

Fina, Joan E.

From: rob@altresearch.com [rmacarthur@altresearch.com]
Sent: Monday, January 22, 2007 2:49 PM
To: FOIA
Subject: Herbalife

2007-4~~5~~ MW
311

Please send me any correspondence between the FTC and Herbalife International from January 1st 2006 to January 21, 2007.

Robert MacArthur
Alternative Research Service, Inc.
Rmacarthur@altresearch.com <mailto:Rmacarthur@altresearch.com >
203-244-5174

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

FEB 14 2007

Mr. Robert MacArthur
Alternative Research Service, Inc.
633 Danbury Road, #24
Ridgefield, CT 06877

Re: FOIA-2007-00341
Herbalife

Dear Mr. MacArthur:

This is in response to your request dated 01/22/2007, under the Freedom of Information Act seeking access to any correspondence between the FTC and Herbalife International from January 1, 2006 to January 21, 2007. In accordance with the FOIA and agency policy, we have searched our records, as of 01/24/2007, the date we received your request in our FOIA office.

We have located 23 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. One page, and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

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

Enclosed are 22 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, NW, 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 have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Margaret B. Woodson at (202) 326-2417. Also, if you wish to make a comment or suggestion about the way we have handled your FOIA request, you may do so through the link found at <http://www.ftc.gov/foia/contact.htm>.

Sincerely,

A handwritten signature in black ink, appearing to read 'Joan E. Fina', written in a cursive style.

Joan E. Fina
Attorney

Enclosed:
Consumer Complaints- 22 Pages



01/25/2007

MWOODSON

Transaction

Ref No.: 9685067 Contact Type:Complaint Source:Consumer TCS? Y

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.

Created By: BMORGAN Created Date: 01/03/07

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 290.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date: 01/07/06

Initial Response:Unknown

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

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

Address:

City:

Brampton

Country:

CANADA

Work phone:

(b)(6)

Ext:

Fax Number:

Home Number:

(b)(6)

Email:

Age Range:

40 - 49

First:

(b)(6)

State: ON Zip:

(b)(6)



01/25/2007

MWOODSON

Company

Company: Herbalife

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 9666667 Contact Type:Complaint Source:Consumer TCS? Y

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.

Created By: RBROWN1 Created Date: 12/28/06

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 700.00

Amt Paid: 700.00 Payment Method: Not Reported

Agency Contact: Mail Complaint Date: 12/04/06

Initial Contact: Unknown Transaction Date: 12/04/06

Initial Response: Unknown

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

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Flowery Branch

State: GA Zip

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number:

Home Number:

Email:

Age Range:



01/25/2007

MWOODSON

Company

Company: Herbalife International

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 9616143 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # (b)(6): I 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 of charges that I had not made. The credit card with the fraudulent 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. Everytime 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

Created By: IFCC Created Date: 10/06/06
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 10/06/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



01/25/2007

MWOODSON

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: (b)(6)
Address:

City: DALLAS
Country: UNITED STATES
Work phone: () Ext:
Fax Number: ()
Home Number: (b)(6)
Email:
Age Range:

First (b)(6)

State: TX Zip: (b)(6)

Company

Company: Herbalife
Address: 3010 Saint Lynda Drive

City: MANSFIELD
Country: UNITED STATES
Email:
Phone: (817) 4779427 Ext:

State: TX Zip: 76063

URL:

Company Representative

Rep Name: Bahon, Jacquelyn

Title:

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 8777628 Contact Type:Complaint Source:Consumer TCS? Y

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.

Created By: MPHILLIPS Created Date: 08/08/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 3,100.00
Amt Paid: 3,100.00 Payment Method: MasterCard Credit Card
Agency Contact: Internet Complaint Date: 08/04/06
Initial Contact: TV/Radio Transaction Date: 07/10/06

Initial Response:

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6)

Address:

City: Burlington

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 50 - 59

First: (b)(6)
State: NC Zip: (b)(6)



01/25/2007

MWOODSON

Company

Company: Herbalife International

Address: 620 Newport Center Drive, Suite 400

City: Newport Beach

State: CA Zip: 92660

Country: UNITED STATES

Email: Doran@freedom4yourfamily.com

URL:Herbalife.com

Phone: (949) 7203636

Ext:

Company Representative

Rep Name: Rake, Bob

Title:

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 8543374 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Work at Home Business) I found a "Work at Home" advertisement online and submitted my information. I was aggressively 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.

Created By: DCRASE Created Date: 07/05/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 2,000.00

Amt Paid: 1,931.00 Payment Method:Wire Transfer

Agency Contact: Internet Complaint Date: 07/02/06

Initial Contact: Phone Transaction Date: 06/01/05

Initial Response:

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

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: Hobe Sound

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()
Home Number: (b)(6)
Email:

Age Range: 18 - 19



01/25/2007

MWOODSON

Company

Company: Herbalife International

Address: 9800 S. La Cienega Blvd.

City: Inglewood

State: CA Zip: 90301

Country: UNITED STATES

Email:

URL:www.herbalife.com

Phone: (866) 8664744 Ext:

Company Representative

Rep Name: Greenen, Jerry

Title:

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 8534036 Contact Type:Complaint Source:Consumer TCS? Y

Comments: Fraudulent ad: Company is advertising in job listings. 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+Tchida+email&hl=en&lr=&safe=off&start=10&sa=N"
"Gretel 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=Gretel+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.

Created By: RBROWN1 Created Date: 07/03/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 350.00

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 06/29/06

Initial Contact: Internet (Other) Transaction Date: 06/29/06

Initial Response:

Product/Service: Employ Agencies\Job Counsel\Overseas Work

Statute/Rule: FTC Act Sec 5 (BCP)



01/25/2007

MWOODSON

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: D

First: D

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email: (b)(6)

Age Range:

Company

Company: Herbalife

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Rep Name: Tchida, Gretel

Title:

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 8466034 Contact Type:Complaint Source:Consumer TCS? Y

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.

Created By: JHART Created Date: 06/21/06

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 399.00

Amt Paid: 399.00 Payment Method: Other Credit Card

Agency Contact: Mail Complaint Date: 05/02/06

Initial Contact: Mail Transaction Date:

Initial Response:Phone: other

Product/Service: Health Care: Dietary Supplements\Herbal Remedies
Bus Opps\Franchises\Distributorships

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Enfield

State: CT Zip:

(b)(6)

Country: UNITED STATES

Work phone () Ext:

Fax Number:

Home Number:

(b)(6)

Email:

Age Range:



01/25/2007

MWOODSON

Company

Company: Herbalife International of America

Address: 9800 S La Cienega Blvd

PO Box 80210

City: Los Angeles

State: CA Zip: 90080-0210

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 8132203 Contact Type:Complaint Source:Consumer TCS? Y

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.

Created By: JPITTS Created Date: 05/01/06
Updated By: JPITTS Updated Date: 05/01/06
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 399.00
Amt Paid: 399.00 Payment Method: American Express Credit Card

Agency Contact: Phone Complaint Date:

Initial Contact: Internet Web Site Transaction Date: 04/15/06

Initial Response:Phone: 800/888

Product/Service: Health Care: Dietary Supplements\Herbal Remedies

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.: (b)(6)
Last name: (b)(6)
Address: (b)(6)

First: (b)(6)

City: Enfield
Country: UNITED STATES
Work phone: (b)(6)
Fax Number: (b)(6)
Home Number: (b)(6)

State: CT Zip (b)(6)

Email:
Age Range: 20 - 29

Ext:



01/25/2007

MWOODSON

number

Company

Company: Herbalife

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 7942178 Contact Type:Complaint Source:Consumer TCS? Y

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.

Created By: JPITTS Created Date: 03/30/06

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 94.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Print Transaction Date: 08/01/05

Initial Response:Phone: 800/888

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)
Last name: (b)(6)
Address: (b)(6)

First: (b)(6)

City: Milford

State: CT Zip: (b)(6)

Country: UNITED STATES

Work phone: (b)(6) Ext:

Fax Number:

Home Number: (b)(6)

Email:

Age Range: 30 - 39



01/25/2007

MWOODSON

number

Company

Company: Herbalife International

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 7778410 Contact Type:Complaint Source:Consumer TCS? Y

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.

Created By: RLOPER Created Date: 03/03/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 274.00

Amt Paid: 274.00 Payment Method: Cash

Agency Contact: Internet Complaint Date: 03/02/06

Initial Contact: In Person Transaction Date:

Initial Response:

Product/Service: Health Care: Dietary Supplements\Herbal Remedies

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

Address:

City: Fontana

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29

First: (b)(6)

State: CA Zip (b)(6)



01/25/2007

MWOODSON

Company

Company: Herbalife

Address:

City: Los Angeles

State: CA Zip:

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



01/25/2007

MWOODSON

Transaction

Ref No.: 7590486 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Consumer wanted info on Herbalife, if it had good ratings to do bussiness with because he contacted the BBB and they have a good report on it. No personal info was provided.

Created By: DGIRONCHAVEZ Created Date: 02/02/06

Updated By: Updated Date:

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: .00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date: 02/02/06

Initial Response: Unknown

Product/Service: Health Care: Dietary Supplements\Herbal Remedies

Statute/Rule:

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)
Last name: (b)(6)

First: (b)(6)

Address:

City: Wilmington State: CA Zip: (b)(6)
Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



01/25/2007

MWOODSON

Company

Company: Herbalife

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



DIRECT SELLING ASSOCIATION

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

September 26, 2008

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

Dear Sir/Madam:

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

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

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

Herbalife International of America, Inc.
1800 Century Park East
Los Angeles, CA 90067

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

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

Sincerely,

John Webb
Associate Legal Counsel



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

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

OCT 28 2008

Re: FOIA-2009-00053
Herbalife International of America

Dear Mr. Webb:

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

We have located 71 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Eleven full pages and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

I am withholding 11 responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C. § 57b-2(f), *see Kathleen McDermott v. FTC*, 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981).

