RECEIVED
SEP 03 2013
EXECUTIVE
SECRETARIAT

name = jeffrey gardner
staddr = (b)(6)
city =
state = New York
zipcode = (b)(6)
telno =
faxno =
email =
coinfo = Wall Street journal article claims Prof. William (Bill) Keep of the College of New Jersey has sent a letter on August 8th 2013 to the FTC regarding Herbalife in which he claims Herbalife lacks sufficient transparency for consumers and investors to make this critical assessment. I would like to request a copy of this letter that was sent by Professor Keep. I would also like a copy of the FTC's response sent to Proferssor Keep. I would like to request a copy of letters sent to the FTC reqeusting that the FTC conduct an investigation of Herbalife from January 1 2012 through August 29 2013. I would also like to request a copy of all investigatory records the FTC has gathered with respect to Herbalife from July 1 2012 through August 29 2013. Lastly, I would like to request a copy of FOIA requests submitted to the FTC from July 1, 2013 through August 29 2013.
describe = Individual
EdSciName =
privatelawname =
medianame =
money = Up to $100
B13 = Submit

SOROS

Marshall P. Levine
Soros Fund Management LLC
888 Seventh Avenue, 32nd Floor
New York, New York 10106
Tel (212) 320 5167
Fax (646) 731-5167
marshall.levine@soros.com

CONFIDENTIAL TREATEMENT
REQUESTED BY
SOROS FUND MANAGEMENT LLC

FOIA-2014-00035

FEDERAL TRADE COMMISSION
RECEIVED

OCT 17 2013

FOIA BRANCH
GENERAL COUNSEL

September 30, 2013

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

Dear Sir or Madam:

I request records, regardless of format, medium, or physical characteristics, including electronic records and information, pursuant to the Freedom of Information Act, on:

- Any letters sent to the FTC from January 1, 2012 through September 27, 2013 requesting an investigation into Herbalife and any subsequent responses.

I ask that you treat this request and any identifying information as confidential information pursuant to FOIA and your related policies and procedures.

If it is your position that any portion of the requested records is exempt from disclosure, I request that you provide an index of those documents as required by Vaughn v. Rosen, 484 F.2d 820 (D.C . Cir. 1973), cert. denied, 415 U.S. 977 (1972). As you are aware, a Vaughn index must describe each document claimed as exempt with sufficient specificity "to permit a reasoned judgment as to whether the material is actually exempt under FOIA." Founding Church of Scientology v. Bell, 603 F.2d 945, 959 (D.C. Cir. 1979). Moreover, the Vaughn index must "describe each document or portion thereof withheld, and for each withholding it must discuss the consequences of supplying the sought-after-information." King v. US. Dep 't of Justice, 830 F.2d 210,223-24 (D.C. Cir. 1987). Further, "the withholding agency must supply 'a relatively detailed justification, specifically identifying the reasons why a particular exemption is relevant and correlating those claims with the particular part of a withheld document to which they apply.'" Id. at 224, citing Mead Data Central v. Us. Dep 't of the Air Force, 566 F.2d. 242,251 (D.C. Cir. 1977).

In the event some portions of the requested records are properly exempt from disclosure, please disclose any reasonably segregable non-exempt portions in accordance with 5 U.S.C. § 552(b). If it is your position that a document contains non-exempt segments that are so dispersed throughout the document as to make

segregation impossible, please state what portion of the document is non-exempt and how the material is dispersed throughout the documents. Mead Data Central, 566 F.2d at 261. Claims of non-segregability must be made with the same degree of detail as required for claims of exemption in a Vaughn index. If a request is denied in whole, please state specifically that it is not reasonable to segregate portions of the record for release.

We will be willing to pay up to $500 for the cost of responding to this request. Please contact me if this amount is insufficient.

Thank you for your assistance.

Sincerely,

Marshall P. Levine, Analyst
Soros Fund Management, LLC

Seery, Alexander FOIA-2014-00490

From: Reuben Miller <reuben.miller@parr-global.com>
Sent: Wednesday, January 29, 2014 1:43 PM
To: FOIA
Subject: MEDIA REQUEST: Herbalife communications

Hi there,
Can you please send me any communications (especially between Congress and the FTC, and any complainants and the FTC) that relate to Herbalife.

Please let me know if you have any questions.

FEDERAL TRADE COMMISSION
RECEIVED
JAN 29 2014
FOIA BRANCH
GENERAL COUNSEL

Thanks,
Reuben

ADDRESS:
405 Howard St., suite 310
San Francisco, CA 94105

Reuben Miller
Editor-at-Large

PaRR (Policy and Regulatory Report)
Competition Law – Global Intelligence

Tel: (415)249-0224
Mobile: (831)252-0071

Twitter: @ReubenMillerSF

www.PaRR-Global.com

A part of the Financial Times Group, a Pearson company

This email was sent by a company owned by Pearson plc, registered office at 80 Strand, London WC2R 0RL.
Registered in England and Wales with company number 53723

FOIA - 2014 - 00586

Witherington, James

From: Apache httpd <apache@hq1-webdmz-s1.ftc.gov>
Sent: Tuesday, February 25, 2014 11:39 AM

FEDERAL TRADE COMMISSION
RECEIVED

FEB 25 2014

FOIA BRANCH
GENERAL COUNSEL

name = Jeffrey R Gardner
staddr = (b)(6)
city = NEW YORK
state = NY
zipcode = (b)(6)
telno =
faxno =
email =
coinfo = Senator Ed Markey recently wrote a letter to Chairwoman Ramirez requesting that the FTC look into the business practices of Herbalife http://www.markey.senate.gov/imo/media/doc/2014-1-22_Ramirez_Herbalife.pdf and also requesting a response from the FTC by February 28th. I am requesting a copy of the response sent by the FTC to the office of Senator Markey. I am also requesting a copy of any correspondence that was exchanged between the FTC and Senator Markey or members of his staff (including emails) from the period of Jan 1st 2014 through February 25th, 2014. I would also like to request a copy of any information either in support of or against the letter's claim that a family in Norton, MA lost $130,000. Mr Johnson (HERBALIFE CEO) recently wrote a letter to Senator Markey (http://www.scribd.com/doc/208141372/Herbalife-response-to-Markey) stating that Herbalife was unable to find any profiles within their databases that fit the alleged profile referenced in the letter, inferring that no such individual exists. Thank you in advance for your assistance.
describe = Individual
EdSciName =
privatelawname =
medianame =
money = Contact me if above $200
B13 = Submit

FOIA - 2014-00896

PAUL, WEISS, RIFKIND, WHARTON & GARRISON LLP

1285 AVENUE OF THE AMERICAS
NEW YORK, NEW YORK 10019-6064
TELEPHONE (212) 373-3000

LLOYD K. GARRISON (1946-1991)
RANDOLPH E. PAUL (1946-1956)
SIMON H. RIFKIND (1950-1995)
LOUIS S. WEISS (1927-1950)
JOHN F. WHARTON (1927-1977)

UNIT 3601, FORTUNE PLAZA OFFICE TOWER A
NO. 7 DONG SANHUAN ZHONGLU
CHAOYANG DISTRICT
BEIJING 100020
PEOPLE'S REPUBLIC OF CHINA
TELEPHONE (86-10) 5828-6300

12TH FLOOR, HONG KONG CLUB BUILDING
3A CHATER ROAD, CENTRAL
HONG KONG
TELEPHONE (852) 2846-0300

ALDER CASTLE
10 NOBLE STREET
LONDON EC2V 7JU, U.K.
TELEPHONE (44 20) 7367 1600

FUKOKU SEIMEI BUILDING
2-2 UCHISAIWAICHO 2-CHOME
CHIYODA-KU, TOKYO 100-0011, JAPAN
TELEPHONE (81-3) 3597-8101

TORONTO-DOMINION CENTRE
77 KING STREET WEST, SUITE 3100
P.O. BOX 226
TORONTO, ONTARIO M5K 1J3
TELEPHONE (416) 504-0520

2001 K STREET, NW
WASHINGTON, DC 20006-1047
TELEPHONE (202) 223-7300

500 DELAWARE AVENUE, SUITE 200
POST OFFICE BOX 32
WILMINGTON, DE 19899-0032
TELEPHONE (302) 655-4410

WRITER'S DIRECT DIAL NUMBER
212-373-3918
WRITER'S DIRECT FACSIMILE
212-492-0918
WRITER'S DIRECT E-MAIL ADDRESS
ugrofman@paulweiss.com

MATTHEW W. ABBOTT
ALLAN J. ARFFA
ROBERT A. ATKINS
DAVID J. BALL
JOHN F. BAUGHMAN
LYNN B. BAYARD
DANIEL J. BELLER
CRAIG A. BENSON
MITCHELL L. BERG
MARK S. BERGMAN
BRUCE BIRENBOIM
H. CHRISTOPHER BOEHNING
ANGELO BONVINO
JAMES L. BROCHIN
RICHARD J. BRONSTEIN
DAVID W. BROWN
SUSANNA M. BUERGEL
PATRICK S. CAMPBELL
JESSICA S. CAREY
JEANETTE K. CHAN
YVONNE Y. F. CHAN
LEWIS R. CLAYTON
JAY COHEN
KELLEY A. CORNISH
CHRISTOPHER J. CUMMINGS
CHARLES E. DAVIDOW
DOUGLAS R. DAVIS
THOMAS V. DE LA BASTIDE III
ARIEL J. DECHELBAUM
ALICE BELISLE EATON
ANDREW J. EHRLICH
GREGORY A. EZRING
LESLIE GORDON FAGEN
MARC FALCONE
ANDREW C. FINCH
BRAD J. FINKELSTEIN
ROBERTO FINZI
PETER E. FISCH
ROBERT C. FLEDER
MARTIN FLUMENBAUM
ANDREW J. FOLEY
CARRIE S. FRAGOS
MANUEL S. FREY
ANDREW L. GAINES
KENNETH A. GALLO
MICHAEL E. GERTZMAN
PAUL D. GINSBERG
ADAM M. GIVERTZ
SALVATORE GOGLIORMELLA
ROBERT E. GOLDMAN
NEIL GOLDMAN
ERIC S. GOLDSTEIN
ERIC GOODISON
CHARLES H. GOOGE JR.
ANDREW G. GORDON
UDI GROFMAN
NICHOLAS GROOMBRIDGE
BRUCE A. GUTENPLAN
JAMES GWATHMEY III
ALAN S. HALPERIN
JUSTIN G. HAMILL
CLAUDIA HAMMERMAN
GERARD E. HARPER
BRIAN S. HERMANN
ROBERT M. HIRSH
MICHELE HIRSHMAN
MICHAEL S. HONG
JOYCE E. HUANG
DAVID S. HUNTINGTON
JAM C. JOHNSON

NEREDITH J. KANE
ROBERTA A. KAPLAN
BRAD S. KARP
JOHN C. KENNEDY
ALAN W. KORNBERG
DANIEL J. KRAMER
DAVID K. LAKHDHIR
STEPHEN P. LAMB*
JOHN E. LANGE
DANIEL J. LEFFELL
XIAOYU GREG LIU
JEFFREY D. MARELL
TARUN V. MASSEY
EDWIN S. MAYNARD
DAVID W. MAYO
ELIZABETH R. MCCOLM
MARK F. MENDELSOHN
WILLIAM B. MICHAEL
CORY S. MITCHELL
CATHERINE STARADY
JOHN J. O'NEIL
ALEX YOUNG K. OH
BRAD R. OKUN
KELLEY D. PARKER
MARC E. PERLMUTTER
VALERIE E. RADWANER
CARL L. REISNER
WALTER G. RICCIARDI
WALTER RIEMAN
RICHARD A. ROSEN
ANDREW N. ROSENBERG
JACQUELINE P. RUBIN
RAPHAEL M. RUSSO
JEFFREY D. SAFERSTEIN
JEFFREY B. SAMUELS
DALE M. SARRO
TERRY E. SCHIMEK
KENNETH M. SCHNEIDER
ROBERT B. SCHUMER
JAMES H. SCHWAB
JOHN M. SCOTT
STEPHEN J. SHIMSHAK
DAVID R. SICULAR
MOSES SILVERMAN
STEVEN SIMKIN
JOSEPH J. SIMONS
NARILYN SOBEL
AUDRA J. SOLOWAY
TARUN M. STEWART
ERIC ALAN STONE
AIDAN SYNNOTT
ROBIN F. TARNOFSKY
MONICA K. THURMOND
DANIEL TOAL
LIZA M. VELAZQUEZ
MARIA T. VULLO
ALEXANDRA M. WALSH
LAWRENCE G. WEE
THEODORE V. WELLS, JR.
BETH A. WILKINSON
STEVEN J. WILLIAMS
LAWRENCE I. WITDORCHIC
MARK B. WLAZLO
JULIA MASON WOOD
JORDAN E. YARETT
KAYE N. YOSHINO
TONG YU
TRACEY A. ZACCONE
T. ROBERT ZOCHOWSKI, JR.

*NOT ADMITTED TO THE NEW YORK BAR

March 26, 2014

By Facsimile

FEDERAL TRADE COMMISSION
RECEIVED
MAR 26 2014
FOIA BRANCH
GENERAL COUNSEL

Freedom of Information Act Request
Office of General Counsel
Federal Trade Commission
600 Pennsylvania Avenue, N.W.
Washington, D.C. 20580
(202) 326-2477

Re: Freedom of Information Act Request: Request(s) for Investigative Records or Consumer Complaints Regarding Pershing Square Capital Management, L.P. and/or Herbalife and/or William (Bill) Ackman

Dear Sir or Madam:

Pursuant to the Freedom of Information Act, 5 U.S.C. § 552, I request that photocopies of the following records be sent to me at the above address:

> All documents related to FOIA requests made between June 5, 2013 and November 20, 2013 seeking investigative records, consumer complaints and/or correspondence regarding Pershing Square Capital Management, L.P. and/or Herbalife and/or William (Bill) Ackman, including all correspondence between the requester(s) and the FTC related to the request(s).

On November 20, 2013, an anonymous person posted online a copy of a letter dated June 5, 2013 sent by U.S. Representative Linda T. Sanchez to FTC Chairwoman Edith Ramirez. The letter is stamped as having been received on June 7, 2013. A copy of the document posted online is enclosed with this letter (the "posted letter"). The posted letter was posted on a blog located at http://theskeptic21.blogspot.com/2013/11/for-hire-bathroom-attendant-fine.html. Our request above includes any correspondence in response to which a copy of the posted letter was sent by your office.

If you regard any of the records requested as exempt from disclosure, please segregate the nonexempt portions and release those. In addition, if any records or portions thereof require internal review on the issue of exemption, please release any immediately publicly releasable records (or portions thereof) first, pending such determination. In the event of a denial to release any records, please include in your letter sufficient information to appeal the denial. In accordance with the minimum requirements of administrative due process, this information should identify: (i) the subject matter, originator, addressee, date and length of the withheld material, and (ii) the legal and factual basis for the denial.

I agree in advance to pay search and copying fees up to $1,000. If you expect the fees to exceed this amount, or if you need further explanation as to the nature or scope of this request, please contact me at the telephone number above.

Thank you for your assistance with this request.

Very truly yours,

Udi Grofman/TS

Udi Grofman

RANKING:
COMMITTEE ON ETHICS
COMMITTEE ON
WAYS AND MEANS
SENIOR WHIP

Linda T. Sánchez
38TH DISTRICT, CALIFORNIA

DC OFFICE:
2423 RAYBURN BUILDING
WASHINGTON, DC 20515
(202) 225-6676

DISTRICT OFFICE:
17300 GRIDLEY AVENUE
SUITE 100
CERRITOS, CA 90703
(562) 860-5050
www.lindasanchez.house.gov

Congress of the United States
House of Representatives
Washington, DC 20515

14008387

FEDERAL TRADE COMMISSION
2013 JUN -7 AM 8:32
OFFICE OF CONGRESSIONAL AFFAIRS

Edith Ramirez, Chairwoman
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

June 5, 2013

Dear Chairwoman Ramirez:

I am writing to express my concern about the marketing and business practices of Herbalife, Ltd. In particular, I am troubled by allegations that this company may be harming consumers – especially those from our country's most vulnerable populations.

There have been extensive media reports and allegations about Herbalife's business practices. On March 12, 2013, the National Consumers League wrote a letter urging the FTC to conduct an investigation into the possibility that Herbalife is a complex pyramid scheme.[1] More recently, on May 17, 2013, the Hispanic Federation also wrote a letter urging an FTC investigation.[2] Both groups have voiced concerns over whether Herbalife's distributors are primarily incentivized by recruiting others, or by selling the Herbalife product. Additionally, as the National Consumers League letter states, "Low-income consumers, as well as African-Americans and Hispanics, were found to be especially vulnerable to pyramid-schemes masquerading as legitimate home-based business opportunities."[3]

As I have learned more about this issue from my constituents and from outside groups, I believe it is the Federal Trade Commission's (FTC) responsibility to examine these allegations. Given the FTC's mission to investigate claims of fraud and potential pyramid schemes, I encourage you to investigate this matter. I have confidence that such an investigation will provide clarity to consumers and I expect you will aggressively pursue it in a timely manner.