Enclosed are 56 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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

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

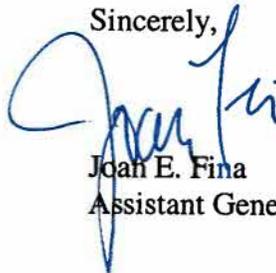
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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

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

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Troy Krouse at (202)326-3763.

Sincerely,



Joan E. Fina
Assistant General Counsel

Enclosed:
60 pages



Record Details

Consumer Sentinel Network Complaints

Record # 1 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	19568692	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
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.		
Entered By:	ikilpatrick	Entry Date:	7/16/2008
Updated By:	ikilpatrick	Updated Date:	7/16/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$50.00	Amount Paid:	\$50.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	7/16/2008	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Hartsdale	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Inc		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:			
Representative Name:		Title:	

Record # 3 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	11860755	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 Herbalife, 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!		
Entered By:	WFRIDAY	Entry Date:	10/17/2007
Updated By:	JOB: Upd_internet_related	Updated Date:	10/18/2007
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3,200.00	Amount Paid:	\$3,200.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	10/15/2007	Transaction Date:	7/10/2007
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	[REDACTED]		
Address 1:	[REDACTED]		
City:	Santa Maria	State/Prov:	California
ZIP:	[REDACTED]	Country:	UNITED STATES
Home Number:	[REDACTED]	Work Number:	[REDACTED]
Fax Number:	[REDACTED]	Ext:	[REDACTED]
Email:	[REDACTED]	Age Range:	50 - 59
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	410-9600
Ext:			
Representative Name:	Claudya Galvan	Title:	

Record # 4 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	11845799	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 office 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.		
Entered By:	ASMITLEY	Entry Date:	10/12/2007
Updated By:	JOB: Upd_internet_related	Updated Date:	10/13/2007
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$2,300.00	Amount Paid:	\$4,088.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	10/9/2007	Transaction Date:	4/1/2007
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:			
Address 1:			
City:	Walla Walla	State/Prov:	Washington
ZIP:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife International		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	866-4744
Ext:			
Representative Name:	Ann Gallup	Title:	

Record # 5 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	11007151	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	EANDERSON	Entry Date:	7/11/2007
Updated By:	JOB: Set_TCS_Flag	Updated Date:	8/1/2007
Complaint Source:	Office of the Chairman	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	7/10/2007	Transaction Date:	6/22/2007
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Ozark	State/Prov:	Alabama
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 6 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	10552269	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RLOPER	Entry Date:	5/3/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$800.00	Amount Paid:	\$800.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	5/2/2007	Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	[REDACTED]		
Address 1:	[REDACTED]		
City:	Gridley	State/Prov:	California
ZIP:	[REDACTED]	Country:	UNITED STATES
Home Number:	[REDACTED]	Work Number:	
Fax Number:	[REDACTED]	Ext:	
Email:	[REDACTED]	Age Range:	50 - 59
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	Gordon Townsend	Title:	

Record # 8 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	9666667	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RBROWN1	Entry Date:	12/28/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$700.00	Amount Paid:	\$700.00
Payment Method:	Not Reported	Agency Contact:	Mail
Complaint Date:	12/4/2006	Transaction Date:	12/4/2006
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Flowery Branch	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 9 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	8777628	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	MPHILLIPS	Entry Date:	8/8/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3,100.00	Amount Paid:	\$3,100.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	8/4/2006	Transaction Date:	7/10/2006
Initial Contact:	TV/Radio	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Burlington	State/Prov:	North Carolina
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	50 - 59		
Subject			
Subject:	Herbalife International		
Address:	620 Newport Center Drive, Suite 400		
City:	Newport Beach	State/Prov:	California
ZIP:	92660	Country:	United States
Email:			
URL:			
Area Code:	949	Phone Number:	7203636
Ext:			
Representative Name:	Bob Rake	Title:	

Record # 10 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	8543374	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Work at Home Business) I found a "Work at Home" advertisement online and submitted my information. I was aggressively 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.		
Entered By:	DCRASE	Entry Date:	7/5/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$2,000.00	Amount Paid:	\$1,931.00
Payment Method:	Wire Transfer	Agency Contact:	Internet
Complaint Date:	7/2/2006	Transaction Date:	6/1/2005
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Ad Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Hobe Sound	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	18 - 19
Subject			
Subject:	Herbalife International		
Address:	9800 S. La Cienega Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:			
Representative Name:	Jerry Greenen	Title:	

Record # 11 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	8466034	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	JHART	Entry Date:	6/21/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	\$399.00	Amount Paid:	\$399.00
Payment Method:	Other Credit Card	Agency Contact:	Mail
Complaint Date:	5/2/2006	Transaction Date:	
Initial Contact:	Mail	Initial Response:	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	[REDACTED]		
Address 1:	[REDACTED]		
City:	Enfield	State/Prov:	Connecticut
ZIP:	[REDACTED]	Country:	UNITED STATES
Home Number:	[REDACTED]	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America		
Address:	9800 S La Cienega Blvd PO Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 12 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	7942178	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	JPITTS	Entry Date:	3/30/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$94.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	8/1/2005
Initial Contact:	Print	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Milford	State/Prov:	Connecticut
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 13 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	7286655	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MAIL: Consumer writes to complain that consumer resigned as a supervisor/distributor for Herbalife International, as the company did not deliver on its promise of 75 leads when the consumer bought 5 shares at a cost of \$1240.00. Consumer further states that the plan is for distributors to spend 80% of time recruiting and only 20% time retailing the product. No work phone is listed for the consumer.		
Entered By:	RLOPER	Entry Date:	12/16/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$1,240.00	Amount Paid:	\$1,240.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	12/3/2005	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Peachtree City	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 14 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	6447817	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	It's a scam. They lied to many many people (mostly newcomers who dont understand english) that money can be earned easily and quickly. They ask people to pay 175 dollars to buy a business license that is good for all 50 states! Many people fell for it and lost a lot of money. This company also do "business" in many other states.		
Entered By:	RLOPER	Entry Date:	7/19/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$175.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/18/2005	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Brooklyn	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	18 - 19
Subject			
Subject:	Herbalife International		
Address:	84 Bowery Street 2nd Floor		
City:	Manhattan	State/Prov:	New York
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 15 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	6231556	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I had purchased a house in March of 2004. A little over one month later, I was downsized from my job. At first I wasn't worried, as I usually had no problem finding other work. However, after a month and a half, I began to believe that my unemployment was going to be more long-term than I had expected. When I saw an email from "an Independent Herbalife distributor," I was a little desperate and jumped at the chance to "be my own boss" and make "thousands of dollars a month." I realized it would be hard work, and not just a get-rich-quick scheme. The whole job sounded very good and doable. I liquidated my 401K and my stocks to be able to buy into the company. As time wore on and I noticed that no matter how much hard work I put into it, no matter how exactly I followed their instructions, I was paying much more money than I earned. I made a total of maybe \$150. I spent money on advertising and bought a phone line, but 95% of my calls were rejections. As my spirits declined, I did more research into the company and found it was nothing more than a cleverly disguised pyramid scheme. The only people who would make any real profit were the ones high up in the pyramid, using their flunkies to do their advertising and sales for them, while they reaped the profits. I wasn't nearly in as much control as I was led to believe. I want to get my money back, but each time a class-action lawsuit is brought against them and settled, they change their practices just enough to make them that much more difficult to seek reprisals from them. They have a return policy, but they charge a restocking fee and make you pay for your own shipping and handling, so they make it not worth the hassle of sending their stuff back.		
Entered By:	RLOPER	Entry Date:	6/9/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	6/10/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$2,778.22	Amount Paid:	\$2,778.22
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	6/8/2005	Transaction Date:	6/24/2004
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Green Bay	State/Prov:	Wisconsin
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
	Work Number:	Ext:	
	Age Range:	30 - 39	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:			
	URL:		
Area Code:	866	Phone Number:	866-4744
Ext:			
Representative Name:	Tammy Klimek	Title:	

Record # 16 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	5911221	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I initially signed up to start my own business with the understanding that if you work hard you will see unlimited cash flow. What ended up suppose to only cost \$500 ended up costing over \$4000 w/hidden cost that was not made aware to us. When conducting calls, if people ask if there are any more hidden cost the companies answer would be no. However, there are several costs which people should be aware of with this company. Yes I would like to see my money returned but I also don't want to see others get financially hurt.		
Entered By:	DBRAHLEK	Entry Date:	4/5/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$548.95	Amount Paid:	\$4,894.80
Payment Method:	Other Credit Card	Agency Contact:	Internet
Complaint Date:	4/3/2005	Transaction Date:	1/1/2005
Initial Contact:	Print	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Terre Haute	State/Prov:	Indiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife International		
Address:	9800 La Ciencga Blvd		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	310-	Phone Number:	410-9600
Ext:			
Representative Name:	Melissa Ochsenbein	Title:	

Record # 17 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	5254187	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I purchased what is known as recruiting leads at the price of \$100 per lead. In this case I had actually purchased 82 leads at a price of \$100 per lead for a total of \$8,200.00. It is my contention that 17 of these leads were "bad leads" and consisted of persons over the age of 60, therefore, causing me a loss of \$1,700 for these unbonafide leads. There were other leads that I would consider "not good leads" but these were the most obvious. I have proof of these leads (names, etc)		
Entered By:	NSHOUSE	Entry Date:	11/15/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$100.00	Amount Paid:	\$1,700.00
Payment Method:	Wire Transfer	Agency Contact:	Internet
Complaint Date:	11/10/2004	Transaction Date:	7/1/2003
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Vancouver	State/Prov:	Washington
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	70 - 79
Subject			
Subject:	Herbalife International, Larry & Shannon Halls		
Address:	18560 Burkland Road		
City:	Mt. Vernon	State/Prov:	Washington
ZIP:	98274	Country:	United States
Email:		URL:	
Area Code:	360	Phone Number:	424-7241
Ext:			
Representative Name:	Larry Halls	Title:	

Record # 18 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	4768888	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The company's tv ad is fraudulent in the respect that it indicates it will match your needs and skills with a suitable home business from their extensive research. In truth all applicants are matched with a multi level marketing scheme for Herbalife. The amount I paid was for shipp to me (and back to them) of an "information packet" on the home based business which was little more than an infomercial. The penalty for not returning the advertising literature was a charge of \$30 on my credit card. The ad uses actors giving testimonials as to the success of their home business but does not indicate these people are actors. The claim of matching you to a suitable business is fals. I sent the packet back and sent an extensive email to the representaive who contacted me. The email explained exactly whay I thought this opportunity was nothing more than a pyramid scheme and why I did not want to participate. At this time the representaive became idignant. The fact that they give no information on the product in any of their literature nor do they give you any way of varifying their claims is suspicious. The fact that they conceal their true identity is worse (I was only able to get the address stated above from www.ftc.gov. The fact that they advertise www.7career.com and www.6career.com indicates to me thta they are looking for ever more gullible targets. Feel free to contact me at any time. (b)(6)		
Entered By:	WFRIDAY	Entry Date:	7/30/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$2,300.00	Amount Paid:	\$15.00
Payment Method:	American Express Credit Card	Agency Contact:	Internet
Complaint Date:	7/27/2004	Transaction Date:	5/12/2004
Initial Contact:	TV/Radio	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:	(b)(6)		
City:	Amherst	State/Prov:	Massachusetts
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Subject			
Subject:	Herbalife International Of America		
Address:	C/O HERBALIFE INTERNATIONAL INC 1800 CENTURY PARK EAST		
City:	Los Angeles	State/Prov:	California
ZIP:	90067	Country:	United States
Email:		URL:	
Area Code:	413	Phone Number:	256-1185
Ext:			
Representative Name:	Randy Linderman	Title:	

Record # 19 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	4528101	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>(b)(6) are Herbalife distributors (ID 10736182) They encouraged me to join the team as an "Executive Supervisor" at a cost US\$2954.40. They said there were (7) ways to derive income at this level . 1) 50% discount on stock purchased. 2) Wholesale profit. 3) Production Bonuses. 4)Residual income. 5)Profit sharing at the top level. 6)A \$200.00 bonus for every new distributor introduced to www. cashmailbox.com if the distributor becomes registered with Herbalife and purchases the www.cashmailbox website as a business tool. 7) Plus 2% royalties on stock purchases of my downline. I had to purchase a Website from www.Cashmailbox.com for US\$595. The package costs US\$2954.40 + US\$595.00 + US\$69.00 fee to Herbalife Total of US\$3618.40. I advertised with www.homemployed.com owned by a (b)(6) Bolder City, NV (b)(6), email address (b)(6) who is downline from a MS Cris Carley a Chairman Club member of Herbalife My complaint is this "they all said if I followed their business plan I would succeed. did that for around 3years and actually had check from Herbalife for US\$20.00 total, Advertising costs through their system cost 100's of dollars ,it is my opinion so called sign ups were in many cases fake ones. I have attempted over the years to contact many of these so called "leads" privately without result, One did sign Through use of autoresponders I have attempted to contact these indivisable leads I was not told I had to requalify each year with either 4,000 VP points or pay a further US\$2954.40 to be a winner. This was not explained,in fact from conversations with other Supervisors requalificatin is not widely known, \$2954.40 every year means the use buy date on the products sold to you expire and lack of retail customers make it difficult to sell them being overpriced I have in my shed approx US\$2,500 of useless stock</p>		
Entered By:	RBROWN1	Entry Date:	6/4/2004
Updated By:	JOB: Upd_Internet_related	Updated Date:	6/5/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$2,954.40	Amount Paid:	\$2,954.40
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	6/2/2004	Transaction Date:	1/23/2001
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Myaree	State/Prov:	
ZIP:	(b)(6)	Country:	AUSTRALIA
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	65 - 69
Subject			
Subject:	Herbalife International Of America Inc		
Address:	9800 S La Ciemega Boulevard		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	Toby & Stephanie Brown	Title:	

Record # 21 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	4120734	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I terminated my relationship with this company in January, 2003. I am still receiving mail from this company. I would like it to stop. I am now stuck with \$3,200 worth of Herbalife products that I cannot use and are sitting in my crawl space. No one else wants to use the products because of the ephedrine ban (those pills were flushed down the toilet). If you work for a living, this stuff makes you loopy and then you cannot function on the job.		
Entered By:	RBROWN1	Entry Date:	3/11/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	3/12/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3,200.00	Amount Paid:	\$3,200.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	3/10/2004	Transaction Date:	10/12/2002
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Frankfort	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	866-4744
Ext:			
Representative Name:	Gregory Saladin	Title:	

Record # 22 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3894516	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	It's very long, too long to do at this time. I will sum it up. I have also filed complaints with the state of the organization who recruited me and my state in hopes of protecting others from loosing 40,000.00 in investment. The organization I was in does many types of advertising and as I discovered, fraudulent methods. I was brainwashed to follow their system in order to make my business grow and reach levels of income, a 6 figure in 18-24 months. These people need stopped. The products are just a device they use to proceed with fraud.		
Entered By:	DCRASE	Entry Date:	1/27/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$5,000.00	Amount Paid:	\$8,000.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	1/24/2004	Transaction Date:	5/12/2001
Initial Contact:	Print	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Rensselaer	State/Prov:	Indiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife International		
Address:	La Cienaga Blvd		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	866
Ext:			
Representative Name:	Mike Klackner	Title:	

Record # 23 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3564468	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	My complaint involves the business practices of Herbalife. First, Herbalife allows its distributors to utilize any means necessary to bring in business. These methods include violating Federal laws by sending misleading advertising characterized by making false claims and promises by mail, on the Internet and by telephone. New prospects are pressured to purchase large inventories before receiving all the necessary information to make an informed choice as to whether pursuing this "job opportunity" is right for them. New prospects are promised full training and access to their "mentors" who will help them secure six figures in 12 months. Unfortunately, mentors are not held accountable for these promises. Many (like mine) bow out after she monetarily profited from my large purchase of inventory. Although, Herbalife has an Ethics Department that is supposed to reinforce rules that govern distributor behavior, this department does not enforce or sanction unethical behaviors. I filed a formal complaint with Javier Mercado of the Ethics Dept. outlining how specifically my "mentor" (b)(6) and upline (The Freedom Group, Kurt and Cindy O'Connell) violated local and federal laws and Herbalife's code of ethics. After six months, Mr. Mercado informed me my case was closed and it did not need further action. Secondly, Herbalife endorses an illegal pyramid scheme. The company and recruiting distributors use the products as a "front;" however, the real business is securing unsuspecting, trusting prospects and manipulating them to spend all of their money (credit cards, personal loans, second mortgages, etc.) on Herbalife products so they may profit. Meanwhile, the new distributors are strung along with lies and deception until they also recruit new distributors or become financially unable to continue. Although, I suffered enormous losses, the Federal Government needs to protect the rest of the American public from Herbalife! Thank you for your cooperation.		
Entered By:	DBRAHLEK	Entry Date:	12/1/2003
Updated By:	JOB: Upd_Internet_related	Updated Date:	12/2/2003
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$20,000.00	Amount Paid:	\$20,000.00
Payment Method:	Not Reported	Agency Contact:	Internet
Complaint Date:	11/29/2003	Transaction Date:	3/8/2002
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Galloway	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife International		
Address:	9800 La Cienga Blvd		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	866
Ext:			
Representative Name:	Susan Greenheck	Title:	

Record # 24 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3489635	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Congress	DNC?	N
Comments:			
Entered By:	STAYLOR	Entry Date:	10/31/2003
Updated By:	JOB: Set_TCS_Flag	Updated Date:	11/22/2003
Complaint Source:	Office of the Secretary	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Heybum	State/Prov:	Idaho
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 25 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3465725	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	This company has flooded the "Monster" job postings, claiming that they have "JOBS" to work from home; then they ask for \$29.95 for a "Decision" package; all the time posing as an employer. They do mention starting a business, but they claim that "We are NOT a company based on friends and family, door-to-door sales or telemarketing. We are not looking for sales people and there will be no need to meet people." This is obviously a lie, as any network-marketing company can only grow by one of the marketing styles listed above. This company should not be allowed to post "JOB" listings.		
Entered By:	RBROWN1	Entry Date:	10/23/2003
Updated By:	JOB: Upd_internet_related	Updated Date:	10/24/2003
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$29.95	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	10/6/2003	Transaction Date:	10/5/2003
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Katy	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Globalnet Marketing Solutions A.k.a. Herbalife International		
Address:	P. O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	258-7019
Ext:			
Representative Name:		Title:	

Record # 26 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3460087	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	This a a pyamide scheme they made me pay for products from the start and I have to keep buying for myself and then we sell to others. Then I am made to recruiting others I even have a free recruiting website the product one I have to pay for. Then it is also like a chane letter what you have to do to go to the next level. Thanks (b)(6)		
Entered By:	JXHEINY	Entry Date:	10/22/2003
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$400.00	Amount Paid:	\$200.00
Payment Method:	Cash	Agency Contact:	Internet
Complaint Date:	10/21/2003	Transaction Date:	10/1/2003
Initial Contact:	Print	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	San Diego	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife International Of America Inc		
Address:	9800 S.LaCienega Boulevard P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	410
Ext:			
Representative Name:	Kathy Potter	Title:	