---

[1] Sally Greenberg, National Consumers League to Edith Ramirez, Federal Trade Commission, 13 March 2013, http://www.nclnet.org/images/PDF/FTC%20Letter%20on%20Herbalife.pdf

[2] Jose Calderon, Hispanic Federation to Edith Ramirez, Federal Trade Commission, 17 May 2013, http://www.scribd.com/doc/142003275/The-Honorable-Edith-Ramirez-FTC

[3] Sally Greenberg, National Consumers League to Edith Ramirez, Federal Trade Commission, 13 March 2013, http://www.nclnet.org/images/PDF/FTC%20Letter%20on%20Herbalife.pdf

PRINTED ON RECYCLED PAPER

Seery, Alexander FOIA-2013-01318

From: Apache httpd <apache@hq1-webdmz-s2.ftc.gov>
Sent: Wednesday, August 28, 2013 2:54 PM

FEDERAL TRADE COMMISSION
RECEIVED

AUG 28 2013

FOIA BRANCH
GENERAL COUNSEL

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917 971 0279
faxno =
email = mcelarier@nypost.com
coinfo = All letters to the FTC requesting an investigation of Herbalife
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Up to $100
B13 = Submit

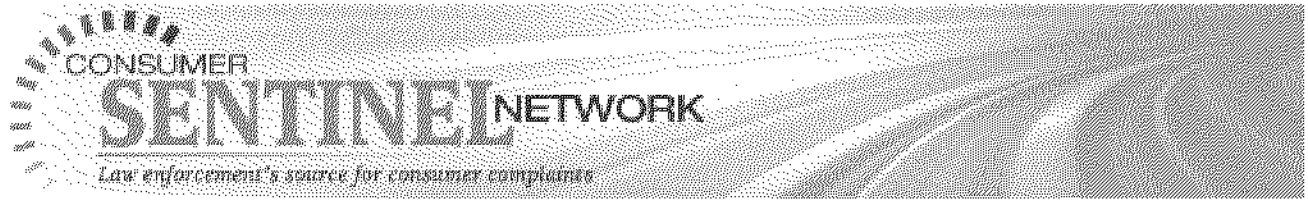
Kelly, Andrea

From: Apache server <apache@hq1-webdmz-s3.ftc.gov>
Sent: Saturday, September 14, 2013 3:03 PM

FOIA-2013-01382

FEDERAL TRADE COMMISSION
RECEIVED
SEP 16 2013
FOIA BRANCH
GENERAL COUNSEL

name = Michelle Celarier
staddr = 1 Nordica Drive
city = Croton on Hudson
state = NY
zipcode = 10520
telno = 917-971-0279
faxno =
email = mcelarier@nypost.com
coinfo = All letters with the word investigate or investigation and Herbalife(I made this request on Aug. 28, but I know I did not receive all of the letters because you did not include some letters I already have. Please look again.)
EdSciName =
privatelawname =
describe = News Media
medianame = New York Post
money = Up to $100
B13 = Submit



CIS COMPLAINT

Record 1 of 102	
Reference Number	7499446
Created Date	01/20/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	NSHOUSE
Entered Date	01/20/2006
Updated By	PELMORE
Updated Date	04/17/2006
Agency Contact	Internet
Complaint Date	01/19/2006
Transaction Date	01/18/2006
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Las Vegas
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	

Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Online Business Systems/HerbaLife Distributors
Company Address, Line 1	8230 Shelter Creek Lane
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	San Bruno
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	94066
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	650
Company Phone, Number	438-3708
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Loran

Company Rep Middle Name	
Company Rep Last Name	Victorino
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	01/18/2006
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	(Product Name: Online Business Opportunities for Selling HerbalLife Product) Online Business Systems had contacted me through email for online business opportunity with a great income selling their products. I decided to give it a try and ordered their introductory package online since it was free costing me $9.95 for the shipping and handling. Their agent sent the introductory package of how their agents had made tremendous money selling their products without mentioning HerbaLife products. My credit card was charged with $9.95 by Gayle Mustanich, an agent living at 8230 Shelter Creek Lane, San Bruno, Ca 94066 with Tel: 650-438-3708 and 1-888-240-8296. I was contacted by her partner, Loran Victorino last week after I received my introductory package to set a

Complaint Info Comments	phone meeting. She called today to tell me the detail. I only found out this time that I had to sell HerbaLife products with the Option 2 package costing $399.00 if I order since it also contained the license to sell on 60 countries. I never got the chance to decide and review the product since I never received it yet. I went to the Internet right away after the phone conversation and check about Herbalife and Online Business Systems. I found a lot of complaints about these two companies and I decided to cancel the product within an hour of the meeting. Loran called me back to inform me that she already ordered the package from HerbaLife and I cannot cancel it unless I will pay the stocking fee instead of paying the whole $399.00. I decided to pay let her charged me the stocking fee costing more than $75 plus shipping and handling to minimize my damage from the transaction. I never called my bank yet to stop payment for my order from them. Do I have the right for not paying anything since I cancelled the product right away and also for discovering many complaints about their company's way of doing business? Please let me know by email or call me at (b)(6) I forgot to mention also that Online Business Sys
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 102	
Reference Number	7778410
Created Date	03/03/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	03/03/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/02/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Fontana
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	Califomia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$274.00
Complaint Info Amount Paid Method	Cash
Complaint Info Amount Paid Value	$274.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: protein shakes, teas, nutritional supplements) I bought various supplements from Herbalife i weighed myself and did not lose weight.The company representatives refuse to return my calls or help me. I try to reach the sales representative with no success. i want my money back please help me. millions like me are affected. thank you.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 102	
Reference Number	7942178
Created Date	03/30/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JPITTS
Entered Date	03/30/2006
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	
Transaction Date	08/01/2005
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Milford
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Print
Complaint Info Initial Contact Date	08/01/2005
Complaint Info Initial Response Method	Phone: 800/888 number

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$94.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer has a complaint against Herbalife International. Consumer states he was unable to make the amount of money they claimed he would make as an independent contractor. Consumer states he was required to purchase a start-up kit for $94 and estimates he lost approx $4000. Consumer states the people who bought the products were dissatisfied with them.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 102	
Reference Number	8091728
Created Date	02/03/2006
Complaint Source	BBB - Milwaukee, WI
Originator Reference Number	06940044009959
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBMIWI
Entered Date	02/03/2006
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/03/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CORPUS CHRISTI
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Meyers Sales Co., Inc-Herbalife/ Online System
Company Address, Line 1	PO Box 279
Company Address, Line 2	600 North First St.
Company Address, Line 3	
Company Address, City	CAMERON
Company Address, State Code	WI
Company Address, State Name	Wisconsin
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	54822
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	715
Company Phone, Number	2541680
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0318
Complaint Info Product Service Description	Shop-at-Home\Catalog Sales
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 102	
Reference Number	8093482
Created Date	02/17/2006
Complaint Source	BBB - Seattle
Originator Reference Number	12960022066287
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSEAT
Entered Date	02/17/2006
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/17/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FANWOOD
Consumer Address, State Code	NJ
Consumer Address, State Name	New Jersey
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	2885 Smokehouse Road
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BELLINGHAM
Company Address, State Code	WA
Company Address, State Name	Washington
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	98226
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	360
Company Phone, Number	7582401
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 6 of 102	
Reference Number	8132203
Created Date	05/01/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JPITTS
Entered Date	05/01/2006
Updated By	JOB: Upd_internet_related
Updated Date	05/02/2006
Agency Contact	Phone
Complaint Date	
Transaction Date	04/15/2006
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Enfield
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	04/15/2006
Complaint Info Initial Response Method	Phone: 800/888 number

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	American Express Credit Card
Complaint Info Amount Paid Value	$399.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer has a complaint against Herbalife. Consumer states he contacted this company and thought he ordered a sample for $3.99, but received a large box of products and they charged his cc $399.00. Consumer states they want him to pay shipping charges for sending itmes back. No email address.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 7 of 102	
Reference Number	8466034
Created Date	06/21/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	06/21/2006
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	05/02/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Enfield
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International of America
Company Address, Line 1	9800 S La Cienega Blvd
Company Address, Line 2	PO Box 80210
Company Address, Line 3	
Company Address, City	Los Angeles
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080-0210
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Mail

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone; other
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	$399.00
Complaint Info Product Service Code	0302|1712
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships|Health Care; Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: Complaint forwarded by the CA Dept of Consumer Affairs for action by FTC. Consumer has complaint against Herbalife International of America. Consumer sent for info and called upon receipt. Consumer was told they would send product to start his business at $3.99. Consumer found ou the company charged him $399 on unknown cc. Consumer was told they would refund the $399. No alternate ph# provided or email.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 8 of 102	
Reference Number	8534036
Created Date	07/03/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	07/03/2006
Updated By	JOB: Upd_internet_related
Updated Date	07/04/2006
Agency Contact	Internet
Complaint Date	06/29/2006
Transaction Date	06/29/2006
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	
Consumer Address, State Code	NR
Consumer Address, State Name	Location Not Reported
Consumer Address, Country Code	LNR
Consumer Address, Country Name	LOCATION NOT REPORTED
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	

Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	

Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Gretel
Company Rep Middle Name	
Company Rep Last Name	Tchida
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	06/29/2006
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$350.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0308
Complaint Info Product Service Description	Employ Agencies\Job Counsel\Overseas Work
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	Fraudulent ad: Company is advertising in job listings.

Complaint Info Comments	Lists Gretel Tchida testimonial. Please see this link to see that Gretel Tchida would have to live 7 lives to have done all these things. This must be a fictitious person and fraudulent ad. Or maybe a real person fabricating things. "http://www.google.com/search?q=Gretel+T chida+email&hl=en&lr=&safe=off&start=10&sa=N" "Gr etel Tchida I spent 20 years stuck as a Programmer in the Engineering field" "Gretel Tchida I spent 20 years stuck as an retail sales representative" "Gretel Tchida I spent 20 years stuck as a Customer Service Agent" "Gretel Tchida I spent 20 years stuck as a banker" "Gretel Tchida I spent 20 years stuck as an Advertising and Marketing working on commission" "Gretel Tchida I spent 20 years stuck as a Human Resource job in the IT Information Technology field" "Gretel Tchida I spent 20 years stuck as an Administrative Assistant" "Independent Herbalife Distributor Gretel Tchida 6803 10 Ave Edmonton AB T6K 2T9 Phone : 780 - 440 - 6011" "http://www.google.com/search?hl=en&q=Gret el+Tchida&btnG=Google+Search" Asks for $9.95 for info pack, but then there is a $38 materials pack and a $299 product sample pack. And then distributor lures new person to sign up for tape training that costs each month. I think this is a pyramid scheme.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 9 of 102	
Reference Number	8543374
Created Date	07/05/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	07/05/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/02/2006
Transaction Date	06/01/2005
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Hobe Sound
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	18 - 19
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
Company Address, Line 1	9800 S. La Cienega Blvd.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Inglewood
Company Address, State Code	CA
Company Address, State Name	Califomia
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90301
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Jerry
Company Rep Middle Name	
Company Rep Last Name	Greenen
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	06/01/2005
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$2000.00
Complaint Info Amount Paid Method	Wire Transfer - Other
Complaint Info Amount Paid Value	$1931.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Work at Home Business) I found a "Work at Home" advertisement online and submitted my information. I was agressively convinced by the Herbalife representative to invest thousands of dollars in this "home based business". I was told to invest in websites, promotional material, etc. I later found that in order to make money, you have to buy excessive amounts of products and resell them. Months later and thousands of dollars wasted, I realized that this was a pyramid scheme. I did not like the fact that the company hid behind various names in order to conceal its identity. Nearly a year later, I am still struggling to get my life together. This scam has put me in a financial bind for many months following the initial sign-up.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 10 of 102	
Reference Number	8777628
Created Date	08/08/2006
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	MPHILLIPS
Entered Date	08/08/2006
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/04/2006
Transaction Date	07/10/2006
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Burlington
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
Company Address, Line 1	620 Newport Center Drive, Suite 400
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Newport Beach
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	92660
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	949
Company Phone, Number	7203636
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Bob
Company Rep Middle Name	
Company Rep Last Name	Rake
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	07/10/2006

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3100.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$3100.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Distributorship--Getting a refund--being mislead.) I was training to be a distributor. It's misleading and I wanted to return the materials. Bob told me to mail them back, I have emails from him stating so with the address, I did, and he sent the boxes back to me. They're giving me the run-around, and I don't know how to get my money back. He doesn't return my calls, and I'm out $3100. Who do I turn to? I paid close to $200 in shipping and I have the boxes back again.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 11 of 102	
Reference Number	9616143
Created Date	10/06/2006
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC127216
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	10/06/2006
Updated By	IC3-USER
Updated Date	01/10/2007
Agency Contact	External Agency
Complaint Date	10/06/2006
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DALLAS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	3010 Saint Lynda Drive
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	MANSFIELD
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	76063
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	817
Company Phone, Number	4779427
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Jacquelyn
Company Rep Middle Name	
Company Rep Last Name	Bahon
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # 106100623424692821 have reason to believe that the indicated individual used sensitive data to steel my credit card out and make large international purchases. Earlier this year I began to distribute Herbalife products under this individual. One Herbalife form sent to her has highly sensitive data such as my social security number, address, phone number, etc. I needed her assistance in making one particularly large purchase, around $2,000, over the phone directly from Herbalife. The purchase was made and everything was fine. I have since become less active in the company and currently work as an ESL teacher at a company in Dallas. About three weeks ago I was astonished to see online that a credit card from my bank had just under $10,000 worth or charges that I had not made. The credit card with the fraudulant charges was never received so I am not sure how the physical card was obtained, if at all. Ontop of all of this, I have been receiving an extremely large amount of phone calls from a PRIVATE NUMBER. I never answer but they always leave a message stating the same thing. "Please call JoAnn Greentree at 1-800-707-2637. I have received a call everyday for the past two to three months. Everyttime it's the same message. I never called for fear that if I returned the call they would charge my phone a ridiculous fee or something of that

	nature. I finally called last Wednesday, (Oct. 4th, 2006) to find out who it was. I called from Brookhaven College's phone in Farmers Branch, Texas (my school). They immediately put me on hold then answered the call. The minute the phone was answered I thought it was Jacquelyn Bahon (with no previous suspicions about h
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 12 of 102	
Reference Number	9666667
Created Date	12/28/2006
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	12/28/2006
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	12/04/2006
Transaction Date	12/04/2006
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Flowery Branch
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	12/04/2006
Complaint Info Initial Response Method	Unknown

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$700.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$700.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: The consumer's letter was forwarded by the Georgia Dept of Law. The consumer writes that he contacted Herbalife International in regards to drawing in new customers. The consumer purchased leads that were supposed to lead him to recruits but notes that they did not. The consumer feels that the system provided was faulty. No email address was provided.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 102	
Reference Number	9685067
Created Date	01/03/2007
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BMORGAN
Entered Date	01/03/2007
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	
Transaction Date	01/07/2006
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Brampton
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	01/07/2006
Complaint Info Initial Response Method	Unknown

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

Record 14 of 102	
Reference Number	9978524
Created Date	02/08/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	02/08/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	02/06/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Stilwater
Consumer Address, State Code	OK
Consumer Address, State Name	Oklahoma
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$2000.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$30.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	After seeing a TV ad that promoted Home based business by Internet I logged into the site and was astonished to find it was Herbalife only after paying $30 for a booklet that came in the mail. I was not able to discover this from the website that I logged into. Seems to me that the TV ads ought to be regulated by federal law which would require truth in advertising, whereby companies were required to state up front their business name in the initial TV/Radio/Internet ad or print media.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 15 of 102	
Reference Number	10213230
Created Date	03/13/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JXHEINY
Entered Date	03/13/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/11/2007
Transaction Date	01/27/2007
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Boca Raton
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

Record 16 of 102	
Reference Number	10244124
Created Date	02/06/2007
Complaint Source	BBB - St. Louis, MO
Originator Reference Number	07340001314755
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSTL
Entered Date	02/06/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/06/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DRAYTON VALLEY
Consumer Address, State Code	AB
Consumer Address, State Name	Alberta, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 17 of 102	
Reference Number	10503971
Created Date	04/26/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LSHARP
Entered Date	04/26/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/25/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Rockford
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

Record 18 of 102	
Reference Number	10552269
Created Date	05/03/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	05/03/2007
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/02/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Gridley
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$800.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$800.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Distributor start up kit) Spoke to Mr. Townsend about becoming a distributor for Herbalife. Ordered the starter kit. Changed my mind and asked to return the starter kit for a refund on 2/12/07. Was told I needed an authorization to return merchandise. Finally received authorization on 4/4/07. Returned merchandise same day. They received it on 4/9/07. Still have not received a refund for the merchandise.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 19 of 102	
Reference Number	11007151
Created Date	07/11/2007
Complaint Source	Office of the Chairman
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	EANDERSON
Entered Date	07/11/2007
Updated By	JOB: Set_TCS_Flag
Updated Date	08/01/2007
Agency Contact	Mail
Complaint Date	07/10/2007
Transaction Date	06/22/2007
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Ozark
Consumer Address, State Code	AL
Consumer Address, State Name	Alabama
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Response Method	Unknown
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer has a complaint regarding a request got a refund for products returned to the company. They state that the company is guilty of the sin of omission by not telling the entire story prior to taking money from uninformed individuals. The first thing is nondisclosure before signing of contract and costs for advertising of $2500 per month minimum for building and $107 per week for retail sales. Regarding the scripts provided by Herb life, they were compelled to use these verbatim which did not disclose all of the hidden costs. They have enclosed copies of all related documents.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 20 of 102	
Reference Number	11416889
Created Date	03/28/2007
Complaint Source	BBB - Phoenix, AZ
Originator Reference Number	11260097012009
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBPHAZ
Entered Date	03/28/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PHOENIX
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

Record 21 of 102	
Reference Number	11421753
Created Date	03/23/2007
Complaint Source	BBB - St. Louis, MO
Originator Reference Number	07340001309733
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBSTL
Entered Date	03/23/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/23/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	COVINGTON
Consumer Address, State Code	LA
Consumer Address, State Name	Louisiana
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$399.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 22 of 102	
Reference Number	11435714
Created Date	04/25/2007
Complaint Source	BBB - Chicago
Originator Reference Number	06540094115633
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCHIC
Entered Date	04/25/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/25/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PALMDALE
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$438.90
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 23 of 102	
Reference Number	11467095
Created Date	05/10/2007
Complaint Source	BBB - Mainland BC (Vancouver)
Originator Reference Number	00370001212419
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBVABC
Entered Date	05/10/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/10/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TUCSON
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

Record 24 of 102	
Reference Number	11534222
Created Date	08/10/2007
Complaint Source	BBB - Chicago
Originator Reference Number	06540094130025
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCHIC
Entered Date	08/10/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/10/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NORTH LAUDERDALE
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$39.99
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 25 of 102	
Reference Number	11845799
Created Date	10/12/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	ASMITLEY
Entered Date	10/12/2007
Updated By	JOB: Upd_internet_related
Updated Date	10/13/2007
Agency Contact	Internet
Complaint Date	10/09/2007
Transaction Date	04/01/2007
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Walla Walla
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	b(6)
Consumer Fax, Country Code	

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

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$2300.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$4088.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Herbalife International of America, Inc.) After researching home-based businesses on the internet, I received a telephone call from Ann Gallup who, after calling me several times, convinced me to try a home business in which I would be selling health and nutrition products according to her. I was skeptical but she convinced me to join at the supervisor level and told me that I would not be calling anyone or going out in the public to sell but that my customers would come to my website and that I would make a lot of money. She lead me to believe that the total cost would be 2300. I found out later that I would have to do a great deal of telemarketer type calling, purchase expensive internet leads and many other expenses would be included as well. I was charged 4088.42 instead of 2300 and I immediately asked her about it and told her that I needed to return the large amount of product she sent me, that I needed to be at the basic distributor level. She only tried to change my mind and then never heard from her again. This seems like a pyramid scheme and a scam to me. She had told me that I would receive a complete refund if I was dissatisfied and that I could work very part-time. All lies. She convinced me to try the products so could not return the opened ones. There were more expenses through

	the ioffice on the internet which provides training for home business. I had set up and pay for a website, merchant account, business cards, new phone line, new phone, ehome business network charge, buttons to wear in public, etc.. After returning 3500.00 worth of product total, I was credited only 2100 on my visa and was informed my herbalife that I was charged a 10 % fee for restocking and that I would not be credited for shipping and handling. That 3500 did not include s & h , only product costs. I paid the s & h cost to return all of it.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 26 of 102	
Reference Number	11860755
Created Date	10/17/2007
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	WFRIDAY
Entered Date	10/17/2007
Updated By	JOB: Upd_internet_related
Updated Date	10/18/2007
Agency Contact	Internet
Complaint Date	10/15/2007
Transaction Date	07/10/2007
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Santa Maria
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3200.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$3200.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	(Product Name: Products Returned-No Refund honored - Denied Refund) Through a webswite I contacted what turned out to a an Herbalife representative in 6/21/2007. I purchased after signing up with Herbalife online with Kathy Wasko, inventory amount $3132.86, received by me on 6/23/2007. After initial training I decided that this wasn't for me. on 7/2/07 I requested a refund from Herbalife, all within the 30-DY MONEY BACK GUAR time frame. I contacted Herbalaife, Claudya Galvan-Refund/Repurchase Dept. and followed all instructions, including shipping back four lrg. boxes of inventory at my expense. After 3 months, on Oct 10, 2007 I received a letter denying my refund of over $3000 due to "Other: No Distributor Application returned". Never was asked for this form, fully complied with their request, and now I am making formal complaint and demand for my $3,132.86 from Herbalife immediately!
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

Record 27 of 102	
Reference Number	12135397
Created Date	10/10/2007
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	ICCC571593
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IC3-USER
Entered Date	10/10/2007
Updated By	IC3-USER
Updated Date	02/20/2008
Agency Contact	External Agency
Complaint Date	10/10/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PINE CITY
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9000
Complaint Info Product Service Description	Other (Note in Comments)
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref # 10710101009365782:On Monday, 10-8-07, I received an email from an individual supposedly from the UK asking me to take part in his company by working part-time doing check cashing and sending funds back to him/her via Western Union. I knew this was a fraudulent offer, seeing as how he/she names their company "Herbalife Textile...", as I have worked for the legitamit "Herbalife" company for the past 2 years or so. However, I responded to his offer so as to get more information from this individual in the event that further correspondence with him/her would help you investigate the matter more effectively. Please note that no money has changed hands in this matter. However, I suspect that I am not the only target in this situation, and that there are folks out there that would likely or have already taken part in this scheme without the knowledge that it is fraudulent. You will see in my email correspondence with this individual that I used a bogus name for myself so he/she would not be able to accurately identify me by name, and I did receive a response from him/her. Below you will see that I have copied and pasted the entire correspondence from the initial email through to my latest response from just this morning, and I suspect I will receive more

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

Record 28 of 102	
Reference Number	12432890
Created Date	11/06/2007
Complaint Source	BBB - Central and S. Central TX (Austin)
Originator Reference Number	08250090113181
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCSCTX
Entered Date	11/06/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/06/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AUSTIN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

Record 29 of 102	
Reference Number	12562271
Created Date	12/09/2007
Complaint Source	BBB - Chicago
Originator Reference Number	06540094152467
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	BBBCHIC
Entered Date	12/09/2007
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/09/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STOCKBRIDGE
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$48.95
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 30 of 102	
Reference Number	13186238
Created Date	03/07/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	03/07/2008
Updated By	JOB: Upd_internet_related
Updated Date	03/08/2008
Agency Contact	Mail
Complaint Date	09/09/2007
Transaction Date	04/22/2007
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Norfolk
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Contact Date	04/22/2007
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$1204.00
Complaint Info Amount Paid Method	Other Credit Card
Complaint Info Amount Paid Value	$1204.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	MAIL: This complaint was filed with the NY AG's Office and has been forwarded to the FTC. Consumer complains that he signed up to start an online business for the Herbalife System. He was asked to buy a starter pack for $385.00 which was billed to his credit card. Later, he was asked to pay $819.00, and he did. Consumer then concluded that he could not make anything at the business. Consumer wants his money back. No phone number or e-mail is listed for the consumer.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 31 of 102	
Reference Number	13201409
Created Date	03/10/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	03/10/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/09/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	oaklnad park
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 32 of 102	
Reference Number	13261683
Created Date	03/14/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	LKILPATRICK
Entered Date	03/14/2008
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	11/26/2007
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	College Park
Consumer Address, State Code	MD
Consumer Address, State Name	Maryland
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	2587155
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Phone
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	Phone: 800/888 number

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

Record 33 of 102	
Reference Number	13702999
Created Date	04/30/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RBROWN1
Entered Date	04/30/2008
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	03/12/2008
Transaction Date	03/12/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Oakland Park
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

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

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

Record 34 of 102	
Reference Number	13791147
Created Date	05/12/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	JHART
Entered Date	05/12/2008
Updated By	JOB; Upd_internet_related
Updated Date	05/13/2008
Agency Contact	Internet
Complaint Date	05/08/2008
Transaction Date	05/07/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Gainesville
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

Record 35 of 102	
Reference Number	13961776
Created Date	06/03/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	SSCHWARTZ
Entered Date	06/03/2008
Updated By	JOB: Set_TCS_Flag
Updated Date	06/04/2008
Agency Contact	Phone
Complaint Date	
Transaction Date	06/03/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Cleveland
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Complaint Info Amount Requested Value	$500.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	$500.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states that he has ordered abunch of material to distribute for his job. Consumer states that he did this through the on-line system. Consumer states that they ave put new materials out and now will not take the old materials back
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 36 of 102	
Reference Number	19568692
Created Date	07/16/2008
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	lkilpatrick
Entered Date	07/16/2008
Updated By	lkilpatrick
Updated Date	07/16/2008
Agency Contact	Mail
Complaint Date	07/16/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Hartsdale
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

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

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

Record 37 of 102	
Reference Number	20494548
Created Date	10/06/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	10/06/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	10/06/2008
Transaction Date	10/03/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Waukee
Consumer Address, State Code	IA
Consumer Address, State Name	Iowa
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)

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

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

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

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

Complaint Info CRA Dispute Resolved	

Record 38 of 102	
Reference Number	20787428
Created Date	07/28/2008
Complaint Source	BBB - Middle TN (Nashville)
Originator Reference Number	05730037046769
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/28/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/28/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ELK RIVER
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Sales Practice Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 39 of 102	
Reference Number	21102613
Created Date	11/21/2008
Complaint Source	BBB - Chicago
Originator Reference Number	06540094209812
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	11/21/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/21/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ANTIOCH
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$3500.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 40 of 102	
Reference Number	21264277
Created Date	12/31/2008
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/31/2008
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/31/2008
Transaction Date	12/29/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Culver City
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 41 of 102	
Reference Number	21298080
Created Date	12/19/2008
Complaint Source	BBB - Dallas
Originator Reference Number	08750091098867
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	12/19/2008
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/19/2008
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAKE ANN
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

Record 42 of 102	
Reference Number	22172283
Created Date	03/26/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/26/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/26/2009
Transaction Date	12/04/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Barrie
Consumer Address, State Code	ON
Consumer Address, State Name	Ontario, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$4200.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$6511.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase $4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about $8,000.00, I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately $2,900.00 for my returned

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

Record 43 of 102	
Reference Number	22669735
Created Date	05/07/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/07/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/07/2009
Transaction Date	03/25/2009
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Maricopa
Consumer Address, State Code	AZ
Consumer Address, State Name	Arizona
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 44 of 102	
Reference Number	23410583
Created Date	07/01/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	I0907011327513961
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	07/01/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/01/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOUSTON
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$49.90
Complaint Info Product Service Code	0334
Complaint Info Product Service Description	Internet Access Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:109070113275139 61. I thought this business would be a way to make an income, at least that what she said & at the time I was unemployed & she made it sound like this could happen if I agreed to the purchase of Herbalife products. My credit/debit card was 1st charged for $299 in late Feb. beginning of March which was refunded because I never received this package, in addition to a $9.95 for S/H. I first responded to Herbalife back in 02/09, but this amount was credited back into my account in early part of 06/09, because I relayed to Karen Aurand that I never received this package, but recently in June she charged my credit/debit card $39.95 for a DVD she claims was shipped to me when the supposedly $299 package was also shipped to me, which I never received either. After several email attempts in trying be refunded this $39.95 that was just done in June, Karen claims I had 14 days to be refunded this amount from back in Feb./March & at that time since I never received this DVD & wasn't charged for it I never knew about this supposedly DVD I was suppose to receive, but now 3 months later Karen charged my credit/debit card for $39.95 & refuses to refund me back this money, because according to her, I should had returned the DVD 14 days later after receiving back in

	March in order to be refunded this amount, but 3 months later Karen now charged my credit/debit card & will not refund this amount.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 45 of 102	
Reference Number	23450200
Created Date	07/21/2009
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/21/2009
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/21/2009
Transaction Date	05/15/2009
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Carson
Consumer Address, State Code	CA
Consumer Address, State Name	Califomia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I joined Herbalife International of America, Inc in Los Angeles California area around May 17, 2009 Member 090129813.Its a pyramid business. Due to the Financial crisis, unemployment, not having legal status to live in this Country THOUSANDS OF HISPANIC people are being "invited to join" this company to earn some money.You have to pay $105.00 Dlls, I paid CASH.You have to spend at least $3,000 Dlls in the same monthe, either alone or with others to qualify for 50% discount on products, vitamins and natural herbs.Most of the transactions are paid in CASH at this location, I always see HISPANIC people in there, working and as Distribuitors like myself.I am getting discourage because we are being charge extra fees:A 3.5%(three and half percent) for PICKIN UP the products, using our own cars, gas, time of traveling, time waiting in line to purchase products.AN ADDITIONAL 7.0% (seven percent) for "PACKING AND HANDLING" besides the 9.75% of sales taxes in California. ARE THESE FEES LEGAL when we are PICKING THEM UP at their Wherehouse?..This happend to me and others while waiting in line at their Carson, CA wherehouse:I got there around 2:30pm on July 18, 2009, my number was 07, and 60 people were ahead

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

Complaint Info CRA Dispute Resolved	

Record 46 of 102	
Reference Number	23997919
Created Date	08/03/2009
Complaint Source	BBB - Eastern OK (Tulsa)
Originator Reference Number	102500380217 48
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/03/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DE SOTO
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$39.95
Complaint Info Product Service Code	0305
Complaint Info Product Service Description	Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Product Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 47 of 102	
Reference Number	24200453
Created Date	09/24/2009
Complaint Source	Internet Crime Complaint Center
Originator Reference Number	10909241305117531
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	09/24/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/24/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIAMI
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	Latin Designers
Company Name	Herbalife Intncal.
Company Address, Line 1	unknow
Company Address, Line 2	unknow
Company Address, Line 3	unknow
Company Address, City	VALENCIA
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	ESP
Company Address, Country Name	SPAIN
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	3
Company Phone, Area Code	495
Company Phone, Number	4788748
Company Phone, Extension	
Company Email	Rmarga03@yahoo.es
Company Website	http://adwordsx1centimo.ning.com/
Company Rep First Name	Ruben
Company Rep Middle Name	
Company Rep Last Name	Margallo
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$5000.00
Complaint Info Product Service Code	3912
Complaint Info Product Service Description	Internet Information & Adult Services
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	ICCC Ref #:10909241305117531. Ruben Margallo bought from www.DominandoAdwords.com/1centavo our product and now he is selling it online http://adwordsx1centimo.ning.com/ without authorization.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 48 of 102	
Reference Number	24274885
Created Date	09/03/2009
Complaint Source	BBB - ST. PAUL, MINNESOTA
Originator Reference Number	07040057156469
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/03/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KANSAS CITY
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	8517 Mitchell Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	EDEN PRAIRIE
Company Address, State Code	MN
Company Address, State Name	Minnesota
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	55347
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	952
Company Phone, Number	3035769
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$39.95
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 49 of 102	
Reference Number	24274948
Created Date	09/11/2009
Complaint Source	BBB - ST. PAUL, MINNESOTA
Originator Reference Number	07040057158416
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	09/11/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/11/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LIVINGSTON
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International
Company Address, Line 1	9800 S La Cienega Blvd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	INGLEWOOD
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90301
Company Address, ZIP Code Extension	4440
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 50 of 102	
Reference Number	24540489
Created Date	09/02/2009
Complaint Source	National Consumer League
Originator Reference Number	569808
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	CLGC-USER
Entered Date	09/02/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/02/2009
Transaction Date	04/18/2008
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	EXTON
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	HERBALIFE
Company Address, Line 1	P.O. Box 80210
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LOS ANGELES
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	2167770
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Maggie
Company Rep Middle Name	
Company Rep Last Name	Ringle
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	04/18/2008

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$3.00
Complaint Info Amount Paid Method	Check (Personal)
Complaint Info Amount Paid Value	$300.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	It was explained to me that buying the premium package wouldcause the best return.After the initial check I was required to set up my own website,download certain material and buy a head set and phone.After complications downloading the material and setting up my
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 53 of 102	
Reference Number	25719038
Created Date	03/12/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	GSIMPSON
Entered Date	03/12/2010
Updated By	GSIMPSON
Updated Date	03/12/2010
Agency Contact	Phone
Complaint Date	03/12/2010
Transaction Date	03/10/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	El Paso
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	Donavon Drive
Company Address, Line 3	
Company Address, City	Elpaso
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	03/10/2010
Complaint Info Initial Response Method	Other

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer went to a club to lose weight. When he got there he found out it was a pyramid scheme.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 54 of 102	
Reference Number	25730340
Created Date	03/15/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	03/15/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	03/15/2010
Transaction Date	02/15/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Perris
Consumer	

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

Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Partner With Paul = Online Business Systems = Herbalife|Online Business System = Herbalife
Company Address, Line 1	7057 TR 551
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Holmesville
Company Address, State Code	OH
Company Address, State Name	Ohio

Company Address, Country Code	USA|USA
Company Address, Country Name	UNITED STATES|UNITED STATES
Company Address, ZIP Code	44633
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	330
Company Phone, Number	5672220
Company Phone, Extension	
Company Email	contact@partnerwithpaul.com|dougcraycarft@theonlinebusiness.com
Company Website	www.craycraft.theonlinebusiness.com
Company Rep First Name	Doug
Company Rep Middle Name	
Company Rep Last Name	Craycraft
Company Rep Salutation	
Company Rep Comments	Mentor
Complaint Info Initial Contact Method	Phone Call: Landline
Complaint Info Initial Contact Date	02/15/2010

Complaint Info Initial Response Method	Phone: 800/888 number
Complaint Info Initial Response Date	02/15/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$399.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$399.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint	

Info Topic Description	
Complaint Info Comments	I cancelled 2/16/10 via e-mail and received information that I will need to pay for reshipping & restocking fees which I should just consider the $399 as a business loss. I said no I want a full refund. The packages were refused for shippment I returned the decision pack back to OHIO. Craycraft is charging a total of $203.58 for reshipping restocking & misc. I want a full refund since on Herbalifes website states no reshipping and restocking fee.
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 55 of 102	
Reference Number	26094738
Created Date	03/22/2010
Complaint Source	BBB - Seattle
Originator Reference Number	12960022237908
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/22/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/22/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SEATTLE
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	2816 NW Walder Dr
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	CAMAS
Company Address, State Code	WA
Company Address, State Name	Washington
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	98607
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	360
Company Phone, Number	8342916
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 56 of 102	
Reference Number	26097059
Created Date	03/21/2010
Complaint Source	BBB - ST. PAUL, MINNESOTA
Originator Reference Number	07040057172207
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/21/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/21/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MC LEANSVILLE
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 57 of 102	
Reference Number	26437036
Created Date	05/14/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/14/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/14/2010
Transaction Date	04/14/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Beech Island
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife/Marney White
Company Address, Line 1	22422 Navasota Cir
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	San Antonio
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	78259
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	docmamy@aol.com
Company Website	http://www.cpk.theonlinebusiness.com
Company Rep First Name	Marney
Company Rep Middle Name	
Company Rep Last Name	White
Company Rep Salutation	
Company Rep Comments	Mentor
Complaint Info Initial Contact Method	Phone Call: Mobile/Cell