Record # 27 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3304751	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	On or about the above date, I responded to an email advertizement regarding the possibility of working from home. On the surface it seemed legit, so I requested more information. Which cost me \$48.95 for the initial information package which contained a booklet and video. A few days after I received the booklet and video I was contacted by [REDACTED] to see if I had reviewed the material. I told her I needed a few more days. I reviewed the video and booklet, and was mildly interested. So when [REDACTED] called again I expressed my interest, she stated that I needed to "buy into" the business and sold me a Quick Start package which included a sampling of the products and the business operations manual. The cost for this package was \$399 for a total of \$447.95 invested in this "business." I looked over the business manual and realized that this fits the FTC definition of a pyramid scheme. So I recently informed [REDACTED] that I believed the marketing plan to be a scam and that I wanted a refund and to cancel. The complaint is that the company and their representative were not up front about how the business worked until I had already spent a substantial some of money. If they had been clear about the marketing being MLM, I would not have shown any interest. [REDACTED] insists that the marketing plan is not illegal, however the focus of the "Business Operations Manual" is building a downline in order to increase total sales or total profits. The farther up the line you get, the more money you supposedly make, however you have to recruit or "sponsor" at least ten to twenty people to make any money. If this isn't a pyramid, I don't know what is. [REDACTED] is willing to refund my money provided I return all the materials. For your benefit I will make copies of some of the material before returning the entire package. I would like to see all companies that use pyramids/MLM or variations of pyramids shut down.		
Entered By:	AHOWARD	Entry Date:	8/28/2003
Updated By:	IBOLEN	Updated Date:	10/1/2003
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$447.95	Amount Paid:	\$447.95
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	8/27/2003	Transaction Date:	8/11/2003
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:	[REDACTED]		
First Name:	[REDACTED]		
Address 1:	[REDACTED]		
City:	Strasburg	State/Prov:	Virginia
ZIP:	[REDACTED]	Country:	UNITED STATES
Home Number:	[REDACTED]	Work Number:	[REDACTED]
Fax Number:		Ext:	
Email:	[REDACTED]	Age Range:	30 - 39
Subject			
Subject:	Herbalife International Of America Inc		
Address:	9800 La Cienega Blvd		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Melissa McDougal	Title:	

Record # 28 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3779170	Originator Reference Number:	1227794
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	10/22/2003 MJChoi In April 10 2002 Linda Lilly without my consent send me an Promotional Literature and ask me \$350 to become an Distributor of Herbalife and Linda Lilly call me and To Promise that I will become Millionaire easily without any effort and ask me send the \$350 That charge to my CC Visa, when receive only Few Booklets I call to Linda Lilly and ask for the Refund of my \$350.00 don't receive any response and call to Herbalife and ask for the Refund of my \$350.00 and the Herbalife refuse to refund my Hard Eamed money, I was victimized by an Get-Rich-Squemes and To Plea to Postal Inspector to Help me to recover my \$350.00 and to obligate to Herbalife to refund my \$350.00.		
Entered By:	USPS	Entry Date:	8/11/2003
Updated By:		Updated Date:	
Complaint Source:	US Postal Inspection Service	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$350.00	Amount Paid:	\$350.00
Payment Method:	Not Reported	Agency Contact:	
Complaint Date:	8/11/2003	Transaction Date:	
Initial Contact:	Mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	LARES	State/Prov:	Puerto Rico
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America		
Address:	9800 S. La Cienega Boulevard, P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	900800210	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	LILLY	Title:	

Record # 29 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	3228975	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	My complaint involves the business practices of Herbalife. First, Herbalife allows its distributors to utilize any means necessary to bring in business. These methods include violating Federal laws by sending misleading advertising characterized by making false claims and promises by mail, on the Internet and by telephone. New prospects are pressured to purchase large inventories before receiving all the necessary information to make an informed choice as to whether pursuing this "job opportunity" is right for them. New prospects are promised full training and access to their "mentors" who will help them secure six figures in 12 months. Unfortunately, mentors are not held accountable for these promises. Many (like mine) bow out after she monetarily profited from my large purchase of inventory. Although, Herbalife has an Ethics Department that is supposed to reinforce rules that govern distributor behavior; this department does not enforce or sanction unethical behaviors. I filed a formal complaint with Javier Mercado of the Ethics Dept. outlining how specifically my "mentor" (Sue Greenheck) and upline (The Freedom Group, Kurt and Cindy O'Connell) violated local and federal laws and Herbalife's code of ethics. After six months, Mr. Mercado informed me my case was closed and it did not need further action. Secondly, Herbalife endorses an illegal pyramid scheme. The company and recruiting distributors use the products as a "front;" however, the real business is securing unsuspecting, trusting prospects and manipulating them to spend all of their money (credit cards, personal loans, second mortgages, etc.) on Herbalife products so they may profit. Meanwhile, the new distributors are strung along with lies and deception until they also recruit new distributors or become financially unable to continue. Although, I suffered enormous losses, the Federal Government needs to protect the rest of the American public from Herbalife! Thank you for your cooperation!		
Entered By:	RBROWN1	Entry Date:	8/7/2003
Updated By:	IBOLEN	Updated Date:	10/1/2003
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	8/6/2003	Transaction Date:	3/8/2002
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Galloway	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife International		
Address:	9800 La Cienga Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8667477
Ext:			
Representative Name:	Susan Greenheck	Title:	

Record # 30 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2840787	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The company asked me to recruit 4 to 6 new distributors for my first assignment. This was not what I had thought to be the business. If I signed up more distributors I would then take business away from myself. I was under the impression of selling herbalife products not promoting the distribution license. The company took me for a ride and will continue doing the same to others.		
Entered By:	DBRAHLEK	Entry Date:	3/26/2003
Updated By:	IBOLEN	Updated Date:	10/1/2003
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$389.00	Amount Paid:	\$408.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	3/25/2003	Transaction Date:	
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Roseville	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	18 - 19
Subject			
Subject:	Herbalife International		
Address:	3580 East Raines RD.		
City:	Memphis	State/Prov:	Tennessee
ZIP:	38118	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Dave Tunney	Title:	

Record # 31 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2773472	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Above ctc date is an estimate. Purchased a Herbalife distributorship for \$199. After giving my credit card information, but before receiving anything I did an online search on Herbalife and was shocked at the number for people who were complaining about being taken... and for much larger sums of money than I have lost. I contacted the person I purchased from a few days after receiving the starter kit/information and told her I did not want to participate and I asked for a refund. I received an e-mail from the aboved name persons "supervisor" Patty Reifenrath stating that refunds on distributorships were not customary but if I returned the box and contents in tact to Maria that the contents would be inspected by her, and if everything was there and unused I would get a refund. I did as told, and I sent the package via U.S. Mail, insured, conformation of receipt requested. That was almost 1 month ago. Today I found in my mail box a notice to come and pick up the package, that Maria refused to even pick it up from the post office and told them to send it back to me. So I have spent an additional \$30.00 in postage. And it doesn't look like I'll be getting my refund either. (I did save her e-mail regarding the refund) There is something wrong with people who lie for money!!! I'm just thankful I had the wisdom to back out before they took any more of my money. (They want their distributors to spend up to \$5000 for their own web site to sell the products) Just do a search on Herbalife and you'll find not only retail websites, but complaints galore! Once you've parted with your money, the only way to make it back is to deceive others and try and sign them up to be ditributors too. I could never do that to anyone. It's just a pyramid sceme, plain and simple. Thanks for letting me kvetch.		
Entered By:	NSHOUSE	Entry Date:	3/3/2003
Updated By:	IBOLEN	Updated Date:	10/1/2003
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	3/1/2003	Transaction Date:	1/14/2003
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Baxter	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife International, Inc.		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Maria Hopkins	Title:	

Record # 32 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2699026	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I received information from a web site called WORK FROM HOME. I sent for the 39.95 informational packet. It contained nothing about what the company was or anything else. I talked to Glenda Newman concerning this problem. She said if I was interested I could order the \$299 package and this would tell me all about the company. I was interested and ordered. However once, I got the package, I discovered that it was Herbalife and I would be selling vitamins. This is not what I was led to believe. I told her I wanted a refund and I sent her back the merchandise and waited about 2 weeks for a refund. I tried calling her and got a busy signal and other times the phone would ring and no one would pick up. I finally called by credit card company and had them do a charge back. I received information from my charge card that Glenda Newman had made charges that I had stolen and damaged merchandise and that the charges are valid and that she was going to only give me only 108.62 of my money back. She reduced my refund due to her having insufficient money in her bank account and returned checks she wrote. That is not my fault she does not keep enough money in her account. I also was verbally treated in very unprofessional business manner when I told her I was returning the merchandise. I wish someone would shut these people down and prevent this from hapenning in the future.		
Entered By:	JXHEINY	Entry Date:	2/3/2003
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$340.00	Amount Paid:	\$340.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	2/1/2003	Transaction Date:	
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	hampton	State/Prov:	Virginia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife International (representive)		
Address:	323 Rudsill rd		
City:	Hampton	State/Prov:	Virginia
ZIP:		Country:	United States
Email:		URL:	
Area Code:	757	Phone Number:	8509693
Ext:			
Representative Name:	Glenda W. Newman	Title:	

Record # 33 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2560012	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I am seeking a refund of approximately \$5000.00 for money invested in Herbalife and their associate business Newest Way to Wealth, for a distributorship. Marsha Quan, a Supervisor for Herbalife working out of Pleasanton, Texas contacted me with information regarding investing in an Herbalife Supervisor Position based on a Pyramid Work at Home System. I was not told about the company, products, or given any other information by Ms. Quan or Herbalife until they secured payments for the information (by credit card). Ms. Quan was to be my "mentor" in helping me in setting up my business. However, once the charges were made on my credit cards, she no longer attempted to mentor me even though I was working on the business myself, and contacting her asking for assistance.		
Entered By:	JXHEINY	Entry Date:	12/2/2002
Updated By:	HBUCKMON	Updated Date:	12/9/2002
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$5,000.00	Amount Paid:	\$5,000.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	11/30/2002	Transaction Date:	10/25/2001
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:			
Address 1:			
City:	Austin	State/Prov:	Texas
ZIP:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	9800 La Cienega Blvd Inglewood		
City:		State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	410-9600
Ext:			
Representative Name:	Marsha Quan	Title:	