Complaint Info Initial Contact Date	04/14/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	04/14/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$9.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$189.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I found the company on a website in which I clicked the links to pay 9.95 for the free information dvd. I was soon after called by Marny White (mentor) who told me I would be working for herbalife and 149.95 package to get started. At first I said no and told her I would call her when I had the money. She called me a day ahead to see if I had the money then and at that time I told her to charge the card on file. She did and I went through the training videos which gave a price, but after the videos and it was time to do actual so called training there was a different price for a large amount of this the company claimed I would need. I then cancelled and asked Marney where can I return the products and how to be refunded. At first she refused to respond until I let her know i will report this as fraud in which she immediately gave me instructions on how to return. The item was returned days ago and still no refund on my card. She also decided to charge me an extra 39.95 due to some 14 day trial she claimed i was under then there was no mention of that

	on the website and I read the site over and over again plus fine print. I went back and noticed the site changed a few days after I spoke with her showing the new 39.95 trial in the notes
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 58 of 102	
Reference Number	26653166
Created Date	05/07/2010
Complaint Source	BBB - ST. PAUL, MINNESOTA
Originator Reference Number	07040057175802
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	05/07/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/07/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ANDOVER
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 59 of 102	
Reference Number	26662568
Created Date	06/07/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	06/07/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	06/07/2010
Transaction Date	05/14/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Milwaukee
Consumer Address, State Code	WI
Consumer Address, State Name	Wisconsin
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	60 - 64
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	www.herbalife.com
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Redmond
Company Address, State Code	WA
Company Address, State Name	Washington
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	98052
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	360
Company Phone, Number	3065276
Company Phone, Extension	
Company Email	njmnutrition@hotmail.com
Company Website	www.onlineinfopack.com
Company Rep First Name	Nancy
Company Rep Middle Name	
Company Rep Last Name	Martin
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	05/14/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	05/14/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$10.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$200.00
Complaint Info Product Service Code	0335
Complaint Info Product Service Description	Internet Web Site Design\Promotion
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was contacted by Nancy martin of Herbalife.com after being enticed to begin an Internet business selling health food products. She call me on my cell phone and explained a package of training materials would be shipped. I received them and found not only was it a scam but I was being charged by other related services, none of which I had signed up for. One charged my phone bill and another to my bank account. I would like to discuss this problem in detail with someone by phone as it is too lengthy to explain in this limited submission form. I have had one arm of this scam charge me $19.95 thru a name called onlinentrepreneur.com for webhosting, which I never authorized. Original culprits called Herbalife.com (not to be confused with the legitimate business in California) asked for $9.95 and then further charged my bank account a whopping $149.95 for a training course I never participated in. Unfortunately I don't have the street address of these swindlers. However, if you performe a google search, based on the email name above, you will find a now defunct web site from which to begin your investigation. The phone number for Nancy Martin is a working cell phone. Please help me. If you can't reach me when you call, please call my friend, (b)(6) (b)(or cell phone (b)(6) and he'll

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

Record 60 of 102	
Reference Number	26848765
Created Date	06/25/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	Spanish
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	DPEREZ
Entered Date	06/25/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	06/25/2010
Transaction Date	05/01/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Miami
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	65 - 69
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	In Person
Complaint Info Initial Contact Date	05/01/2010
Complaint Info Initial Response Method	In Person

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304|1712
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters|Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer was calling since when they give the presentation of the product of herbalife they don't provide the consumer's of that they need to pay for the shipping and for each box they they purches to sell.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 61 of 102	
Reference Number	26983402
Created Date	07/09/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	07/09/2010
Updated By	CRSS\pwilliamson
Updated Date	07/12/2010
Agency Contact	Internet
Complaint Date	07/09/2010
Transaction Date	07/10/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Darling Downs Western Australi
Consumer Address, State Code	
Consumer Address, State Name	
Consumer Address, Country Code	AUS
Consumer Address, Country Name	AUSTRALIA
Consumer Address, ZIP Code	b(6)

Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	b(6)
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife Sharon Styth
Company Address, Line 1	996 Flower Glen Street
Company Address, Line 2	

Company Address, Line 3	
Company Address, City	Simi Valley
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	93065
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	pozte@nursing-the-nurse.com
Company Website	http://www.mental-health-information.info/p/unsubscribe.html
Company Rep First Name	Sharon
Company Rep Middle Name	
Company Rep Last Name	Styth
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	07/10/2010
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	07/10/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$0.00
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	9044
Complaint Info Product Service Description	Unsolicited Email
Complaint Info Law Violation Code	CS1|CS4|CS6
Complaint Info Law Violation Description	SPAM: 'Remove Me' is missing, broken, or ignored|SPAM: Subject or From line is false or misleading|SPAM: Other\general annoyance
Complaint Info Statute Code	CS
Complaint Info Statute Description	CAN-SPAM Act
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	The unsubscribe link they have (http://www.mental-health-information.info/p/unsubscribe.html) makes people sign up for services they do not want before they can unsubscribe (although I did not get that far) which is a violation of the terms of the can spam act. Other-Other Update
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 62 of 102	
Reference Number	27053447
Created Date	06/16/2010
Complaint Source	BBB - ST. PAUL, MINNESOTA
Originator Reference Number	07040057178434
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	06/16/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/16/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WICHITA
Consumer Address, State Code	KS
Consumer Address, State Name	Kansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 63 of 102	
Reference Number	27217720
Created Date	08/03/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	TIACOBUCCI
Entered Date	08/03/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	08/03/2010
Transaction Date	02/01/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Rochester
Consumer Address, State Code	MN
Consumer Address, State Name	Minnesota
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	40 - 49
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife|E Home|Global Media Solutions
Company Address, Line 1	950 W 190th St|15333 N Pima Rd|
Company Address, Line 2	|Ste 235|
Company Address, Line 3	||
Company Address, City	Torrance|Scottsdale|
Company Address, State Code	CA|AZ|
Company Address, State Name	California|Arizona|
Company Address, Country Code	USA|USA|
Company Address, Country Name	UNITED STATES|UNITED STATES|
Company Address, ZIP Code	90502|85260|
Company Address, ZIP Code Extension	||
Company Phone, Country Code	||
Company Phone, Area Code	310|480|
Company Phone, Number	4109600|2198705|
Company Phone, Extension	||
Company Email	||
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet Web Site
Complaint Info Initial Contact Date	02/01/2010
Complaint Info Initial Response Method	Internet/E-mail

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$4300.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	$4300.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer became involved with a multi-level company, Herbalife. Consumer was told he would receive help and coaching to sell his product and he was not. Consumer had to also deal with 2 of their affiliates: E Home & Global Media Solutions. Global Media provides leads & advertise to get people to sign up and EHome is the recruiting company.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 64 of 102	
Reference Number	27258020
Created Date	08/05/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	08/05/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	08/05/2010
Transaction Date	08/04/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	Carrollton
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	herbalife/merellworldwide
Company Address, Line 1	804 portamerica
Company Address, Line 2	400
Company Address, Line 3	
Company Address, City	grapevine
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	76051
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	847
Company Phone, Number	9913362
Company Phone, Extension	
Company Email	tpeters648@comcast.net
Company Website	www.tlpsunshinehealth.com
Company Rep First Name	thomas
Company Rep Middle Name	
Company Rep Last Name	peters
Company Rep Salutation	
Company Rep Comments	buissness coach?
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	08/04/2010
Complaint Info Initial Response Method	Phone; other
Complaint Info Initial Response Date	08/04/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$200.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$10.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	this transaction was done online as a credit card. How did this guy make it a debit transaction? am i at risk of him knowing more? For the record the package i received was less than one pound. with it no real information of what it was supposed to contain. i told tom peters i was not interested in the work at home buissness, after i found out herbalife was the company. wick they withhold that information until the package had arrived at my house. then the supposed bulkiness mentor calls to see if i have watched the dvd and to say that mi ready for the next step wick will cost me 149.00$. i simply said mi not interested i don't have the money then he wants me to pay out of my own pocket again to send the package BACK.or ill be charged 39.99 for absolutely nothing just people exclaiming there success story's on this dvd wich are fabricated im sure,i don't think this man or his herbalife co. should get this ten dollars nor any other monetary gain of mine for they have provided me with no service or product. i have no way to afford an attorney to get ten dollars back he can keep it for all i care.... i do however want to keep the rest of my hard earned cash,instead of let theives have it.Looking for advice on my situation if at all possible. . i also have a unknown charge the same day i ordered that package from GLOBAL MEDIA SOLUTIONS i

	have no idea what that is but in my research found global online systems is linked to herbalife and may be connected with global media solutions..needles to say i already reported my card lost so they cant use the number i provided or charge me again,the company's adress i gave you is where he wanted me to send or return the b.s i received i think i should keep it for evidence.if any one can help stop these peoples evil scheme's is the FTC thank you whomever puts there effort into this. scincerly, (b)(6)
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 65 of 102	
Reference Number	27262775
Created Date	07/21/2010
Complaint Source	BBB - Denver
Originator Reference Number	08850075119911
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/21/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	07/21/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WINTER HAVEN
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	HerbaLife Distributor
Company Address, Line 1	9623 Grand Ave.
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	LITTLETON
Company Address, State Code	CO
Company Address, State Name	Colorado
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	80123
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	303
Company Phone, Number	9481323
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1603
Complaint Info Product Service Description	Health Care: Other Products\Supplies
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Service Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 66 of 102	
Reference Number	27263004
Created Date	07/12/2010
Complaint Source	BBB - Central and Northern AB (Edmonton)
Originator Reference Number	00270001636003
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	07/12/2010
Updated By	BBB-USER
Updated Date	09/14/2010
Agency Contact	External Agency
Complaint Date	08/12/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	TOCCOA
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 67 of 102	
Reference Number	27635816
Created Date	08/12/2010
Complaint Source	BBB - Central and Northern AB (Edmonton)
Originator Reference Number	00270001636382
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/12/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/12/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KEREMEOS
Consumer Address, State Code	BC
Consumer Address, State Name	British Columbia, Canada
Consumer Address, Country Code	CAN
Consumer Address, Country Name	CANADA
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Advertising Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 68 of 102	
Reference Number	27640889
Created Date	08/05/2010
Complaint Source	BBB - ST. PAUL, MINNESOTA
Originator Reference Number	07040057181807
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/05/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/05/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HOLLYWOOD
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife International of America, Inc.
Company Address, Line 1	950 West 190th Street
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	TORRANCE
Company Address, State Code	CA
Company Address, State Name	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90502
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	310
Company Phone, Number	4109600
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	

Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$0.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Complaint Type: - Refund or Exchange Issues
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 69 of 102	
Reference Number	27720129
Created Date	09/21/2010
Complaint Source	TOLL FREE NUMBER AND CONSUMER SENTINEL
Originator Reference Number	
Language	Spanish
Contact Type	Complaint
Data Source	
DNC?	N
Entered By	VCASTILLO
Entered Date	09/21/2010
Updated By	
Updated Date	
Agency Contact	Phone
Complaint Date	09/21/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	PEEKSKILL
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	HerbaLife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	
Company Address, Country Name	
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	

Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Consumer states that he was selling HerbaLife products he states that he was never compensated what he was intially informed he would get. Consumer states that the products that that the company sells are misleading.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	N
Complaint Info CRA Dispute Resolved	N

Record 70 of 102	
Reference Number	27728364
Created Date	09/21/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/21/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/21/2010
Transaction Date	08/06/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Schertz
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

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

Complaint Info Initial Contact

Method	Internet (Other)
Complaint Info Initial Contact Date	08/06/2010
Complaint Info Initial Response Method	Answer cold call
Complaint Info Initial Response Date	08/06/2010
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$159.00
Complaint Info Amount Paid Method	Bank Account Debit
Complaint Info Amount Paid Value	$159.00
Complaint Info Product Service Code	1712
Complaint Info Product Service Description	Health Care: Dietary Supplements\Herbal Remedies
Complaint Info Law Violation Code	LJB
Complaint Info Law Violation Description	Never Received Merchandise
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	I have been given a run around with regards to the cancellation and refund for the payments that they charge me for joining the HERBALIFE DISTRIBUTORSHIP. I spoke with the customer service back in August 30th informing them that I would like to cancel my membership and she gave me the instruction to send a fax to your department. I tried several times on September 1st but unfortunate my fax couldn't go thru to your fax (b)(6) so I resorted to calling customer service again and requested for alternate fax # where it can be forwarded to your department. I am getting confused as to the information that were given to me by your representative and by the person who called me to sign me up when I applied online for the DVD 1st pack. I don't know Stephen Rehrig personally; he was the one who called me after I filled up the information online and paid the $9.95; I have been dealing with this person since then the Aug 6, 2010.

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

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

Record 71 of 102	
Reference Number	27792496
Created Date	09/28/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	09/28/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	09/28/2010
Transaction Date	03/17/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Franklin
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$7500.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	$7500.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	This is most of a letter I sent to my contacts within the company. They did not respond at all to my complaints:"Hi, Kairrie and Robin! I have been in a real dilemma regarding what to do about this business. I am unhappy about a few things. I guess this letter is not directed so much at you as you to whoever heads up this organization in the business. I want to voice my concerns. First of all, I do not like the deception present. It's one thing not to reveal every detail; it's another to outright lie and encourage others to do so. Kairrie, you encourage lying...Even in the scripts there are lies. Ex: "We only have a few openings left." Yeah, right! Lies in one aspect mean there are lies in other aspects. If I can't be upfront with people, I can't participate. I'd rather be poor and honest than rich and dishonest and manipulative. I am also upset about the level of money required to run this business. One lady last week was interested in the business because the advertisement states little-no money is needed upfront. Hmmm...first $9.95, then $39.95, then $149.95, then $20, then $$$$$$. Now, here I am a lady with NO money to invest; who, in order to make the money I came here for, is encouraged to spend $2580-$6450 a MONTH on top of operating costs. It's laughable! Okay, so I've already spent thousands that I did not have and have made

Complaint Info Comments	minimal profits. I have NO customers from the retail leads I ordered, and I have ONE distributor left from the recruiting leads I ordered. I have called, e-mailed, put out flyers, etc., etc. Then, Kairrie, you made the statement that if we did not have money to purchase leads it was in part due to the fact that we were not charging the $39.95. Hmmm...it takes 7 of those charges to purchase 1 lead! My husband works VERY hard and, in a good month these days, might bring in $4000 in a month. How in the world am I going to expend this kind of money? It's not possible! I feel I've been taken advantage of. I believed what was stated: that if I just followed the step-by-step process I would be successful. I've tried to follow the process. I enrolled in most of the suggested tools because I believed I was setting myself up for success. Now, the next step in the process is to spend $2580-$6450 a MONTH. I CAN'T. Good night! In order to have that kind of money to invest, I'd have to be wealthy already. It's unbelievable! So, I can't purchase any more internet leads. I'm left to putting up flyers, passing out flyers, telling my family and friends, etc. That's not what I came here for. If I wanted to do that I would have done Avon or some other such thing. I wanted an ONLINE business so I could be home with my kids and not looking at all my family and friends as customers. I'm left in an awful predicament. If I quit I have no hope of paying off the $7000 left on the credit card (from trying to get this off the ground); if I don't quit I have no money to advertise anyway and hundreds in monthly operating costs to pay."Sirs:I am beginning the process of closing down websites, ending contacts, etc. I have debated, stressed, and been in desperation for quite some time over what to do about all this. I have come to the conclusion I should try to warn others never to steer from "If it is too good to be true: it probably is." Then, go back to where I started.Thank you for your time.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	

Complaint Info CRA Dispute Resolved	

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

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

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

Record 73 of 102	
Reference Number	28382703
Created Date	11/27/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	11/27/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	11/27/2010
Transaction Date	08/29/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Conway
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	50 - 59
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife
Company Address, Line 1	
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	
Company Address, State Code	NV
Company Address, State Name	Nevada
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	8664744
Company Phone, Extension	
Company Email	ehomeadmin@gmail.com
Company Website	MyHerbalife.com
Company Rep First Name	Maureen
Company Rep Middle Name	
Company Rep Last Name	Donough
Company Rep Salutation	
Company Rep Comments	Supervisor
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	08/29/2010
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	08/29/2010

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

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

Record 74 of 102	
Reference Number	28456858
Created Date	12/03/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/03/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/03/2010
Transaction Date	10/19/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Grandview
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

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

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

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

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

Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

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

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

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

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

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

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

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

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

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

Record 78 of 102	
Reference Number	30238822
Created Date	04/28/2011
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	04/28/2011
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	04/28/2011
Transaction Date	09/01/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Round Lake
Consumer Address, State Code	IL
Consumer Address, State Name	Illinois
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	

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

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

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

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

Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	Not Reported
Complaint Info Amount Requested Value	$3375.00
Complaint Info Amount Paid Method	Not Reported
Complaint Info Amount Paid Value	$4500.00
Complaint Info Product Service Code	0302
Complaint Info Product Service Description	Bus Opps\Franchises\Distributorships
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	3/29/2011 AEasterling Responded to radio ad for Income at Home. Paid initial $9.95 for broad overview of the company. Paid $149 for required 1st months personal weight loss products. It was not until this time that Herbalife was the company I was dealing with. Paid $39.95 for more information about the company. Urged to act right away in decision to become a Supervisor distributor--"You don't want to leave any money on the table." Success was guaranteed if I would just follow their training methods and was willing to work hard. Paid $3,175 (includes tax/shipping) upfront for "supervisor" distributorship status. Was sent 6 cases of weight-loss product for resale/reshipping. Company business practices/continued financial investment revealed very methodically during training. Not informed until training almost completed that sales leads would cost me $130 each. Felt that I had to continue in the business due to the time/money invested. Discussed my concerns with Dick Tosh in October 2010. Notified by mentor Maureen Donough 11/22 that she could no longer handle Herbalife and was cancelling her account. that the only

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

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

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

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

DNC COMPLAINT

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

Other Information Requested Entity to Stop Calling	Yes

Record 82 of 102	
Reference Number	8413232
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	LA
Consumer Address, State	CA
Consumer Address, State Name	California
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	HERBALIFE
Company State	TX
Company Phone, Country Code	
Company Phone, Area Code	956
Company Phone, Number	8215222
Other Information Created Date	06/13/2006
Other Information Complaint Date	06/12/2006
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	06/12/2006
Other Information Transaction Time	09:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 83 of 102	
Reference Number	9595087
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	
Consumer Middle Name	
Consumer Last Name	
Consumer Address, Line 1	
Consumer Address, Line 2	
Consumer Address, City	
Consumer Address, State	WA
Consumer Address, State Name	Washington
Consumer Address, ZIP Code	
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	MywayoutOnline.COM - HERBALIFE
Company State	MI
Company Phone, Country Code	
Company Phone, Area Code	586
Company Phone, Number	2187340
Other Information Created Date	12/21/2006
Other Information Complaint Date	12/20/2006
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	12/20/2006
Other Information Transaction Time	09:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

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

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

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

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

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

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

Record 90 of 102	
Reference Number	7426022
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Grove
Consumer Address, State	OK
Consumer Address, State Name	Oklahoma
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	OR
Company Phone, Country Code	
Company Phone, Area Code	541
Company Phone, Number	7673753
Other Information Created Date	01/08/2006
Other Information Complaint Date	01/07/2006
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	01/07/2006
Other Information Transaction Time	11:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

Record 91 of 102	
Reference Number	8306154
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Stamford
Consumer Address, State	CT
Consumer Address, State Name	Connecticut
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife
Company State	HI
Company Phone, Country Code	
Company Phone, Area Code	808
Company Phone, Number	2120041
Other Information Created Date	06/01/2006
Other Information Complaint Date	05/31/2006
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	05/31/2006
Other Information Transaction Time	11:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

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

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

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

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

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

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

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

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

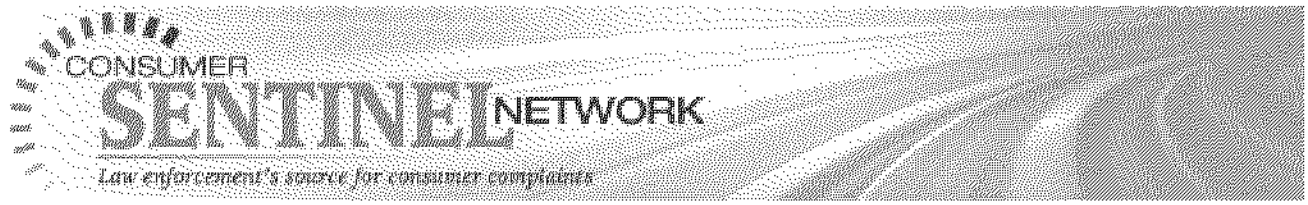
Record 99 of 102	
Reference Number	21146668
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Berkeley
Consumer Address, State	CA
Consumer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

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

Record 100 of 102	
Reference Number	8567779
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, City	Daly City
Consumer Address, State	CA
Consumer Address, State Name	Califomia
Consumer Address, ZIP Code	b(6)
Consumer Phone, Area Code	b(6)
Consumer Phone, Number	b(6)
Company Name	Herbalife Distr
Company State	WA
Company Phone, Country Code	
Company Phone, Area Code	360
Company Phone, Number	7153250
Other Information Created Date	07/07/2006
Other Information Complaint Date	07/06/2006
Other Information Product Service Description	National Do Not Call Registry
Other Information Organization	National Do Not Call Registry
Other Information Complaint Channel	WEB
Other Information Transaction Date	07/06/2006
Other Information Transaction Time	02:00:00
Other Information Comments	
Other Information Existing Business Relationship	
Other Information Pre-Recorded Message	
Other Information Requested Entity to Stop Calling	

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

Provided by the Federal Trade Commission



DNC COMPLAINT

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

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

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

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

Provided by the Federal Trade Commission

CIS COMPLAINT

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

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

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

Record 2 of 72	
Reference Number	28686508
Created Date	12/29/2010
Complaint Source	FTC Online Complaint Assistant (CIS)
Originator Reference Number	
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	12/29/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	12/29/2010
Transaction Date	05/20/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Oneida
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

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

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

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

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

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

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

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

	money.The results reveal that usually less than 5% of people working for companies like Herbalife make a profit and within that less than 1% make above a livable wage. I'm not going to go into a whole argument for or against MLMs here, but understand that most people do fail to make real money with that sort of setup.If selling Herbalife is what you want to do then that's your choice, but know that you don't have to go through Online Business Systems to do it. Technically what OBS is doing is legal and not a scam, I just --- Additional Comments:
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 4 of 72	
Reference Number	29112587
Created Date	01/18/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037019752
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/18/2011
Updated By	BBBCOCO-USER
Updated Date	02/21/2012
Agency Contact	External Agency
Complaint Date	12/28/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NORTH LAS VEGAS
Consumer Address, State Code	NV
Consumer Address, State Name	Nevada
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

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

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I have been looking for a way to earn extra income by working from home. I discovered incomeathome.com. Their site offered an information package on how to earn income by working from home. I ordered the package for $9.95 to cover shipping. I understood the package was going to explain this business opportunity and how to make money from my home. After receiving the package, there was no information on how to earn money from home, no information about a product or service I would be providing, no information on how to set up the business, no information about a multi-level marketing or Herbalife, and no helpful information whatsoever. What I received was printed literature, a CD, and a DVD that contained nothing but testimonials and arbitrary statistics.My complaint is false advertising, double charge by the representative, and returned product with no refund.Details from my American Express card statement:There were two entries with the same information below.Date of purchase: 12/03/2010 Associate: BERNICE WRONSKI ABBOTSFORD BC Amount of purchase: $9.90MISC FOOD STORE BERNICE WRONSKI Foreign Spend Amount: 9.95 Canadian DollarsDoing Business As: HERBALIFEMerchant Address: 33321 GEORGE FERGUSON

	WAY, SUITE 7, ABBOTSFORD, BC, ABBOTSFORD, V2S2L6, CANADAReference Number: 320103380490119140Category: Merchandise & Supplies - Groceries --- Additional Comments: A full refund of the double charge $9.90 twice ($19.80)A full refund of the international fees $0.54 (each charge $0.27)A full refund of the shipping costs to send package back ($4.95)Total refund: $25.29'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 5 of 72	
Reference Number	29112649
Created Date	01/05/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037019685
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/05/2011
Updated By	BBBCOCO-USER
Updated Date	02/21/2012
Agency Contact	External Agency
Complaint Date	12/22/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AUSTIN
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area	

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

Company Rep Last Name	Dahl
Company Rep Salutation	
Company Rep Comments	President
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$39.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	Hello, I heard a commercial for income at home on Dr. Laura's am radio show. I went to the website and agreed to pay the $9.95 to get more information about the company. I received an envelope with 2 cd's in them. The cd's contained no information about what the actual company did to make money, just more stories of successes. I then received a call from the woman assigned to be my trainer. It turns our that the income you could make was selling diet/health products called Herbalife. I certainly would not have dreamed that this is what the business involved. I

Complaint Info Comments	then asled her how to receive a refund. She told me that if I had teh cd's original, undamaged packaging I could then send it back for a refund...otherwise I would then be charged an extra 39.95 to keep the cds. I went back to the website and it does say something about Herbalife at the very bottom of the page, after scrolling to the end and in the fine print. There is nothing else listed on the site that is noticable to the consumer when first glance on teh website about Herbalife and teh extra 39.95 being charged. I had no idea that I was falling for either and trusted that a nationally advertised company would be a good company. They also say they are endorsed by you. It is really sad that you would endorse a 'scam'. I'm sure the folks that sign up do make some money, because they got almost $50.00 from me for sending me a $.50 cd in the mail and tricking me into taking my money. This really shouldn't be allowed. It is not stated in an obvious way on the website. www.incomeathome.comDesiredSettlementID: RefundProduct_Or_Service: Business opportunityPurchase_Price: 49.90 --- Additional Comments: Would like a full refund on $ 49.90 and most importantly...this company to go out of business and stop tricking people into losing money.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 6 of 72	
Reference Number	29112653
Created Date	01/07/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037019846
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	01/07/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	01/06/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ONEIDA
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Online Business Systems has to be watched. There is a lot of complaints on the Complaint Boards and the FTC has a lot of compaints about Herbalife. --- Additional Comments: I Said It!!'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 7 of 72	
Reference Number	29533303
Created Date	02/24/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020272
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/24/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	02/15/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	INDEPENDENCE
Consumer Address, State Code	MO
Consumer Address, State Name	Missouri
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

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

Record 8 of 72	
Reference Number	29533315
Created Date	02/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020201
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/08/2011
Updated By	BBBCOCO-USER
Updated Date	02/10/2012
Agency Contact	External Agency
Complaint Date	02/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	REDDING
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

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

	should be condemning that kind of operation; not recommending it so that the crooks can keep ripping off innocent ones who really want to make an honest buck. --- Additional Comments: I ask that you remove your BBB rating and stop them from claiming that you approve their fraudulent marketing scheme.You should be openly condemning this organization, as you should all MLM scam operations.I am sure you are aware of the constant claim
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 9 of 72	
Reference Number	29929712
Created Date	03/11/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020503
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/11/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	03/07/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ALEXANDER
Consumer Address, State Code	NC
Consumer Address, State Name	North Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Payment was made to Online Business Systems through Jane Musgrove for employent in selling Herbalife Products. Was told that I could request my money back at any time if this program did not work for me. It did not. I requested my money back and was told that was not possible and all communication has been closed to Online Business Systems. All I want is to be refunded for the charges to Jane Musgrove. The CardService charge for $50.00 was to use their Merchant Account System that was completely unnecessary. The other costs are for a $399.00 training manual and Decision Package. Have offerend to return these items for my refund and OBS has not replied. Distributorship papers are with Herbalife, Intl. --- Additional Comments: Want the money paid out to the company Online Business Systems Paid back in full. That's all.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

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

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

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

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

	price of the kit. Debbie said it was the shipping charges. Well, I want my $39.95 back since I was never told that this was the actual price of the kit. My wife was present during the phone conversation and we told Debbie we had the speaker phone when we talked to her the first time, and she agreed to it. I feel BBB should look closely into this company because it is obvious it is a pyramid scam to me. Thank you.DesiredSettlementID: RefundProduct_Or_Service: A kit to encourage you to be part of the company. They don' tell you what you are sellingPurchase_Price: 39.95 --- Additional Comments: I want my $39.95 back since I was not told that I was purchasing the kit for that price. I paid $9.95 and the kit was sent to me. I was not told that the price I paid was just the shipping.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 12 of 72	
Reference Number	30388296
Created Date	04/19/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020703
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/19/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	03/24/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	UTICA
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	They advertise as a Work from Home Business but the only way they tell you what product you will be selling is when you pay them $9.95+ 2.00 ship charge. I even called the phone number given on the web site to find out first what the product was and they would not tell me. The customer representative said I would have to commit to the $9.95 chrg. & I will get a kit that will then tell me what it is! Which I did. I need work. I found out it was Herbalife. I am not interested in selling Herbalife, want to send the kit back and now find that even though you have a 15 day period to send it back w/o being charged an additional $39.95, this company never enclosed a return postage label so THEY would be responsible to cover the return postage and not have it come out of my pocket again.I feel they intentionally withhold information, charge you to find out who they are, and if your not quick enough sending it back, they will put another 39.95 on you credit card. --- Additional Comments: First: No one, including myself, should be charged anything to find out the name of the company whose product they would be selling.They deliberately withhold the name of the product. Second, I am disputing the return postage fee under the circumstance. '
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 13 of 72	
Reference Number	30388396
Created Date	04/25/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020985
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/25/2011
Updated By	BBBCOCO-USER
Updated Date	02/11/2012
Agency Contact	External Agency
Complaint Date	04/16/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	MIDDLETOWN
Consumer Address, State Code	CT
Consumer Address, State Name	Connecticut
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	In February of this year, I looked into joining incomeathome.com. I received that starting package with the dvd included and made contact with the recruiter, Arra Nelsen (arranelsen@live.com). We went over the steps and I paid the $199.95 to continue through the process, which included being sent product from Herballife. After I had watched the second part of the dvd, I began to shy away from the business after I learned how much effort and money would be employed and after speaking with Arra Nelsen and her coach Denise I decided to halt any further action. In my e-mail correspondence with Arra I apologized for having wasted her time and kindly requested a refund. On February 26 in an e-mail, Arra advised me to reject the packages containing the herbalife trail products and they would be returned to her so that she could refund $179.95 to my account (which is the amount I paid to them minus shipping). On March 21, Arra confirmed to me that she did receive the packages that were sent back to her and she assured me that the $179.95 would be deposited in my account in a few days. However, over the weeks since then I ended up emailing her to ask why the refund has not yet gone through. She kept assuring me that it would go through. Finally, this past week in an e-mail dated April 11, I wrote to Arra giving her one last opportunity

	to resolve this problem, I have not received a response and so I have no choice but to assume that the e-mail was totally ignored and that there never was an intention to refund the money as she stated she would in an e-mail dated February 26. --- Additional Comments: All that I am asking is that the $179.95 is refunded to me as it was promised by one of your personal mentors/distributors.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	Ordered a decision pack. Had 14 days to return. If not returned 14 days they will charge credit card.Returned within 14-days, but charged my credit card for $39.95. Requested they reverse charges, said they would on March 17th, 2011. Charged have not been reverse. Was told charge would be reversed March 21, 2011. Not charge reversed yet.Dealing with Mark LiebermanIndependent Herbalife Distrbiutor718 650-1480 --- Additional Comments: Want my $39.95 back.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 15 of 72	
Reference Number	30388427
Created Date	04/18/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020677
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/18/2011
Updated By	BBBCOCO-USER
Updated Date	02/26/2012
Agency Contact	External Agency
Complaint Date	03/22/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	POST FALLS
Consumer Address, State Code	ID
Consumer Address, State Name	Idaho
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

	2/28. That is longer than 14 days. What I am upset about is the deceptive advertising, the $9.95 charge to send me the information packet and the $39.95 charge for being a few days late on sending it back in unused condition. Blackwood's phone number is 760 297 4067DesiredSettlementID: Other (requires explanation) --- Additional Comments: A return of $9.95 and $39.95 Blackwood's phone number is 760 297 4067'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 16 of 72	
Reference Number	30604922
Created Date	04/07/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037020856
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	04/07/2011
Updated By	BBBCOCO-USER
Updated Date	02/10/2012
Agency Contact	External Agency
Complaint Date	04/07/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN MARCOS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

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

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

Complaint Info Comments	they did refund the $100.00, but they locked up the website completely. I was promised a website to sell Herbalife products on when I purchased the first packet for $399.00. IncomeatHome locked me out of it, so where is my $399.00? I no longer have a way to sell Herbalife products online and there would be no other way for me to sell them because I live on a Disability Check and am unable to travel. Since they promised me a website, I also want the $2,960.11 returned to me and I will send their products back to me. As noted above, Pat stated, ?We are a Marketing System vendor and not part of Herbalife?? Without Herbalife, they would not have a business, so they are affiliated with them or indirectly involved. I am not employed by Herbalife, nor am I affiliated with them, nor did I purchase the products from them, I purchased them from IncomeatHome.com. (This is a portion of the two page letter that will go out in the mail tomorrow to you)DesiredSettlementID: RefundProduct_Or_Service: IncomeatHome.comOrder_Number: n/aPurchase_Price: 3469.06 --- Additional Comments: $3/369.06'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

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

	This is your official buySAFE Certificate of Guarantee that is provided to you and paid for by IncomeAtHome.com. *** The name of the contact 'tutor' is (?) Jack Leonard, email: (b)(6), Web page: newhomewebbiz.com Phone numbers: 888-367-7241,443-293-7870 All of the above worked for several days until the 'phone interview'... The radio advertizing is still on so I wonder if it was a lone scam or there's more.. I would like to contact customer service (if it exists) to know what happened and decide if continue with what was offered or ask for a refund... if it is not another scam! Thanks in advance or your help. (b)(6) DesiredSettlementID: RefundProduct_Or_Service: incomeathome online systemPurchase_Price: 50.00 --- Additional Comments: Continue with the service or receive a refund if I am not satisfied after the explanation of the problem.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On April 20, 2011 an agent for this company (_____)made an unauthorized charge to my checking account Via Debit transaction. On or about Febuary 21, 2011 _____ a representative of Online Business Systems Herbalife International; made an approved by me debit charge to my checking account in the amount of $39.95 usd. This transaction was supposed to be a one time charge for an information package about the online business system and how it works. Shorty after receiving the packet I was contacted by _____. During a phone interview he proceeded to try to recruit me to join the Herbalife International business family. I refused at the time due to the lack of information given at the time of our phone conversation. He continued to try to get me to join by using the company's BBB accreditation to among other things to influence me to proceed with a start up deal that required me to send him $399.00 usd to begin a business. I refused. I continued to receive emails from him up until on or about March 5, 2011 in an attempt to get me to buy into the business. I never replied to his emails. On 4/20/2011 _____ completed another debit charge to my checking account for the amount of $39.95 that was in no way authorized by me or anyone representing me. I have attempted to contact _____ buy phone (877-684-6457)and buy email with no

	response at all. I have since closed out the debit card used it the original transaction but I was informed that there maybe more attempts that may be charged to me. This must not happen again. He must be stopped. I attempted to contact Herbalife International by phone today by the listed number on the BBB website but was told I had the wrong number (573-225-3137). This company boldly posts by banner on their website that they are accredited by the BBB, and they are not. I feel that the site should be shutdown on that fact alone. I am not sure if this is a isolated incident or not, but it is clearly intentional. --- Additional Comments: I would like the return of all monies taken without authorization. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 19 of 72	
Reference Number	31141401
Created Date	06/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021602
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/08/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LA VERGNE
Consumer Address, State Code	TN
Consumer Address, State Name	Tennessee
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I purchased a business package from Mr McManus on 5/19/11 for $399 with a 30-day return policy. By following this system, Mr McManus claimed I could avoid the pitfalls that some beginning marketers face and go right to making a good income with Herbalife. When I received my kit a couple of days later, Mr McManus called immediately to review the contents. He instructed me to start taking the supplements right away (which I did) so I could recommend them. In my opinion, this was scam #1. Mr McManus also instructed me to check my phone messages on my obs office. When I did this, I was immediately charged $100. Mr McManus said it would be 'more than worth the cost'. In my opinion, this was scam #2. Within 24 hours, I realized OBS continually asks you to purchase more information and more products in order to 'really' make money with Herbalife. I returned my package on 5/23/11 and was credited only $260.65. I contacted Mr McManus twice with no response. I contacted Online Business Systems in Colorado with no resolution either. --- Additional Comments: 238.35 ($138.35 is the remainder of $399 and $100 for the OBS office site that I logged on to one time at the direction of Mr McManus).I will not accept less. I suspect this is a way they make money if you elect to return the business

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

Record 20 of 72	
Reference Number	31226375
Created Date	05/31/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021483
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/31/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/31/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHICO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I learned about incomeathome.com through radio advertising by Dr. Laura and became interested. I went to their website and obtained the information to find out more. I was put in contact with a representative for retail sale of Herbalife. I was then put on a conference call with this representative and one other salesperson (the closer). I was pressured to spend approximately $3900.00 to get this at home business started, of which I chose to think about. I paid a $199.95 fee to get the training package prior to this phone call. Anyway, I decided not to go forth with this venture and requested a refund of the $199.95. The training package was returned by myself to Stephanie Reisdorf 15124 Watermill Lake Trail Midlothian, VA 23112 (the 'mentor') who sent me the package in mid April. I was told by this mentor that a refund had be sent to me vis US mail. To this day I have not received that refund. I have made many attempts to contact this mentor with no response by phone and email. Now, the phone number has been disconnected or no longer in service.DesiredSettlementID: RefundProduct_Or_Service: herbalife training packagePurchase_Price: 199.95 --- Additional Comments: a refund of the $199.95'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 21 of 72	
Reference Number	31511201
Created Date	06/15/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037021694
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	06/15/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	06/15/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	GREENVILLE
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

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

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

	(b)(my coach Phone:(b)(6) Phone: (b)(6) (b)(6) she stated I could not get a refund. This company thrives on people signing up more people, not selling product from home. the more people you sign up. the higher rank or level you receive. The only way to make money is sucker people into signing up to sell Herbalife which puts them in the place of signing more people up and so on and so on. Scheme !! All I asked for was my refund. which totals nearly $400 and was promised to make at least $500 by my first week, I was in the -$400 in cost. not one sale. I was Lied to. --- Additional Comments: I do need to get a refund on my Credit Card on the $78 and $100 for the Online Business System account. I would also like to send back the Decision package for refund.I have not seen the credit for the decision package $399 nor the $180. I need your to help me get this stuff returned for my refund. I was only responsible for is the $9.99 initial charge which I am fine with.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

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

	reach them by phone. I believe that your burreau needs to fully investigate this company as I think it is a scam rather than a legitimate opportunity. I also would like them to refund my money. --- Additional Comments: I would like to be refunded for all of the money that I have given them.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 23 of 72	
Reference Number	32121321
Created Date	08/22/2011
Complaint Source	BBB ON Kitchener/Toronto
Originator Reference Number	01070001236387
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBMWON-USER
Entered Date	08/22/2011
Updated By	BBBMWON-USER
Updated Date	04/19/2012
Agency Contact	External Agency
Complaint Date	08/22/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WEST MEMPHIS
Consumer Address, State Code	AR
Consumer Address, State Name	Arkansas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

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

Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	1704
Complaint Info Product Service Description	Health Care: Diet Products\Centers\Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
	I responded to an email for online work from home today 8/20/11. The website link took me to a page that listed a woman's (Kelly Richards) success story of online work at home, it also stated that this online business opportunity was advertised on MSNBC,CNN,ABC,USA Today and BBC. It also showed the BBB symbol and stated that it was a BBB approved business. The article instructed the viewer to fill out a short form which I did. The information given in the article stated that the form was to receive a starter kit that cost $3.00 (actually $2.97) and that was the entire cost; it also stated that this work at home opportunity was performed online only and that there was nothing to buy and nothing to sell. If it had not made that statement, I would not have gone any further, as I have checked into these offers before soon to find they were just scams. When I filled out the form to order the work at home kitthe cost for the kit was suddenly offered for freebut the shipping had been upgraded to priority mail for $9.95 for faster delivery. This article also stated there was a money back guarantee.