Record # 34 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2444440	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I ordered the Herbalife diet plan for 139.00 and it made me very ill. I contacted the distributor and she said it is all natural and that it doesn't make people sick. She wanted me to try it again, which I did and I got sick again. The distributor told me to return the product to her for a refund which I did for the cost of 9.00 shipping. I never heard from her again. I contacted Herbalife directly and they sent me a form to fill out, which I did and sent them the receipt and they said they will not refund my money. The distributor has the product that I paid for and some is unopened and can be resold and I am out of 139.00 dollars.		
Entered By:	MGARMAN	Entry Date:	10/24/2002
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:	\$139.00	Amount Paid:	\$139.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	10/23/2002	Transaction Date:	9/13/2002
Initial Contact:	Mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:			
Address 1:			
City:	Hagerstown	State/Prov:	Maryland
ZIP:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife International		
Address:	9800 S. La Cienega Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	Stephanie Washington	Title:	

Record # 35 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2436591	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I received a booklet from Herbalife after a phone call. The follow up was a promise of making money right away; i.e. thousands shortly; had me make long distance calls that were very costly, buying costly equipment and supplies; David said he would help us get started with leads; then he was very surly, saying I had to get a list of 100 people for contacts and they had to be done with him; he talked very fast, and said I just couldn't keep up, and was probably unteachable. His attitude, in my opinion, was that he had gotten the money, and he didn't care. He was soon out of the picture, and he and his wife moved out of this state. He was really a con and a smart aleck, who had no patience, making me feel everything now was up to me. I feel taken advantage of, lied to, and his wife said to me to just relax and not worry. Things don't work out. I never sold anything, returned all the products where they returned all but 90%. I also returned a package unopened to Newest Way to Wealth which was July 12, 2002. They have yet to refund me. It cost \$672.00, and they are taking out \$112.00 for shipping and handling. I could not afford to do this business. The monthly telephone charges and the mandatory monthly products were too much for me as I am retired and live on a small budget. They have been telling me they are going to refund, but they still haven't. Some people may be able to afford this business, but I can't.		
Entered By:	MGARMAN	Entry Date:	10/21/2002
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$112.00	Amount Paid:	\$112.00
Payment Method:	Wire Transfer	Agency Contact:	Internet
Complaint Date:	10/19/2002	Transaction Date:	5/20/2002
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	***		
Address 1:			
City:	Nashville	State/Prov:	Tennessee
ZIP:	***	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	70 - 79
Subject			
Subject:	Herbalife International Of America, And Newest Way To Wealth		
Address:	9800 LaClenega Blvd.		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	David Faulkner	Title:	

Record # 36 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2287875	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I WAS GOING TO WORK WITH THEM. OPEN UP A HOME BUSINESS FOR MY SELF. WELL, THIS IS WHAT IT COST THEY SAID TO START. WELL, I DIDNT EVEN RECIEVE MY PRODUCT AND I SPOKE WITH MY HUSBAND MORE AND WE DONT WANT THS. SO, IF THE STUFF COMES BY FED EX IT WAS DUE SAT 8-31-2002. NEVER CAME. SO, SHOULD IT COME NEXT WEEK I WILL BE REFUSE THIS PACKAGE. AND ASK FOR FED EX TO RETURN TO SENDER. HOPEFULLY FED EX WILL GIVE ME SOMETHING STATEING I REFUSE PACKAGE. I CHECK THE CREDIT CARD TODAY AND IT IS SHOWING 122.95 TO HERBALIFE AND 76.04 SHANNIE SMITH FOR GROCERIES. I ASK THE CREDIT CARD COMPANY TO FREEZE ANYTHING FOR NOW I HAVE BAL OF \$3.00 AND I KNOW THAT AS OF 9-1-2002. I TOLD THEM TO NOTE WE WILL NOT USEING AND WILL CALL WHEN WE HAVE THING WORKED OUT. JUST SO THEY KNOW WE AREN'T USEING THE CARD.		
Entered By:	CPHELPS	Entry Date:	9/3/2002
Updated By:	JMOORE	Updated Date:	9/10/2002
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$199.00	Amount Paid:	\$199.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	9/1/2002	Transaction Date:	8/29/2002
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	RUNNEMEDE	State/Prov:	New Jersey
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Subject			
Subject:	Herbalife International		
Address:	9800 LA CIENEGA BLVD		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:			
Area Code:	412	Phone Number:	2074824
Ext:			
Representative Name:	SHANNIE SMITH	Title:	

Record # 38 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2054186	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer's complaint is as follows: "The first of January 2002 I joined up with a work from home organization called the Newest Way To Wealth. When I started this, they said I would be a distributor for a company called Herbalife International. I learned that this was no more than an elaborate pyramid scheme." The consumer further states that in the promotional video, information was given that the consumer later found to be lies. The consumer, in addition, asserts that "Herbalife also claims that its products are safe. I found that a problem exists with their products in that some contain ephedrine, which has been linked to death by the FDA." Upon resigning from the company, the consumer found that they had to pay a cancellation fee of \$150.00 to Innovative Merchant Solutions and still has to finish out a 36 month contract at \$30.36/month. The consumer's financial loss for participation in the program has totalled \$3385.20 for 1 1/2 months and this does not include the \$30.36 for the remainder of that contract. The original amount requested by the company, initial contact and response, and payment method were not provided.		
Entered By:	KDEEM	Entry Date:	6/12/2002
Updated By:	JCLARK	Updated Date:	6/14/2002
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$0.00	Amount Paid:	\$3,385.20
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	5/15/2002	Transaction Date:	1/1/2002
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation TSR: Fail to disclose costs, restrictions, refund policy
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Borger	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	1800 Century Park East		
City:	Los Angeles	State/Prov:	California
ZIP:	90067	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 39 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	2019389	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Work from home business required to purchase large inventory of their products to make the greater percentage. Not Herbalife but the other companies in the chain required to use thier services for example S&C Marketing in Santa Monica California. Others companies like Touchfon for 800 mailboxes, Leadstreams for websites you are required to use and they rip you off. People must be getting a percentage or actually some kind of interset in these companies because you can get better service and price elsewhere. I got out of the business within 6 weeks. They promise you training from a mentor who actaully your in competition with for sales and recruiting. My mentor was no help and was an expensive lesson for me to learn of these work at home business's. I have a disability so this attracted me to this type of business.		
Entered By:	JKELLER	Entry Date:	5/29/2002
Updated By:	IBOLEN	Updated Date:	6/7/2002
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Internet
Complaint Date:	5/28/2002	Transaction Date:	2/20/2002
Initial Contact:	Mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	[REDACTED]		
Address 1:	[REDACTED]		
City:	Shelby twsp	State/Prov:	Michigan
ZIP:	[REDACTED]	Country:	UNITED STATES
Home Number:	[REDACTED]	Work Number:	[REDACTED]
Fax Number:	[REDACTED]	Ext:	[REDACTED]
Email:	[REDACTED]	Age Range:	40 - 49
Subject			
Subject:	Herbalife International		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	2167770
Ext:			
Representative Name:	LuAnn Cathers	Title:	

Record # 40 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1984294	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	They sent me a booklet advertising work from home. So I ordered a CD (\$45). They told me they will show me step by step how to make the money after I buy the distributor's package. I ordered the distributor's package (\$299). I asked them to send me the receipt for that CD. They always said to me "Sure," but they never sent to me. I found they always lied to me and they have nothing to teach, so I told them that I wanted to return everything because your company has 30 day money back guarantee. They first told me to send everything back. In one week, when I call them and check if they receive my package, they told me it is over 30 days, so I could not get one penny back. At the same time they kept my package. The CD has 90 days money back guarantee. Those are the rules that their company set for them. They still would not give me any refund. I also found everything they sent to me according their company's price list only cost \$200, but they charged me \$299. I have been contacting their company "Herbalife" since March and show the company the copy they charged me and the copy I sent them. They still haven't solved that problem. I think their company does not supervise their distributor to obey the rules but protects their distributors to violate the rules.		
Entered By:	JWILLARD	Entry Date:	5/15/2002
Updated By:	IBOLEN	Updated Date:	6/7/2002
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$344.00	Amount Paid:	\$344.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	5/11/2002	Transaction Date:	10/1/2001
Initial Contact:	Mail	Initial Response:	
Statute/Rule:	FTC Ad Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:			
Address 1:			
City:	Lake Hughes	State/Prov:	California
ZIP:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	9800 S. La Cienega Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	Linda and Dean Hixson	Title:	

Record # 41 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1979097	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I get emails all the time and usually delete them. But like a dummy I answered this one. Its not really Mr. Tosh's fault he was doing what they trained him to do. He probably answered the same add I did. They mislead me, their in their initial brochure. It says one thing but when you actually get the information after you pay for it is something totally different. Had I known what I know before I paid \$340 I would not have paid that. They wanted more money for products I told them I don't think so and pulled everything. I also cancelled that credit card incase someone tried to charge me and send me the products. They weren't very happy with me. I have all the information that was sent to me from the beginning. If you wish to have it so you can see how they hook people into this let me know and I will gladly mail it to you. The did, however, send me some products for my money. But I used them for a few days and had to quit. The are awful and make you feel terrible. Thank you for your time.		
Entered By:	DGROSSNICKLE	Entry Date:	5/14/2002
Updated By:	IBOLEN	Updated Date:	6/7/2002
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$1,500.00	Amount Paid:	\$340.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	5/11/2002	Transaction Date:	4/15/2002
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Morris	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife International Of America		
Address:	9800 S La Cienega Blvd PO Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	2169661
Ext:			
Representative Name:	Dick Tosh	Title:	

Record # 42 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1937155	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I was assured that I would not need much money at all to begin with Herbalife, but was increasingly pressured to invest more and more money in the company products, as well as mailing names and booklets, signs and various other things such as 800 numbers and training calls that cost a lot of money each month. I made absolutely no money in the entire time I was with the company, but was continually pressured to invest more and more money, until I simply bottomed out financially and had to drop out.		
Entered By:	FTUCKER	Entry Date:	4/25/2002
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$4,000.00	Amount Paid:	\$4,000.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	3/20/2002	Transaction Date:	2/15/2001
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Gallatin	State/Prov:	Tennessee
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife International		
Address:	unknown		
City:		State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Jerry Welch	Title:	

Record # 43 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1919048	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The old story, they talked me into spending thousands, then didn't give the help they promised to have me make TONS of money. Herbalife won't give you your money back for all the product you buy and can't get rid of. Then when you put it on an internet auction site to try to get a couple of bucks back, they harass you because you are selling their product in an unsavory way. I have gotten three letter from them saying how I can't do this. Other people should know what a RIP OFF these people are so that they don't get taken too.		
Entered By:	FTUCKER	Entry Date:	4/17/2002
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$3,500.00	Amount Paid:	\$3,500.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	3/4/2002	Transaction Date:	11/15/2000
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Monroe	State/Prov:	Connecticut
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife International Of America Inc.		
Address:	9800 La Cienega Blvd		
City:	Inglewood	State/Prov:	California
ZIP:	90310	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	Cinnamon Harley	Title:	

Record # 44 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1863897	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	After paying the 39.95 I was given a very vague information package which made a number of false claims. Before any training was given I had to pay another \$299.00 for a sample of these products. (Still no training) After getting this I was asked to pay another \$100.00 for a training ticket and I would have to pay them another \$300-\$700 for more training packages because that's what I was going to sell.		
Entered By:	DKNOWLES	Entry Date:	3/20/2002
Updated By:	IBOLEN	Updated Date:	6/7/2002
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$39.95	Amount Paid:	\$338.95
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	2/8/2002	Transaction Date:	1/21/2002
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Casselberry	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife International Of America Inc		
Address:	9800 S. clenega Blvd. P.O Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	410-9600
Ext:			
Representative Name:	Anita Mac	Title:	

Record # 45 of 66 / Consumer Sentinel Network Complaints		
Reference Number:	1838912	Originator Reference Number:
Language:	English	Contact Type: Request for Information
Source:	Consumer	DNC? N
Comments:	THIS COMPANY CALLED SUCCESS CONNECTION WHICH SEEMS TO SELL HERBALIFE PRODUCTS HIRES EMPLOYEES FOR BUSINESS.....I WANT TO KNOW IF THIS COMPANY IS A FRAUD AS SOON AS POSSIBLE. BECAUSE I HAVE ALREADY BOUGHT THEIR FIRST PACKAGE AND THEY WANT ME TO GO AHEAD AND BUY THE SECOND PACKAGEPLEASE CALL ME AS SOON AS POSSIBLE	
Entered By:	HBUCKMON	Entry Date: 3/4/2002
Updated By:		Updated Date:
Complaint Source:	PUBLIC USERS - CIS	Product Service Code: Work-At-Home Plans
Amount Requested:	\$40.00	Amount Paid: \$40.00
Payment Method:	American Express Credit Card	Agency Contact: Internet
Complaint Date:	1/28/2002	Transaction Date: 1/22/2002
Initial Contact:	Phone	Initial Response:
Statute/Rule:	Rule / Other	Law Violation: Other (Note the Violation in the Comment Field)
Topic:		Fraud Complaint?: Y
Consumer		
Complaining Company/Org.:		
First Name:	(b)(6)	
Address 1:		
City:	SURREY	State/Prov: British Columbia, Canada
ZIP:	(b)(6)	Country: CANADA
Home Number:		Work Number: (b)(6)
Fax Number:		Ext:
Email:		Age Range: 18 - 19
Subject		
Subject:	Success Connection- Herbalife International	
Address:		
City:	Vancouver Island	State/Prov: British Columbia, Canada
ZIP:		Country: Canada
Email:		URL:
Area Code:	1-250	Phone Number: 746-0018
Ext:		
Representative Name:	kevin unknown	Title:

Record # 47 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1690578	Originator Reference Number:	101070114495619
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION, ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT (304)363-4312 AND SPEAK TO SSA CINDY ALLARD, SSA STEVE ANDERSON OR SSA MARK SYKES.As explained in the previous letter, I returned the merchandise to Herbalife and they will not give me the refund I deserve. They claim that I never sent them a credit card statement detailing the amount paid for the materials, yet I sent it twice.		
Entered By:	IFCC	Entry Date:	7/1/2001
Updated By:	BOLEN	Updated Date:	2/4/2002
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	\$280.00
Payment Method:	Not Reported	Agency Contact:	
Complaint Date:	7/1/2001	Transaction Date:	5/2/2001
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Other (Note the Violation in the Comment Field)
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	WALTHAM	State/Prov:	Massachusetts
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	9800 S. La Cienega Blvd		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	2169661
Ext:			
Representative Name:		Title:	

Record # 48 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1404273	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer states that she was told of a dietary pill called Herbalife from her friend. The consumer contacted a Herbalife representative to find out more about the product and its side effects. The consumer told the representative that she suffers from high blood pressure, and she was told that she could use this product because it is all natural. The consumer began taking the pills for about a year, and she noticed her blood pressure was going up but she did not know why. The consumers sister began ordering this product, and when her product arrived it had a warning label on it that stated that if you suffer from high blood pressure, do not use it. The consumers bottles never had that warning on it, and she was deceived by the rep. when she first purchased the product.		
Entered By:	SGAFAR	Entry Date:	5/21/2001
Updated By:	SGAFAR	Updated Date:	5/21/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:	\$40.00	Amount Paid:	\$40.00
Payment Method:		Agency Contact:	Phone
Complaint Date:	5/21/2001	Transaction Date:	
Initial Contact:	Phone	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Cincinnati	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America,inc		
Address:	Unknown		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	XX	Phone Number:	
Ext:			
Representative Name:	Linda Bessey	Title:	

Record # 49 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1386351	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer stated that he work for a work at home program selling Health and Nutrion aide. He stated that the products were fine the sponsor is who they are having problems with and there is alot of competition in there area. He stated that they end up telling you that they will go to a relative to purchase the product. Consumer stated that they have to deliver the product and etc. Consumer stated that they are advertising the work at home program in there area too many people are selling it in the area and they cannot get the sells they need.		
Entered By:	APROCTOR	Entry Date:	5/8/2001
Updated By:	DSSMITH	Updated Date:	5/9/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$66.00	Amount Paid:	
Payment Method:		Agency Phone Contact:	
Complaint Date:	5/8/2001	Transaction Date:	
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Belleveue	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	9800 La Cienga Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	XXX	Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 50 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1327768	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer stated that he received a call from Herbalife International via an auto-dialer. When he called their 800# he was told to send \$39.00 for a package of information on their Weight Management Nutritional Products & discovered that it was a Multi Level Mktg or Pyramid Plan whereby he had to find other participants in the plan who would also pay \$39.00 for the package of info. In the past year since he joined the business he has lost about \$60,000.00.		
Entered By:	MLASRADO	Entry Date:	3/21/2001
Updated By:	DSSMITH	Updated Date:	3/22/2001
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Phone Contact:	
Complaint Date:	3/21/2001	Transaction Date:	1/15/2000
Initial Contact:	Phone	Initial Response:	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Spring	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	9800 La Cienga Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	Larry Clark Sharon Clark	Title:	manager

Record # 51 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1064043	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer has a complaint against the company regarding multi-level marketing.		
Entered By:	JBLAND	Entry Date:	8/23/2000
Updated By:	IBOLEN	Updated Date:	8/25/2000
Complaint Source:	Planning and Information- BCP	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	\$7,000.00
Payment Method:	Visa Credit Card	Agency Contact:	Mail
Complaint Date:	8/23/2000	Transaction Date:	1/19/2000
Initial Contact:	Mail	Initial Response:	Mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	High Springs	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	9800 La Cienga Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 52 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1058228	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer convinced to go on weight loss products, after 7 months, she did not lose the weight. Distributor told her that other clients were on the products for at least 1 year before losing weight. Consumer stayed with the program for almost 1 year and did not lose any weight, company would not refund.		
Entered By:	WICPLLJ	Entry Date:	8/17/2000
Updated By:		Updated Date:	
Complaint Source:	Wisconsin Dept. of Agriculture, Trade, and Consumer Pro.	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:	\$1,400.00	Amount Paid:	\$1,400.00
Payment Method:	Cash	Agency Contact:	External Agency
Complaint Date:		Transaction Date:	1/9/1999
Initial Contact:	In Person	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Green Bay	State/Prov:	Wisconsin
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:	90080	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Susan Rule	Title:	