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

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

Record 24 of 72	
Reference Number	32440220
Created Date	09/02/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037022817
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/02/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/02/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	NAPLES
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

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

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

	concerned. Who knows what else they would charge to my account. I was very angry. I also notified the radio station that promotes them.Product_Or_Service: Internet business starter pack Order_Number: 366944Purchase_Price: 10.00IsB2BComplaint: falseHasComplainedToBusiness: falseIsBusinessProblemAdjusted: falseIsAcceptedByConsumer: false --- Additional Comments: DesiredSettlementID: Other (requires explanation)I've disputed the charges and if that is settled then I will be fine. But otherwise, I want my money back. And I don't want them to be able to continue to rip off other people. You pay $10 to find out it's something you don't want to get involved with and then they have your number. I won't fall for that again. Tired of these rip off people. I work too hard for my money. You hear an advertisement on a reputable radio station and think it may be an opportunity and this is how itworks out'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 25 of 72	
Reference Number	32874373
Created Date	09/29/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023165
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/29/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	BOOTHBAY
Consumer Address, State Code	ME
Consumer Address, State Name	Maine
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	On or around 8-5-11 I contacted an online business which seemed right for me. It advertised taking orders over the internet for a business. I contacted the company. It had no information as to who the business was. I received a call from _____ stating she would be sending me out a package in the mail with all the details. I received the package on or around the 7th of August. In that information package their again was no information to the business. It wasn't until August 10th when _____ called that I found out the business was Herbalife. I still was under the impression that I would be taking orders over the internet from this company and getting paid for it. When she called on the 10 she ask me for a credit card number so that she could send me out more products so I could try them out. Her words were if you are going to sell the products you need to know how they work. Which is very true. But I still felt a little hesitatant. The stupidity on my part was 399.00. She then set me up to look at other information and training on the computer. And at that point I realized that I would have to advertise and sell these products. I expressed my concern with ____ because I felt I was being pressured into going to the supervisor level immediately which would involve me spending more money. I have no idea how much because I put a stop to it shortly

	thereafter. Upon talking with ____ and _____ I told them I felt pressured into going to the next level. and in her e-mail sent to me on 8/15 she stated I told her that I felt no pressure which I had stated to her several times. So she lied to me in that e-mail I then wrote to _____ o August 18 and told her I was not interested in this business. I had tried call FEDEX to have the products back but they would not pick it up without permission from Herbalife. I ended up sending the package back myself on Saturday the 26th of August. I have not heard from ____ or _____ since my last e-mail and explained that I felt a tre --- Additional Comments: I would like the entire 399.00 refunded because it cost me over 17.00 to send the products back. I would also like the 39.95 refunded for the information kit that I have sent back. I would like the entire truth told in the packages that they send out to the potential clients. Like I said I felt a tremendous amount of pressure that they put on me going to the supervisor level. Cheryl has indeed lied in the e-mail she sent to me and I would like an apology for that lie.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 26 of 72	
Reference Number	32895012
Created Date	09/24/2010
Complaint Source	Ohio, Attorney General
Originator Reference Number	701013
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	OH01-USER
Entered Date	09/24/2010
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/24/2010
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DELAWARE
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	b(6)
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Complaining Company/Org	
Company Name	Online Business Systems
Company Address, Line 1	13701 S 42ND AVE
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	BELLEVUE
Company Address, State Code	NE
Company Address, State Name	Nebraska
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	68123
Company Address, ZIP Code Extension	6234
Company Phone, Country Code	
Company Phone, Area Code	208
Company Phone, Number	9141765
Company Phone, Extension	
Company Email	kmunds@theonlinebusiness.com
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	TV/Radio
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	$49.90
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$49.90
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Briefly describe what you would consider a reasonable resolution to your complaint: I would like the refund of $39.95 that I was informed 1 would get if unhappy with the initial packet of information. --- Topic Description: Describe the transaction and your complaint.: I was told I was getting information about beginning a home-based online business. What I actually received was a DVD and a CD with absolutely no instructions at all. It merely has more of the same testimonials and success stories that were present in their radio advertisement. Upon further research, I found that this was a recruitment tool for the HERBALIFE brand of vitamins and not only would selling be involved, but also a significant investment of fhnds would also be needed on my part. I was told that I could return the initial packet for a refund (minus shipping)if I were unhappy for any reason, but no representatives seem to want to assist me with that undertaking.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45	

Days Flag - FOIA only	

Record 27 of 72	
Reference Number	33119041
Created Date	08/26/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037022702
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	08/26/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DALY CITY
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 28 of 72	
Reference Number	33119088
Created Date	09/27/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023128
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	09/27/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/27/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MILAN
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

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

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

Record 30 of 72	
Reference Number	33857025
Created Date	11/10/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023715
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/10/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/10/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LAKEHILLS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 31 of 72	
Reference Number	34146862
Created Date	12/15/2011
Complaint Source	BBB NJ Trenton
Originator Reference Number	02210080218188
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBTRNJ-USER
Entered Date	12/15/2011
Updated By	BBB-CommentsUpdate
Updated Date	07/26/2012
Agency Contact	External Agency
Complaint Date	12/15/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	HAMPTON
Consumer Address, State Code	VA
Consumer Address, State Name	Virginia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I answererd an ad for workathome .com I pd the 9.95 for the decision pakageand the $399.00 dollars to Join. $100.00 for the website. what the advertise is no cold calling but they don't tell you is that it cost an additional $500.00 to get the leads also I asked my sponser Stephen Booth to get me registerd at Herbalife. He said they woud do it online 3 times he has refused me I can not sell the product becuse they don't know I exist. also when you pay the $500.00.the want you to jump to supervisior right away for an additional $4000.00 more if you can't it seems that they don't want anything to do with you. my web site has been up for three weeks now and I still can not process an order.another $79.00 is due in a week for my website.Account_Number: 101145174 --- Additional Comments: DesiredSettlementID: Other (requires explanation)I want to be registered with herbalife I want my next months website fee waved and it would be nice to get some leads free of charge also I want a new coach. '
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	In October 2011, I accessed the Income at Home website operated by Online Business Systems to acquire an Herbalife distributorship. It listed an A+ BBB rating - which it actually did not have at the time; the product manufacturer Herbalife Corporation had that rating while OBS had only an A rating. The E-Home Business Network that directly contacted and engaged me did not have a BBB accreditation at all. I found this information weeks after becoming entangled with EHBN. This struck me as being disturbingly dishonest; I eventually dissolved all association with Herbalife in November 2011 because of it. All three entities are involved in this deception though OBS is directly in charge of the website content. --- Additional Comments: These companies should cease this deceptive listing of BBB accreditation when the party that contacts the public does not have any.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 33 of 72	
Reference Number	34407005
Created Date	01/09/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024372
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	01/09/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EDMONDS
Consumer Address, State Code	WA
Consumer Address, State Name	Washington
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 34 of 72	
Reference Number	34747837
Created Date	11/29/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037023910
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/29/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/29/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	PARMA
Consumer Address, State Code	OH
Consumer Address, State Name	Ohio
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I decided that Herbalife which is marketed by Online Business Systems wasn't for me I cannot get a refund for upgrading from 'Distributor' to 'Supervisor'.My initial request was made to my 'Coach' and she gave a phone numer to call which I did within 30 days of my purchase.This number I called (866-866-4744) did not have my ID number (101167223) or my name on file.I have Emailed Customer service several times and they keep referring me back to my Coach (Lori Ganser).She is also new at this 'Business' and doesn't have nor can she get the proper information I need to finalize this nightmare.I have the forms to return my products to Herbalife for a 90% refund which I intend to do shortly.Please help.Thank you. --- Additional Comments: DesiredSettlementID: Other (requires explanation)A complete and total refund for upgrading to Supervisor. **Desired Settlement: Refund**'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 35 of 72	
Reference Number	34748484
Created Date	12/08/2011
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024021
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	12/08/2011
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	12/08/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	THE COLONY
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

	a set of 'leads' for $500.00 that according to Mrs. Keogh should have been an investment in advertising that would recycle itself month to month. The first problem is that for that to happen every lead would have to sign up and do the same thing I did. And second all the 'leads' I received none were quality leads in other words their contact info was bogus and the few that i could contact all denied having requested any information. So that was another $500.00 down the drain. The lack of communication is awful they say one thing and it really turns out to be another. Very Very Very BAD business ethics. Very disappointed. --- Additional Comments: I want a full Refund for the amount of $2,337.07 I paid in products that were supposed to make me a supervisor. This refund would be from Lucy Keogh.A refund from Online Business Systems for $500.00 I paid for leads that were NO GOOD.And a refund for the amount of $100.00 I paid for a for a 'setup fee' when I opened my OBS account which I already canceled. After all they have a '100% money back Guarantee' sticker on the site when you sign up.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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	
	First the website claims there is no money risk and all money is 100% risk free. That is completly 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

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	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

	is Herbalife. I want my $19.07 refunded back to me.They should not be allowed to dupe people like that! I am unemployed and did not need to give them my money for NOTHING! Shameful business practices! Shame on them for hoo-dooing people out of their HARD earned money. No wonder they are a multi BILLION(?) dollar company....they RAPE their salespeople and unsuspecting patrons!!!!! Makes me SICK! --- Additional Comments: I want my $9.95 refunded back to me as well as the $9.12 that I HAD to spend to send the packet back.Grand total I want refunded: $19.07'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 38 of 72	
Reference Number	35392471
Created Date	01/31/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024574
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	01/31/2012
Updated By	BBBCOCO-USER
Updated Date	03/04/2012
Agency Contact	External Agency
Complaint Date	01/31/2012
Transaction Date	
Consumer First Name	b(6)||
Consumer Middle Name	||
Consumer Last Name	b(6)|b(6)|b(6)
Consumer Salutation	||
Consumer Address, Line 1	b(6)||
Consumer Address, Line 2	||
Consumer Address, Line 3	||
Consumer Address, City	RANCHO SANTA FE||
Consumer Address, State Code	CA||
Consumer Address, State Name	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	ǁ
Consumer Fax, Number	ǁ
Consumer Cell Phone, Country Code	ǁ
Consumer Cell Phone, Area Code	ǁ
Consumer Cell Phone, Number	ǁ
Consumer Email	b(6)ǁ
Consumer Age range	ǁ
Consumer Military Status	ǁ
Consumer Military Station	ǁ
Consumer Complaining Company/Org	ǁ
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 ordered a promo packet on line for the $9.95 shipping and handling. Packet was sent 12/19/11 and card was charged 12/17/11. Due to Xmas holidays, I received packet on 12/27/11 and spoke to Mykaela Simmons on 1/2/12. The next day, I sent anemail advising her that I was not interested because their advertising did not mention thefact 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'
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)||
Consumer Middle Name	||
Consumer Last Name	b(6)|b(6)|b(6)
Consumer Salutation	||
Consumer Address, Line 1	b(6)||
Consumer Address, Line 2	b(6)||
Consumer Address, Line 3	||
Consumer Address, City	LISTOWEL||
Consumer Address, State Code	ON||
Consumer Address, State Name	Ontario, Canada||
Consumer Address, Country Code	CAN||
Consumer Address, Country Name	CANADA||
Consumer Address, ZIP Code	||
Consumer Address, ZIP Code Extension	||
Consumer Home Phone, Country Code	||
Consumer Home Phone, Area Code	b(6)||
Consumer Home Phone, Number	b(6)||
Consumer Work Phone, Country Code	||
Consumer Work Phone, Area Code	b(6)||
Consumer Work Phone, Number	b(6)||
Consumer Work Phone, Extension	||
Consumer Fax, Country Code	||

Consumer Fax, Area Code	ǁ
Consumer Fax, Number	ǁ
Consumer Cell Phone, Country Code	ǁ
Consumer Cell Phone, Area Code	ǁ
Consumer Cell Phone, Number	ǁ
Consumer Email	b(6)ǁ
Consumer Age range	ǁ
Consumer Military Status	ǁ
Consumer Military Station	ǁ
Consumer Complaining Company/Org	ǁ
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 oportunity 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)||
Consumer Middle Name	||
Consumer Last Name	b(6)|b(6)|b(6)
Consumer Salutation	||
Consumer Address, Line 1	b(6)||
Consumer Address, Line 2	||
Consumer Address, Line 3	||
Consumer Address, City	MESA||
Consumer Address, State Code	AZ||
Consumer Address, State Name	Arizona||
Consumer Address, Country Code	USA||
Consumer Address, Country Name	UNITED STATES||
Consumer Address, ZIP Code	b(6)||
Consumer Address, ZIP Code Extension	||
Consumer Home Phone, Country Code	||
Consumer Home Phone, Area Code	||
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	ǁ
Consumer Fax, Number	ǁ
Consumer Cell Phone, Country Code	ǁ
Consumer Cell Phone, Area Code	ǁ
Consumer Cell Phone, Number	ǁ
Consumer Email	b(6)ǁ
Consumer Age range	ǁ
Consumer Military Status	ǁ
Consumer Military Station	ǁ
Consumer Complaining Company/Org	ǁ
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	
	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

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

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

Record 41 of 72	
Reference Number	36103384
Created Date	02/22/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024850
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	02/22/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	02/22/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	AMARILLO
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

	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.'
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	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 Systems203 East 35th Avenue Suite BBellevue, NE 68005The charge on my credit card appeared as 'ELIZABETH & LAWRENCE MESA AZ D' Their email address is EandL@theonlinebusiness.com - but they refuse to respond to my email messages.Order_Number: 2476501D461BRAFEK --- Additional Comments: DesiredSettlementID: RefundI want a refund for both of the charges that were made to my credit card. One for 9.95

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

Record 43 of 72	
Reference Number	36738373
Created Date	03/28/2012
Complaint Source	BBB KS Wichita
Originator Reference Number	07840000020707
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIKS-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OMAHA
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	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,

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

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

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I was preasured 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 ony 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	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 Systems203 East 35th Avenue Suite BBellevue, NE 68005The charge on my credit card appeared as 'ELIZABETH & LAWRENCE MESA AZ D' Their email address is EandL@theonlinebusiness.com - but they refuse to respond to my email messages.Order_Number: 2476501D461BRAFEK --- Additional Comments: DesiredSettlementID: RefundI want a refund for both of the charges that were made to my credit card. One for 9.95

	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	I requested the Online Business Systems Decision Package with the promise of a money back guarantee if I decided the program was not for me. After finding out that the program was to sell Herbalife products I sent the program back (return receipt signed for package number 8000 0940 0002 3733 0685 USPS) well within the 15 day time period. Grissel Matos tried to contact me several times by e-mail trying to push the sale. When I responded back saying I had returned the package all communication ceased. I've tried to contact this person by e-mail still with no response. They refuse to acknowledge my attempts at contact and refuse to credit my credit card the $9.95 shipping costs promised in their advertisment. --- 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.'
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	I purchased a business package from Mr McManus on 5/19/11 for $399 with a 30-day return policy. By following this system, Mr McManus claimed I could avoid the pitfalls that some beginning marketers face and go right to making a good income with Herbalife. When I received my kit a couple of days later, Mr McManus called immediately to review the contents. He instructed me to start taking the supplements right away (which I did) so I could recommend them. In my opinion, this was scam #1. Mr McManus also instructed me to check my phone messages on my obs office. When I did this, I was immediately charged $100. Mr McManus said it would be 'more than worth the cost'. In my opinion, this was scam #2. Within 24 hours, I realized OBS continually asks you to purchase more information and more products in order to 'really' make money with Herbalife. I returned my package on 5/23/11 and was credited only $260.65. I contacted Mr McManus twice with no response. I contacted Online Business Systems in Colorado with no resolution either. --- Additional Comments: 238.35 ($138.35 is