Record # 53 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	1048926	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer received via mail "The Little Blue Book" which contained promises of riches. Consumer ordered 1st package for \$36, which contained false claims, she requested her money back and was begged to wait until she received her free 2nd package. In the 2nd package was Herbalife's NRG, a product that Herbalife was ordered to place labels on, stating the product contained caffeine (they have not). Consumer decided to become a Supervisor Executive A (there were different levels of entry) and after providing company with \$3000 to qualify she had to pay another \$1050 to Chris Carley at S&C Marketing, then she had to obtain a web site, then was told to get a voice mailbox number to print in her Little Blue Books for \$28.00. And before she got her books, once again she was told Chris with S&C has a new website, it's called ebook and in order for her to succeed she had to have the ebook, she paid \$185 for that. She then had to pay for a 3 month commitment on the wheel at \$231.75 a month and 900 leads and the infamous Z calls which ran up phone bill to \$300 in long dis. calls. Consumer did the work, spent the money and now Chris wants the leads she paid for. Why? so she can rent/sell/or whatever to put money in Chris's pocket. The product consumer was selling "Herblife" was cited as being unsafe, potentially lethal complications involving cardiac dysfunction and has caused the death of four people. (consumer sent a letter, dated 10/3/00, to AG in FL, they sent copy to FTC. The letter is a complaint same as above.		
Entered By:	ARICHARDSON	Entry Date:	8/10/2000
Updated By:	ARICHARDSON	Updated Date:	10/30/2000
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	\$4,000.00	Amount Paid:	\$8,000.00
Payment Method:	Cashier's Check	Agency Contact:	Mail
Complaint Date:	7/15/2000	Transaction Date:	1/19/2000
Initial Contact:	Mail	Initial Response:	Mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	High Springs	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	S&c Marketing		
Address:	30065 Pacific Coast Hwy		
City:	Malibu	State/Prov:	California
ZIP:	90265-3640	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4576937
Ext:			
Representative Name:		Title:	
Associated Subjects			
Company:	Herbalife International		

Company Type:	Affiliate		
Address:	9800 La Cienga Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			

Record # 56 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	866825	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	consumer enrolled in distributorship with herbalife, inc. requested a refund due to misreps in contract and ad. only received a refund of \$20. consumer is unable to contact her sponsor. company will not respond to consumer inquiry		
Entered By:	BREDDIX	Entry Date:	2/17/2000
Updated By:	IBOLEN	Updated Date:	8/9/2000
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$225.00	Amount Paid:	\$225.00
Payment Method:		Agency Contact:	Mail
Complaint Date:		Transaction Date:	7/29/1999
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Kinderhook	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America		
Address:	9800 La Cienega Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 57 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	812586	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I don't know if you are the right organization to contact - but here is the story. After being approached about Herbalife by an independent distributor - I decided to check out their website. They claim on the website that their products contain a superior blend of vitamins, minerals, etc. Considering the recent action between Papa John's and Pizza Hut - exactly what gives Herbalife the right to claim their product is superior to other (cheaper) supplements? I know herbalife has been investigated before and I hope you can use this new slant to go at them again.		
Entered By:	FTUCKER	Entry Date:	12/10/1999
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	12/10/1999	Transaction Date:	8/10/1999
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Bryan	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	HDQ - in California		
City:		State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Jeremy Renauld	Title:	

Record # 58 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	809043	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer feels that a business opportunity used bait and switch. Consumer states they did not disclosed it was multi-level marketing company.		
Entered By:	ABANKS	Entry Date:	12/7/1999
Updated By:	IBOLEN	Updated Date:	8/9/2000
Complaint Source:	Planning and Information- BCP	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Mail
Complaint Date:	11/29/1999	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	TSR: Other Deception or Abuse (note in comments)
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Lawrenceville	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International, Inc.		
Address:			
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 59 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	773017	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I was contacted by (b)(6) from France (b)(6) (we were both members of SixDegree's). He sent me almost \$200.00 worth of products. He wants me to become a distributor for Herbalife. Said I could quit my job shortly and make thousands of dollars a month. Sounds too good to be true. That's why I'm asking you. Is this company legit. They sell all over the world, yet I see sites on the net saying they are a rip-off. So are they legit or not?????Thanks (b)(6)		
Entered By:	DJOHNSON	Entry Date:	10/26/1999
Updated By:	IBOLEN	Updated Date:	8/9/2000
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	10/19/1999	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:	(b)(6)		
City:	Manitowoc	State/Prov:	Wisconsin
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International, Inc		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 60 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	708062	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I PURCHASED WEIGHT LOSS PRODUCTS FROM A INDEPENDENT DISTRIBUTOR.I RETURNED PRODUCTS BACK TO HER BECAUSE HERBALIFE WAS CAUSING ME TO GET STOMACH PROBLEMS AND MIGRAINES.HERBALIFE COMES WITH A 30 DAY BACK GUARANTE. THIS DISTRIBUTOR HAS KEEP BOTH RETURNED PRODUCT AS WELL AS MY 161.00.THIS HERBALIFE PRODUCT IS SUPPOSE TO MAKE YOU LOSS WEIGHT AND FEEL GREAT.THEY ARE A SCAM.CAN YOU PLEASE GIVE ME INFORMATION AS TO HOW I CAN RECOVER MY MONEY.		
Entered By:	ESELLERS	Entry Date:	8/15/1999
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:	\$161.00	Amount Paid:	\$161.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	8/10/1999	Transaction Date:	7/8/1999
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	VINELAND	State/Prov:	New Jersey
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America,inc		
Address:	1800 CENTURY PARK EAST		
City:	Los Angeles	State/Prov:	California
ZIP:	90067	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	WENDY HEINTZ	Title:	

Record # 62 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	520194	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	my complain is the proudct didnt work for me. in the begin i lose 5pound of water weight and then i start having problems.I started having headaches all the time and was having a hard time used the bathroom. I'll told (b)(6) about the trouble I'll was having and she say it from like of sugar, so i'll tried it again and same thing happened.She used to call everyday in the begin and when the problem started close to the 30day of giving my money back she stop.she was to call me on the 20, of nov.98 and nothing.the proudcts made my heart beat fast.I not saying it didn't work for other be if a person is having problem they should listern to that person. I so glad someone listen to us poor people that had a problem like this .thank you (b)(6)		
Entered By:	FTUCKER	Entry Date:	12/23/1998
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:	\$255.00	Amount Paid:	\$255.00
Payment Method:	Other Credit Card	Agency Contact:	Internet
Complaint Date:	12/10/1998	Transaction Date:	10/19/1998
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:	(b)(6)		
First Name:	(b)(6)		
Address 1:	(b)(6)		
City:	HOUMA	State/Prov:	Louisiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America, Inc		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Paul& Elaine McVinney	Title:	

Record # 63 of 66 / Consumer Sentinel Network Complaints			
Reference Number:	421162	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	consumer feels that distributor (Paula White) for Herbalife misrepresented weight loss product sold and consumer experienced bad reaction from product.		
Entered By:	SILEE	Entry Date:	7/15/1998
Updated By:	SILEE	Updated Date:	7/15/1998
Complaint Source:	Western Region Los Angeles	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:	\$107.49	Amount Paid:	\$107.49
Payment Method:		Agency Contact:	Mail
Complaint Date:	7/15/1998	Transaction Date:	9/26/1997
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)		
Address 1:			
City:	Camarillo	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America		
Address:	9800 La Cienega Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

MATTER UPDATE NOTICE



Use this form to add, update or delete information about new matters. See the FTC Code Book for instructions and information on codes. Please use the following forms if you need more space: FTC Form 84 for respondents, FTC Form 83 for anything else. Leave the shaded areas blank. Please print.

1. MATTER NUMBER 8523022 2. CURRENT MATTER NAME Heralife International

3. UPDATED MATTER NAME (Complete only if you are changing the matter name. Use important descriptive words, up to 40 letters and spaces in length.)

IDENTIFICATION CODES/TITLES (Complete if existing coded need to be updated)

4. ORGANIZATION CODE 1145 5. PROGRAM CODE F02 6. MANAGER MIS NO. 057321 7. MATTER SOURCE CODE 01

MATTER DESCRIPTION

8. IF THE DESCRIPTION OF THE MATTER HAS CHANGED, BRIEFLY DESCRIBE IT HERE.

EVENT

9. ACTION
A-ADD
U-UPDATE
C-CANCEL

10. EVENT
CODE

0390

11. EVENT DESCRIPTION

recommending closing

12. EVENT DATE

PLANNED					ADJUSTED					ACTUAL					
M	M	D	D	Y	M	M	D	D	Y	M	M	D	D	Y	
										0	3	2	2	8	9

13. EVENT
SOURCE

S

14. EVENT PRIORITY
(H/M/L)

15. IRIS DOCUMENT
NUMBER

16. DOES THIS EVENT APPLY TO ALL RESPONDENTS?
(Y/N)

(If no, list applicable respondents in Item 21)

17. MIS NO. AND NAME OF PERSON RESPONSIBLE FOR THE EVENT

18. CODE AND NAME OF ORGANIZATION RESPONSIBLE FOR THE EVENT

1145 Ad Practices

19. EVENT COMMENT (Enter a brief description of the event.)

EVENT RESPONDENTS (Use for completed events only)

20. SNS CODE

21. RESPONDENT NAME (40 letters and spaces or less)

IF NON RESPONDENT PUT AN 'X'

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(Continue on FTC Form 84 if necessary)

PARTICIPANTS

22. ACTION
A-Add D-Delete

23. TYPE

24. SNS CODE

25. PARTICIPANT NAME

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MATTER STATUS

26. BRIEFLY DESCRIBE THE CURRENT STATUS OF THE ENTIRE MATTER.

As of _____ DATE _____

UPDATE CODES

27. ACTION
A-Add D-Delete

TYPE OF CODE
(e.g., violation, program)

CODE

CODE DESCRIPTION

IF PRIMARY
PUT AN 'X'

<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

UPDATE RESPONDENTS

28. ACTION
A-Add D-Delete

SNS CODE

RESPONDENT NAME
(40 letters and spaces or less)

IF NON RESPONDENT
PUT AN 'X'

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PREPARATION

PREPARED BY

Devenette Aneed

APPROVALS

SIGNATURE OF APPROVING OFFICIAL

Colleen Peeler 3/16/87

SIGNATURE OF REVIEWING OFFICIAL

Send the completed and signed original form to your data entry staff. They will send the signers and the manager a copy and forward the original form to the Office of the Secretary for filing.