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

Record 48 of 72	
Reference Number	37296716
Created Date	05/02/2012
Complaint Source	BBB KS Wichita
Originator Reference Number	07840000021030
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBWIKS-USER
Entered Date	05/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LITTLETON
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	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 distributer, 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 distributer. 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

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

Record 49 of 72	
Reference Number	37298153
Created Date	04/26/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140300079279
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	04/26/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/26/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, Line 3	
Consumer Address, City	ORLANDO
Consumer Address, State Code	FL

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

Consumer

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

Company

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

Complaint

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

Complaint

Info Topic Description	
Complaint Info Comments	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/cmx/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 accredition 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'
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	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,

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

Record 51 of 72	
Reference Number	37298193
Created Date	05/01/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037025633
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	05/01/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/01/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	ORLANDO
Consumer Address, State Code	FL

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

Consumer

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

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

Complaint

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

Complaint

Info Topic Description	
Complaint Info Comments	I received 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/cmx/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 accredition 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'
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	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 distributer, 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 distributer. 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

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

Record 53 of 72	
Reference Number	37594293
Created Date	03/05/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037024963
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	03/05/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/05/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	STANFIELD
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

	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-reversable 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	I started out wanting to start working from home with OBS, I ordered all the materials by walmart moneycard (debit card)with number: 4470917627518028 on April 20th,2012. I decided after a week that I changed my mind on starting an online business. I called my personal business coach(Jim Stahl)and asked to get a full refund of the business materials(Herbalife product samples, and training materials). He said that I would get a full refund of the materials when they arrive to the listed facilities:3-ring binder with ticket attached to letter inside and Decision PackageOnline Business SystemsAttn: Laurie Sweetland203 E 35th Ave.Suite BBellevue, NE 68005Products, Black bag w/ brochures and other itemsHerbalife International of AmericaLos Angeles Distribution Center930 E 233rd St.Carson, CA 90745I shipped all the items back via USPS on April 25th, 2012 by Receipt Bill number 1000303805435. Its now been almost 3 weeks and still no refund on my debit card or by check in the mail --- Additional Comments: I want the $350 refund promised sent by check via USPS to my home address. I want my refund sent back withing 24 hours of this complaint'
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	
	The program states that you can try the business for 14 days and if you decide within 14 days that you don't want to proceed, they will refund all of your money with the exception of the initial shipping charge of $9.95 for the 'Decision Pack'. I received the Decision Pack on Jan. 28th, 2012 and cancelled on Feb. 1st, 2012. My contact person Mandy Lewis called my home phone 2 times on Feb. 2, 2012 and left mssgs saying she would call back. I had given her my cell phone as well and asked that she contact me on that # if she couldn't reach me at home as I have 3 kids in 3 different schools and 3 different drop-off times in the mornings. I did not hear from her again that day. I called Mandy Lewis by phone 6 times leaving messages on an 800# voice mail and at her home phone #, I also sent her 3 e-mails and she did not respond. I then sent her 1 more e-mail and copied her supervisor Diane Masel and Shawn Dahl. I also contacted the Online Business Systems help desk via e-mail on Feb. 1, 2012 trying to get someone to respond to me. On Feb. 4, 2012 Mandy Lewis finally responded claiming she tried to contact me, but that is not the truth and I have proof from her voice mails with time and date on them and from e-mails with time and dates. Once Mandy Lewis responded, she said to send back the materials to her which I did on Feb. 4th,

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 of 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	
	ON NOVEMBER 29 2011 WE SPOKE WITH CAROLYN WILHER WHO PRESENTED HERSELF AS A TEAM MEMBER AND COACH WITH ONLINE BUSINESS SYSTEMS/HERBALIFE. SHE OFFERED THE INTERNATIONAL BUSINESS PACKAGE AT A COST OF $399.95 ($400.00) SHE STATED THE PACKAGE HAD THE INCREASED PRICE FROM THE BASIC PACKAGE BECAUSE IT CONTAINED MARKETING TOOLS SUCH AS PHONE BURNER (A VALUABLE MARKETING TOOL TO DOUBLE PHONE CALL TOTALS INCREASE MESSAGES LEFT AND CONTACTS/CLIENTS REACHED) AND ADDITIONAL INGTERNET ADVERTISING TOOLS. AFTER A SHORT TIME WE WERE UNABLE TO REACH CAROLYN AND WENT SOME TIME WITHOUT CONTACT. ON MARCH 3, 2012 WE WERE CONTACTED BY RALPH SMITH THRU EMAIL AT WHICH TIME WE SET UP A TIME TO DISCUSS AND PURCHASE THE PACKAGE, MARCH 13, 2012 AT WHICH TIME WE WERE ASSURED THAT EVERYTHING PREVIOUSLY DISCUSSED TO BE INCLUDED IN THE PACKAGE WAS THE SAME AND NO CHANGES HAD BEEN MADE SINCE OUR LAST CONTACT AMD IN GOOD

Complaint Info Comments	FAITH MADE THIS PURCHASE/INVESTMENT USING A VISA CARD FOR $399.95 EXPECTING WHAT HAD BEEN PROMISED HOWEVER AS SOON AS WE PURCHASED THE PACKAGE WHICH ARRIVED ON MARCH 15, 2012 IT CONATINED 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 ASSITANCE AND GUIDANCE PROMISED ONCE THE PACKAGE WAS RECEIVED WAS VERY POOR AND MOSTLY NONEXSISTENT INSTEAD WE WERE JUST TOLD TO KEEP MOVING FORWARD IN THE STEPS OF THE START UP PORTION OF THE PROGRAM AND THE MARKETING TOOLS CONTAINIED WOULD BE FURTHER EXPLAINED I VOICED MY CONCERN WITH THIS ISSUE AND WAS DIRECTED TO A (1800) NUMBER WHERE I COULD LEAVE A MESSAGE AND WAIT FOR A RETURNED CALL I DID NOT RECEIVE THIS CALL AN I BECAME INCREASINGLY CONCERNED ONCE I SPOKE WITH THE COACH RALPH SMITH AND RECEIVED VAGUE ANSWERS AND CONSTANTLY TOLD TO JUST GO THRU THE PACKAGE AND TO PURCHASE THE ADITONAL TOOLS OFFERED AND THAT DIFFERENT MARKETING AND ADVERTISING TOOLS ARE PROVIDED IN THE PACKAGE HOWEVER PATICULARS

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

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

Record 57 of 72	
Reference Number	38425391
Created Date	05/04/2012
Complaint Source	BBB MO Saint Louis
Originator Reference Number	07340001449331
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBSAMO-USER
Entered Date	05/04/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/04/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	EASTMAN
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

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. dispite of numerous attempts for request refund of the purchase price. No replay has received as of this day, and they ahve fail to contact us as discripted on the website. --- Additional Comments: refund to of the purchase price, plus compensation for time spend for research and filling dispute on different agancies.'
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	
	After hearing about Income At Home (A rating on BBB) on Glenn Beck, we sent for an info packet on or about 8-3. Our coach, Patrick Cobb (P), was in touch in a few days. He is from Atlanta, GA. (770-433-2167, patrick.cobb@att.net) During this interview, I asked P many questions and he played a call from Tonya McDowell that explained if you joined, you have 2 options. 1.$69.95 charge for joining Herbalife. 2.$399.00 for Income At Home business package. My husband and I said we had to think and talk about it. The next day we called P back and said OK. P told me to sign on to myobsoffice.com. He gave me my ID number to enter and check out the system for no cost. I was given the prompt 'moveon' to go through the material quickly. In the second module they start taking about your back office. The cost is $79.99 a month! We immediately called P on speaker. He got his coach (b)(6) (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

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

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

Record 62 of 72	
Reference Number	41075926
Created Date	03/28/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140000020707
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	03/28/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	03/28/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	OMAHA
Consumer Address, State Code	NE
Consumer Address, State Name	Nebraska
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$300.00
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	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,

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

Record 63 of 72	
Reference Number	41076070
Created Date	05/02/2012
Complaint Source	BBB NE Omaha
Originator Reference Number	07140000021030
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBOMA-USER
Entered Date	05/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	05/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	LITTLETON
Consumer Address, State Code	CO
Consumer Address, State Name	Colorado
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$9.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	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 distributer, 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 distributer. 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

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

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

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

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I contacted this company called The online Business that sell herbalife supplements and before I decided if I wanted to sell the supplements they sent me a Decision Package and if I kept the Package they would charge me 39.95 on my Discover card but if I returned the package they wouldnt charge me anything. I received the package on May 24th and returned the package on May 31st of 2012. I have not received my refund at this point. I have been in contact with Dan Rodgers who is with the company through email at danrodgers@theonlinebusiness.com and by phone 877-295-0229 a number of times. The last time was on July 19th and I told him to refund my 39.95 to my Discover or I would report them to the BBB. He emailed me back Stating ' I put the credit in, let me check on it.' I then gave him one more month to fix the problem and still no refund on my credit card Statement. --- Additional Comments: I just want my refund of 39.95 put back on my Dicover credit card.'
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	When I followed the links to apply for the job I was led to http://www.gpienterprises.com/ap 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=popup92(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/virtu 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
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 Boulvard
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	
	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

Complaint Info Comments	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.
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	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

	approximately one month after OBS kept on closing the 'back office' (see attachments'). When I finally completed the training and was ready to purchase some leads from OBS I was informed that someone had arbitrarily changed my status back to 'Distributor' two steps below the 'Supervisor' status I had paid for. Please see e-mail from Cathy Callahan dated 7-25-12. After repeated requests for the name of the person responsible who changed my status went unanswered, I have resigned from OBS/Herbalife. Their 'bait and switch' actions are not acceptable. Therefore, I would request that you help us get our $1,397.95 back from OBS. All I want is my money back. I want to thank you in advance for your help in this matter.Respectfully,(b)(6) -- Additional Comments: I want my money back - $1,397.95',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 68 of 72	
Reference Number	42197832
Created Date	11/19/2012
Complaint Source	BBB CO Colorado Springs
Originator Reference Number	07850037028271
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBCOCO-USER
Entered Date	11/19/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	11/19/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	KEIZER
Consumer Address, State Code	OR
Consumer Address, State Name	Oregon
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

	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.',
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	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 apositive 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 myDecision Pack. I am still hoping this will work for me. When the decision pack arrived, I watched the Video presenttion and reviewed the materials and everything looked so promising and inspirational. After the instructions and the BusinessIntroduction 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 theydisclose 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
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	On 8/3/12, I requested information at the WorkatHome.com website about their business opportunity. I was assigned to Ms. Rodriguez, who sent me a package with 2 DVDs from Online Business Systems at a cost of $9.95. These DVDs just tout the fact that many people have earned lots of money using their system, but do not state what the system is. If I did not return that package within 14 days, I would have been charged an additional $39.95. On 8/8/12, I received a very long phone call from Ms. Rodriguez, who played a long recording that revealed the name of the product being sold was Herbalife, and to continue with the program, I would need to spend an additional $399. I was directed to a website where I read a lot of legalese. I mentioned to Ms. Rodriguez that I would not be able to remember everything read and would hopefully be able to get a copy of everything; I got a positive reply. I also asked if, in this business, I could be sued if someone had a bad reaction to the product. She specifically said, 'No.' I gave her my credit card number on the phone, my account was activated, and was told another package of items would be sent to me. I then got access to more information online. After reading the information, I discovered that I would have to put more money into the business, I would have to attend more meetings on the phone and in

	person, and a main part of the business is trying to recruit more people. I also discovered Herbalife has already been sued and independent distributors can be sued as well. After finding out this information, on 8/10/12 I sent an e-mail to Ms. Rodriguez stating that I had changed my mind, did not want to pursue the business, wanted to return her package, and obtain a refund. She specifically told me to send the package to her address in Vista, CA. At my expense, TWO packages were returned to her with delivery confirmation, but all she can now say is she has not received anything. The USPS website says 'Notice Left.' Still no refund. --- Additional Comments: DesiredSettlementID: Other (requires explanation)I spent $50 returning TWO pkgs to Ms. Rodriguez, including insurance and delivery confirmation. I can see that amount being deducted from $399 refund. However, considering the two pkgs were unopened and immediately returned to the address she told me to send returns to, I feel I am due a refund of $349. I do not recall reading anything that stated I could not receive a refund, but I never received a copy of all the legalese so cannot prove this. However, I never signed anything either.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

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

	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 imapacted 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 supplemets --- 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 aproximatley $3000.00, time required equall a full time job, and the company name behind the ad: Herbalife.',
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

Provided by the Federal Trade Commission

PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	41703499	**Originator Reference Number:**	
Language:	English	**Contact Type:**	**Complaint**
Source:	Consumer	**DNC?**	N
Comments:	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.		
Was the complaint resolved?:		**Complaint Resolution:**	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	11/13/2012
Updated By:		**Updated Date:**	
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Code:**	Internet Information Services
Amount Requested:	$4,000.00	**Amount Paid:**	$4,000.00
Payment Method:		**Agency Contact:**	Internet
Complaint Date:	11/13/2012	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation

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

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

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

Provided by the Federal Trade Commission

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	On January 8, 2011, I purchased the income at home training pack for $9.95 shipping only for a 60 trail. Problem #1: No reciept purchase was emailed to me. Got interested in the program, etc. Then purchased the $199 Herbalife starter pack. Problem #2: Agian no email of reciept was sent to me of purchase. Then was conned into the 'senior consultant position,' for $451. Problem #3: Agian like problems 1 and 2, no form of reciept. Then just to get into the 'so called' 'Supervisior' position, was another $2500, which I didn't go for. Thats when I decided to bring this to a halt because to me it raised a red flag!! I did my own investigation on this company, and found nomerous scam/rip-off reports. Also just to add to it, was sent to an 'ioffice program' to start my training. The website is actually a paysite for $19.95 a month, AND, just to get to start training, I had to purchase MORE programs. Thats when I really decided this is too much, and Im loosing all my hard earned money, this company is getting richer as they funnel more money out of me!! This is ridicolus!!

	On Jan. 20th and 21st, I emailed my mentor/coach, Gary Baily, I told him that I was having finanicial 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 Advertisment?? 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	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 is was Herbalife, which my mother tryed 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'
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	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 pamphet 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 recuiting 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

	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)(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	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. '
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	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. '
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	To the Better Business Bureau-I received two emails from an unknown source that I did not request. It requested I look at a Huffington Post article about a local woman that is making a lot of money at a home based internet business. I clicked on the link and found an article supposedly by CNBC media group about a woman named Emily Stewart who lives in my home town (Newfields, NH) and who is making $3487/month by 'posting links on the internet for big companies.' In the supposed interview she states that it is not a scam and to click on the link provided with the article. Below the link it said that the home based business kit is BBB A+ rated. (I have since learned that the business I mention herein is NOT accreditted by the BBB at all!) After I clicked on that link I filled in the form and gave my credit card info toward the shipping and handling ($9.95) of this kit. What I received was a joke. I got a thin color booklet and DVD which contained testimonials of people (first names only and state they reside in) who are supposedly making a lot of money with this business (which was never named). I got an email from a woman in California: Helga Hufnagl of 26390 Harrisburg Dr. Sun City, CA 92586 (phone: 951-301-6598, email: helgahufnagl@verizon.net) saying she needed to talk with me ASAP to set up a

	phone appointment. I asked her what the business is and she told me it is HerbaLife. I caught on to the scam having heard of the many legal problems HerbaLife has had. I asked to return the package for a refund. She gave me the following address to do so: EHome Distribution 9207 North 9th Ave. Phoenix, AZ 85021. She said if I return it before 14 days I won't be charged an additional $39.95 -which I was never informed of. I returned the package and cancelled my credit card having learned of others online who have been continuously charged without notice or their permission by this scam. Helga said she cannot refund my money because she never got it. The charge was made in her name. --- Additional Comments: I would like my $9.95 refunded to me by Helga Hufnagl via the form of a personal check sent to me at my home address. She charged my credit card herself; the charge has her full name on it on my credit card statement. The advertising for the package I was sent was fraudalent, 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	I signed on to the eHome Business Network expecting to be trained on selling Herbalife products. The program and training consisted of training and usage of the ioffice products. I only participated in the Part A training of step 1. Therefore I would like a refund of $199.95. I contacted my Sponsor to let her know I did not want to continue. I contacted her via her home office phone and email starting February 14, 2012 but she has not returned my calls. Her name is Denise Drenning at 419-335-6980. The whole setup seems like a pyramid sceme for ioffice than helping develope a Herbalife distributor ship. Also the sponsor keep trying to push me to be a supervisor, which was not what I'm looking for. --- Additional Comments: I want a refund because I did not complete the training and their sponsor seems to be avoiding me. I believe she does not want to process my refund.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 8 of 15	
Reference Number	37973594
Created Date	04/02/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260008973713
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	04/02/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	04/02/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	b(6)
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	FORT WORTH
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

Record 9 of 15	
Reference Number	39726327
Created Date	08/09/2012
Complaint Source	BBB AZ Phoenix
Originator Reference Number	11260009152879
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBPHAZ-USER
Entered Date	08/09/2012
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/09/2012
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	DAVIS
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

	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.'
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	
	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

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

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

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

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

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

	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	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

	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	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.',
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	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

	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	
	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

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 FAILDED TO ADDRESS THESE ISSUES EXCEPT EHOME HAS NOW ANNOUNCED THAT THEY NO LONGER ARE DOING BUSINESS WITH HERBALIFE INTERNATIONAL leaving me 'holding the bag' unless I join them.SUFFERED FROM SEVERE STOMACH TRAMA AND SLEEPLESS NIGHTS!!!! --- Additional Comments: For EHOME to compensate and reimburse me for the the three months of my life put into these now unrecognized leads by Herbalife International, which were as I say again, WERE NEVER DISCLOSED BY EHOME! The receipts for these UNRECOGNIZED LEADS FOR THREE MONTHS (APRIL, MAY & JUNE 2012 @ $1,949.25/MONTH) TOTALED $5,847.75 - COPIES ON FILEThe time, work and effort put into these UNRECOGNIZED LEADS FOR THREE MONTHS (APRIL, MAY & JUNE 2012 @ $1,000/MONTH) TOTALED $3,000.00 - COPIES ON FILETOTAL: $8,847.75I ALSO WANT TO RECEIVE NO FURTHER COMMUNICATIONS FROM EHOME OR BRIDGE TO BUSINESS aka B2B IN ANYWAY, SHAPE OR FORM (only compensation and reimbursement, TOTALLINY $8,847.75) AND I WANT ASSURANCE THAT I NOR MY FAMILY WILL EVER SUFFER ANY RAMIFICATIONS FROM CONTACTS MADE THROUGH LEADS PURCHASED FROM BRIDGE TO BUSINESS aka B2B when I NEVER knew these were UNRECOGNIZED BUSINESS METHODS by Herbalife International.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days	

Flag - FOIA only	

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

Provided by the Federal Trade Commission

PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	36976664	**Originator Reference Number:**	
Language:	English	**Contact Type:**	**Complaint**
Source:	Consumer	**DNC?**	N
Comments:	I joined a company called **Herbalife** to get involved with selling and distributing protein powder shake products and nutritionals 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?:**	
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:**	I1108081527334532
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 waitting 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 caneled 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:**	
City:	LITTLE ELM	**State:**	Texas
Zip:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	50 - 59
Military Service Branch:		**Soldier Status:**	
Soldier Station:			
Subject			
Subject:	**First Data**		
Address:	4000 Coral Ridge Drive		

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

Provided by the Federal Trade Commission

PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	22172283	**Originator Reference Number:**	
Language:	English	**Contact Type:**	**Complaint**
Source:	Consumer	**DNC?**	N
Comments:	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)		
Was the complaint resolved?:		**Complaint Resolution:**	
Data Reference:			
Entered By:	FTCCIS-FTCUSER	**Entry Date:**	3/26/2009
Updated By:		**Updated Date:**	
Complaint Source:	FTC Online Complaint Assistant (CIS)	**Product Service Code:**	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	$4,200.00	**Amount Paid:**	$6,511.00
Payment Method:	MasterCard Credit Card	**Agency Contact:**	Internet
Complaint Date:	3/26/2009	**Transaction Date:**	12/4/2008
Initial Contact:	Internet/E-mail	**Initial Response:**	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	**Law Violation:**	Deception/Misrepresentation
Topic:		**Dispute with Credit Bureau?:**	N
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			

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

Provided by the Federal Trade Commission

CONSUMER SENTINEL NETWORK
Law enforcement's source for consumer complaints

PRINT

Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints			
Reference Number:	36616237	**Originator Reference Number:**	07850037024847
Language:	English	**Contact Type:**	Complaint
Source:	Organization	**DNC?**	N
Comments:	I ordered a 2 week trial for meal replacement shakes called Herbalife. They are sold by individual distributors. I was told my Sherry Mann from TX via e-mail that my credit card would be charged 39.99 if I did not return the unused portion of the shakes. I returned the unused portion on 2-15-2012 via priority mail. On 2-21-2012, I received my Chase credit card bill and there were two charges from Sherry Mann for $4.95 on 1-24-12 and 4.95 on 2-2-2012. I e-mailed her immediately and have not gotten a response. It was not communicated to me what these charges are for and I could find nothing on the website that would indicate why my credit card would be charged. --- Additional Comments: I would like to receive a copy of what is to occur if a customer orders meal replacement shakes from greatshapetoday.com.I would like a refund of $9.90 to cover the two charges of 4.95.'		
Was the complaint resolved?:		**Complaint Resolution:**	
Data Reference:			
Entered By:	BBBCOCO-USER	**Entry Date:**	2/22/2012
Updated By:		**Updated Date:**	
Complaint Source:	BBB CO Colorado Springs	**Product Service Code:**	Health Care: Diet Products\Centers\Plans
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	2/22/2012	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	**Last Name:**	(b)(6
Address 1:		**Address 2:**	
City:	GALLOWAY	**State:**	Ohio
Zip:		**Country:**	UNITED STATES
Home Number:	(b)(6)	**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	

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

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

Subject ID 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 15Nate,It was for $12.95. Product, shipping, handling, Tax, etc. as per agreemnet on the website. We would like to ship the shake and get you on board for our weight loss program. We were calling to explain the program but need to process the card prior to shipping the shake.Give us a call at 414-530-2072 and we can proceed. You'll really like the Product and **Herbalife** has been in business for 30 years.Thanks,Colleen --- Additional Comments: compliance with what they advertise, more up front about pricing on website. If airlines have to do it (i handled sales/marketing/advertising for airlines for 14 years, so I feel I'm an expert) then I suggest this company should be more honest about it.'		
Was the complaint resolved?:		**Complaint Resolution:**	
Data Reference:			
Entered By:	BBBCOCO-USER	**Entry Date:**	10/4/2011
Updated By:	BBBCOCO-USER	**Updated Date:**	2/11/2012
Complaint Source:	BBB CO Colorado Springs	**Product Service Code:**	Health Care: Diet Products\Centers\Plans
Amount Requested:		**Amount Paid:**	
Payment Method:		**Agency Contact:**	External Agency
Complaint Date:	10/4/2011	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	JUNEAU	**State:**	Alaska
Zip:		**Country:**	UNITED STATES
Home Number:	(b)(6)	**Work Number:**	(b)(6)
Fax Number:		**Ext:**	
Email:		**Age Range:**	
Military Service Branch:		**Soldier Status:**	
Soldier Station:			
Subject			
Subject:	**Great Shape Today** - National Support		
Address:	6946 N Academy Blvd #166		
City:	Colorado Springs	**State/Prov:**	Colorado
ZIP:	80918	**Country:**	United States
Email:		**URL:**	www.greatshapetoday.com

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

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

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

Provided by the Federal Trade Commission

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:	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: On 07/19/2011 I received an unsolicited e mail from "Erin Carney"<erincarneyp669@hotmail.com> offering a "great job opportunity". I followed the link in the e mail http://digg.com/u1XFh4, and it took me to a page with a news report from "News Daily 7" that I read through, and I was interested by this part in the article: I needed reliable income, I was not interested in the "get rich quick" scams you see all over the internet. Those are all pyramid scams or stuff where you have to sell to your friends and family... I applied for a work at home kit. There is a small shipping and handling fee, its not really free but it was under $5. I got the Kit and within four weeks I was making over $5,000 a month. It's really simple, I am not a computer whiz, but I can use the internet. I post links that are given to me, I don't even have to sell anything and nobody has to buy anything. They are constantly recruiting people to post links, you should try it." Well, based on that information, I filled out a form, I paid $10.95 for shipping and handling, for a "Test Drive Kit DVD", A few minutes later I was contacted by "Vicky Bridges" who urged me to send her an e mail so that an appointment would be set up with a mentor and I was indicated to watch the entire DVD as well as read a book that comes in the Fedex package. This morning I received the package and it was far from a test kit, it was only ridiculous advertising of how can you get rich from day to night (17 minutes of successful stories) and 2 minutes after the end, they started talking about a nutritional program. (????) The booklet is nothing but a brainwash of succesful stories of people who has became 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.		
Was the complaint resolved?:		**Complaint Resolution:**	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	**Entry Date:**	7/20/2011
Updated By:		**Updated Date:**	
Complaint Source:	Internet Crime Complaint Center	**Product Service Code:**	Other (Note in Comments)
Amount Requested:		**Amount Paid:**	$10.95
Payment Method:	Other Credit Card	**Agency Contact:**	External Agency
Complaint Date:	7/20/2011	**Transaction Date:**	
Initial Contact:	Internet/E-mail	**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	

Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	SAN JOSE	**State:**	California
Zip:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	30 - 39
Military Service Branch:		**Soldier Status:**	
Soldier Station:			
Subject			
Subject:	**Home Based Business**		
Address:	unknown		
City:		**State/Prov:**	California
ZIP:		**Country:**	United States
Email:	vicki.bridges@connectehome.com	**URL:**	http://the7stepsecret.com/start/offer/?affid=12&s-pid=380215&s-psid=190545785
Area Code:	408	**Phone Number:**	2099866
Ext:		**Subject ID Type:**	
Subject ID Issuer State:		**Subject ID Issuer Country:**	
Representative Name:	Vicky Bridges	**Title:**	

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	28306733	**Originator Reference Number:**	I1011091746467991
Language:	English	**Contact Type:**	**Complaint**
Source:	Organization	**DNC?**	N
Comments:	ICCC Ref #:I1011091746467991. An ad came on my computer saying that this business was the best home based internet business and that this person had personally benefitted from it with many dollars of income. Then it asked me to authorize a small amount of money ($2.00-3.00) by credit card to be contacted in 48 hours. I did this just to get information only. I was called by Joyce Jackson and told to authorize another $40 and she would send me a big packet of information and get me going on making over $10,000 per month. I authorized the payment and received my packet via FED-EX the next day. The packet contained a letter from Joyce giving me instructions to complete before she made an appointment on November 6, 2010 at 11:00 a.m. MDT. The packet was full of testimonials of many people who had made huge amounts of money and a DVD from another man, Anthony, who gave further testimonials of this business. There was no address of the business, no phone number other than Joyce's, and no information as to what I would be selling. At the 11:00 appointment, Joyce asked me many questions as to my goals of making money and then indicated that I would have to give another $199.00 to get a "training packet". Then I was told the product I would be selling would be **Herbalife** Wellness products but that I would have to use my own contacts to market the product to. She became upset when I wouldn't authorize the payment right away. When I inquired about how I would pay taxes or get a business tax number, she replied she didn't know anything about taxes and nobody had asked that "dumb" question before. Obviously this is a pyramid scheme to get money and to market a questionable product to unsuspecting people. Upon inquiry by internet of **Herbalife** products, I learned it is a Los Angeles, CA company with problems. The product has chemicals in it that are dangerous and some countries have already banned it from being sold. It is a scam and I believe people are marketing it in the US and saying they live out of the country. Perhaps Joyce Jackson lives in Brittish Columbia but who knows. The fact that she doesn't want me to get a legal business license or provide me with information on paying taxes means she is cheating the IRS or her own taxing system in Canada. I suspect those selling this product in the USA do not have a tax number and are not paying taxes to the IRS on their earnings. Another red flag was that the initial web page showed logos from the Better Business bureau, CNN, ABC, NBC and indicated that this company was endorsed by these companies. This is why I thought maybe this company was not a scam and authorized the first payment of monies to inquire about the business. I have learned that the Better Business Bureau did not endorse this or any other product, and that Joyce Jackson did not know anything about the other "endorsements". This is a scam and this company needs to be prosecuted and removed from the internet. People like Joyce Jackson perhaps don't know what they are doing or if they do, are likely to continue if money is coming in the door. She should not profit from my work. I will not continue to deal with her and want my money back. I am available to contact if necessary for further details.		
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:		**Address 2:**	
City:	ST. ANTHONY	**State:**	Indiana
Zip:	(b)(6)	**Country:**	UNITED STATES
Home Number:		**Work Number:**	
Fax Number:		**Ext:**	
Email:		**Age Range:**	20 - 29

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

Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	23415450	**Originator Reference Number:**	I0907071304094291
Language:	English	**Contact Type:**	**Complaint**
Source:	Organization	**DNC?**	N
Comments:	ICCC Ref #:I0907071304094291. On 5/6/2009, I spoke with a John Neff. I gave my debit card number for a debit of $9.95 for shipping and handling of information on an at-home business. I never agreed to anything more than reading the material and reviewing the DVD. I spoke 2 more times with John Neff, I had not reviewed the information yet. He was to call me back to schedule a telephone payment. I never heard from him again. On 6/27/2009 a company called livingwellness fraudulently debited my account for $39.95 causing overdrafts for a total amount of $156.09. I contacted the bank, in order to have them dispute a debit card transaction I had to return my debit card. I said I would dispute it and closed my card and ordered a new debit card. I called the number John Neff gave me. He did call me back on 6/29/2009. I asked if he had debited my account, he said yes because I had not returned the information material he sent me. NEVER was I advised the material was to be returned, nor was I advised that my account would be debited. The only information received with the material was a letter from a Gary and Kathy Neff with instructions on reviewing the material and DVD. There was no instructions to return the material or that my account would be debited further. When I spoke with John Neff I asked him to e-mail anything that I had agreed to any money being debited fromn my account. He said he would. He has not. The address he gave me was to his attention, I wanted the name of the business and he told me **HERBALIFE**.		
Was the complaint resolved?:		**Complaint Resolution:**	
Data Reference:	More Information on Data Contributor Complaints?		
Entered By:	IC3-USER	**Entry Date:**	7/7/2009
Updated By:		**Updated Date:**	
Complaint Source:	Internet Crime Complaint Center	**Product Service Code:**	Internet Access Services
Amount Requested:		**Amount Paid:**	$156.09
Payment Method:	Not Reported	**Agency Contact:**	External Agency
Complaint Date:	7/7/2009	**Transaction Date:**	
Initial Contact:		**Initial Response:**	
Statute/Rule:		**Law Violation:**	
Topic:		**Dispute with Credit Bureau?:**	
Dispute with Credit Bureau - Responded?:		**Dispute with Credit Bureau - Resolved to Satisfaction?:**	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:	(b)(6)	**Last Name:**	(b)(6)
Address 1:		**Address 2:**	
City:	SOUTH BEND	**State:**	Indiana
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:	On Line **Home Based Business**		

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

Provided by the Federal Trade Commission

CIS COMPLAINT

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

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

Company Rep Comments	Owner
Complaint Info Initial Contact Method	
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	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. 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. This is a Herbalife scam!!!!! I WANT MY $$ BACK!!!!DesiredSettlementID: Refund --- Additional Comments: I WANT ALL OF

	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	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! 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

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

Record 3 of 13	
Reference Number	29529813
Created Date	02/14/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027177841
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	02/14/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	02/12/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIRAMAR
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

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

	price of the kit. Debbie said it was the shipping charges. Well, I want my $39.95 back since I was never told that this was the actual price of the kit. My wife was present during the phone conversation and we told Debbie we had the speaker phone when we talked to her the first time, and she agreed to it. I feel BBB should look closely into this company because it is obvious it is a pyramid scam to me. Thank you.DesiredSettlementID: RefundProduct_Or_Service: A kit to encourage you to be part of the company. They don' tell you what you are sellingPurchase_Price: 39.95 --- Additional Comments: I want my $39.95 back since I was not told that I was purchasing the kit for that price. I paid $9.95 and the kit was sent to me. I was not told that the price I paid was just the shipping.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

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

Record 5 of 13	
Reference Number	29925745
Created Date	03/03/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027179998
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	03/03/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	03/02/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	WESTLAND
Consumer Address, State Code	MI
Consumer Address, State Name	Michigan
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

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

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

Record 6 of 13	
Reference Number	30384643
Created Date	04/06/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027184542
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	04/06/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	04/06/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	SAN MARCOS
Consumer Address, State Code	TX
Consumer Address, State Name	Texas
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	
Consumer Home Phone, Number	
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	

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

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

Complaint Info Comments	they did refund the $100.00, but they locked up the website completely. I was promised a website to sell Herbalife products on when I purchased the first packet for $399.00. IncomeatHome locked me out of it, so where is my $399.00? I no longer have a way to sell Herbalife products online and there would be no other way for me to sell them because I live on a Disability Check and am unable to travel. Since they promised me a website, I also want the $2,960.11 returned to me and I will send their products back to me. As noted above, Pat stated, ?We are a Marketing System vendor and not part of Herbalife?? Without Herbalife, they would not have a business, so they are affiliated with them or indirectly involved. I am not employed by Herbalife, nor am I affiliated with them, nor did I purchase the products from them, I purchased them from IncomeatHome.com. (This is a portion of the two page letter that will go out in the mail tomorrow to you)DesiredSettlementID: RefundProduct_Or_Service: IncomeatHome.comOrder_Number: n/aPurchase_Price: 3469.06 --- Additional Comments: $3/369.06'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

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

	This is your official buySAFE Certificate of Guarantee that is provided to you and paid for by IncomeAtHome.com. *** The name of the contact 'tutor' is (?) Jack Leonard, email: 'arubarunner@hotmail.com';, Web page: newhomewebbiz.com Phone numbers: 888-367-7241,443-293-7870 All of the above worked for several days until the 'phone interview'... The radio advertizing is still on so I wonder if it was a lone scam or there's more.. I would like to contact customer service (if it exists) to know what happened and decide if continue with what was offered or ask for a refund... if it is not another scam! Thanks in advance or your help. (b)(6) DesiredSettlementID: RefundProduct_Or_Service: incomeathome online systemPurchase_Price: 50.00 --- Additional Comments: Continue with the service or receive a refund if I am not satisfied after the explanation of the problem.'
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute 45 Days Flag - FOIA only	

Record 8 of 13	
Reference Number	30838476
Created Date	05/26/2011
Complaint Source	BBB GA Atlanta
Originator Reference Number	04430027193820
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBBATGA-USER
Entered Date	05/26/2011
Updated By	BBBATGA-USER
Updated Date	07/01/2012
Agency Contact	External Agency
Complaint Date	05/26/2011
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	CHICO
Consumer Address, State Code	CA
Consumer Address, State Name	California
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)
Consumer Work Phone, Extension	
Consumer Fax, Country Code	

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

Method	
Complaint Info Amount Requested Value	
Complaint Info Amount Paid Method	
Complaint Info Amount Paid Value	$199.95
Complaint Info Product Service Code	4006
Complaint Info Product Service Description	Business Opportunities\Work-At-Home Plans
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	I learned about incomeathome.com through radio advertising by Dr. Laura and became interested. I went to their website and obtained the information to find out more. I was put in contact with a representative for retail sale of Herbalife. I was then put on a conference call with this representative and one other salesperson (the closer). I was pressured to spend approximately $3900.00 to get this at home business started, of which I chose to think about. I paid a $199.95 fee to get the training package prior to this phone call. Anyway, I decided not to go forth with this venture and requested a refund of the $199.95. The training package was returned by myself to Stephanie Reisdorf 15124 Watermill Lake Trail Midlothian, VA 23112 (the 'mentor') who sent me the package in mid April. I was told by this mentor that a refund had be sent to me vis US mail. To this day I have not received that refund. I have made many attempts to contact this mentor with no response by phone and email. Now, the phone number has been disconnected or no longer in service.DesiredSettlementID: RefundProduct_Or_Service: herbalife training packagePurchase_Price: 199.95 --- Additional Comments: a refund of the $199.95'
Complaint Info CRA Dispute Flag	

Complaint Info CRA Dispute 45 Days Flag - FOIA only	