STEPHENS FRIEDLAND LLP

2009-01010

4695 MACARTHUR COURT
SUITE 310
NEWPORT BEACH, CA 92660

T: 949.468.3200
F: 949.468.3201
WWW.SF-LAWYERS.COM

May 28, 2009

FEDERAL TRADE COMMISSION
RECEIVED

MAY 29 2009

FOIA BRANCH
GENERAL COUNSEL

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

Re: Herbalife International of America vs. Ford, et al.,

Dear Sir/Madam:

I initially filed a request under the Freedom of Information Act with your agency on or about April 13, 2009 via your agency's official web site. Since that time, I have had no response from your office. I spoke with Richard Gold today and he recommended that I send this letter to follow-up regarding that request. Since more than six (6) weeks have passed since my initial request, I would hope that the FTC would give high priority to my request so that I can receive the information as soon as possible.

My request sought a copy of the following documents:

All investigative documents or consumer complaints concerning Herbalife International of America, Inc., located in Los Angeles, CA (800 West Olympic Blvd., Suite 406, Los Angeles, CA 90015), from 2004 to the present.

Herbalife is a multi-level marketing company that sells nutritional and dietary supplements and products. This company is also more commonly referred to as "Herbalife" so please include all documents/consumer complaints that reference Herbalife.

In order to help determine fees, you should know that I am an attorney and I am willing to pay fees up to \$200.00. If you expect the fees will exceed this, please contact me before proceeding.

If you need to discuss this request, I can be reached at (949) 468-3200. Thank you for your consideration of my request. I look forward to your prompt response.

Sincerely,

J. Gregory Dyer



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

J. Gregory Dyer
Stephens Friedland, LLP
4695 MacArthur Ct., Suite 310
Newport Beach, CA 92660

JUN 11 2009

Re: FOIA-2009-01010
Herbalife International of America

Dear Mr. Dyer:

This is in response to your request dated May 28, 2009, under the Freedom of Information Act seeking access to all investigative records and consumer complaints against Herbalife International of America from 2004 to the present. In accordance with the FOIA and agency policy, we have searched our records, as of May 29, 2009, the date we received your request in our FOIA office.

We have located 114 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Sixteen pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

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

Enclosed are 98 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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

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

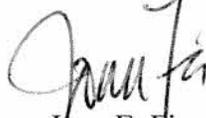
Financial Management Office, H-790
Federal Trade Commission
600 Pennsylvania Avenue, NW
Washington, DC 20580

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

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

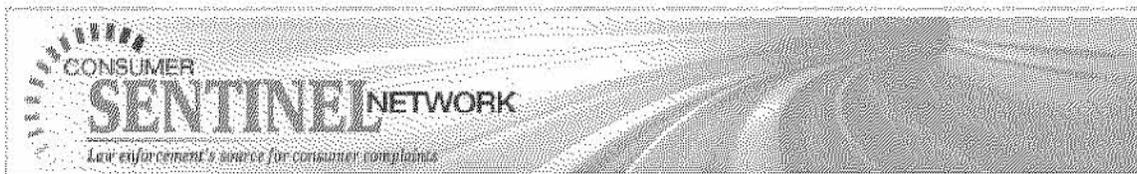
If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Chris Falcone at 202-326-2027.

Sincerely,

A handwritten signature in black ink, appearing to read "Joan E. Fina".

Joan E. Fina
Assistant General Counsel

Enclosed:
CD



Record Details

Consumer Sentinel Network Complaints

Record # 1 of 100 / Consumer Sentinel Network Complaints	
Reference Number:	22669735
Originator Reference Number:	
Language:	English
Contact Type:	Complaint
Source:	Consumer
DNC?	N
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 unopened boxes of supplies and refund of money paid.
Entered By:	FTCCIS-FTCUSER
Entry Date:	5/7/2009
Updated By:	
Updated Date:	
Complaint Source:	PUBLIC USERS - CIS
Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$3,884.00
Amount Paid:	\$3,884.00
Payment Method:	Discover Credit Card
Agency Contact:	Internet
Complaint Date:	5/7/2009
Transaction Date:	3/25/2009
Initial Contact:	Internet/E-mail
Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)
Law Violation:	Deception/Misrepresentation
Topic:	
Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N
Dispute with Credit Bureau over 45 days?:	N
Consumer	
Complaining Company/Org.:	
First Name:	(b)(6)
Last Name:	(b)(6)
Address 1:	
Address 2:	
City:	Maricopa
State/Prov:	Arizona
ZIP:	(b)(6)
Country:	UNITED STATES
Home Number:	
Work Number:	(b)(6)
Fax Number:	
Ext:	
Email:	
Age Range:	65 - 69
Subject	
Subject:	Herbalife International Of America Inc.
Address:	P.O. Box 80210

City: Los Angeles	State/Prov: California
ZIP: 90080-0210	Country: United States
Email:	URL: www.herbalifesitemap.com
Area Code: 866	Phone Number: 6174273
Ext:	
Representative Name: Jan / Lynda Allison / Cromar	Title: Ind. Distributor / Manage

Record # 2 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	22172283	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase \$4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about \$8,000.00, I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately \$2,900.00 for my returned products from Herbalife but that was a battle unto its own. I did not get any refund for the balanced of the money spent. I want to pursue this further and to ensure others are not harmed in this way. As the government recently said, "Canadians and Americans are already victims in many ways with the economic downturn and we don't want anyone in a position to exploit them further". I am looking for compensation from Herbalife of my additional costs(I've been told to get in the line behind the others who are claiming the same). I am writing to you in hopes to take it further to help others who get caught in this trap. I feel Herbalife and Global Home Business Systems operate as a Pyramid Scheme Sincerely, (b)(6)</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/26/2009
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - 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:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:	(b)(6)		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Barrie	State/Prov:	Ontario, Canada
ZIP:		Country:	CANADA
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife & Global Home Business System		
Address:	32 Chase		
City:	Christina Lake	State/Prov:	British Columbia, Canada
ZIP:	V0H1E2	Country:	Canada
Email:	ideanmandryk@shaw.ca	URL:	
Area Code:	250	Phone Number:	4479056

Ext:			
Representative Name:	Sharon Wallace	Title:	Upline

Record # 3 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	21264277	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	FTCCIS-FTCUSER	Entry Date:	12/31/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$10.00	Amount Paid:	\$10.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	12/31/2008	Transaction Date:	12/29/2008
Initial Contact:	Initiated Contact	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Culver City	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	50 - 59		
Subject			
Subject:	Merelle Worldwide (herbalife Distributor)		
Address:	804 Port America Suite 400		
City:	Grapevine	State/Prov:	Texas
ZIP:	76051	Country:	United States
Email:	joycelyn_tresch@msn.com	URL:	
Area Code:	228	Phone Number:	2163335
Ext:			
Representative Name:	Joycelyn Tresch	Title:	

Record # 7 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	20825454	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:		DNC?	N
Comments:	Consumer has contacted the FTC, to inquire / request information about, a company named Herbalife International of America, Inc. Consumer stated she wanted to know if the company was a legitimate business.		
Entered By:	RBERMUDEZ	Entry Date:	11/7/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships Work-At-Home Plans
Amount Requested:	\$3,000.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Phone
Complaint Date:	11/7/2008	Transaction Date:	10/1/2008
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP) Franchise Rule	Law Violation:	Breach of Contract
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	PLYMOUTH	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:			
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90080	Country:	United States
Email:			
Area Code:	310	URL:	http://www.herbalife.com
Ext:			
Phone Number:	4109600		
Representative Name:			
Title:			

Record # 8 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	20494548	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Here is the body of the SPAM email in its entirety. It was unsolicited, 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 like 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 Parmenter Independent Herbalife Distributors (515) 720-8696 www.SoLongInches.com		
Entered By:	FTCCIS-FTCUSER	Entry Date:	10/6/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Access Services
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Internet
Complaint Date:	10/6/2008	Transaction Date:	10/3/2008
Initial Contact:	Internet/E-mail	Initial Response:	Unknown
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: Other/general annoyance
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Waukee	State/Prov:	Iowa
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Mark And Mary Parmenter: Independent Herbalife Distributors		
Address:			
City:		State/Prov:	
ZIP:		Country:	

Email:	MarkGParmenter@msn.com	URL:	www.SoLongInches.com
Area Code:	515	Phone Number:	7208696
Ext:			
Representative Name:	Mark and Mary Parmenter	Title:	

Record # 10 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	19568692	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
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.		
Entered By:	jkilpatrick	Entry Date:	7/16/2008
Updated By:	jkilpatrick	Updated Date:	7/16/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$50.00	Amount Paid:	\$50.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	7/16/2008	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Hartsdale	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Inc		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:			
Representative Name:		Title:	

Record # 12 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13961776	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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		
Entered By:	SSCHWARTZ	Entry Date:	6/3/2008
Updated By:	JOB: Set_TCS_Flag	Updated Date:	6/4/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$500.00	Amount Paid:	\$500.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	6/3/2008
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Cleveland	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 13 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13791147	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: cannot unsubscribe from e-mail list) Cannot unsubscribe from e-mail marketing list.		
Entered By:	JHART	Entry Date:	5/12/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	5/13/2008
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Access Services
Amount Requested:	\$45.00	Amount Paid:	\$45.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	5/8/2008	Transaction Date:	5/7/2008
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: "Remove Me" is missing, broken, or ignored
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Gainesville	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	30 - 39		
Subject			
Subject:	Laurent Trust (It) Ltd, T/a 60minute Money. / Herbalife		
Address:	10391 e hwy 120		
City:	Manteca City	State/Prov:	California
ZIP:	95336	Country:	United States
Email:			
Area Code:	209	URL:	
Ext:			
Phone Number:	8235968		
Representative Name:			
Title:			

Record # 15 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13702999	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RBROWN1	Entry Date:	4/30/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Mail
Complaint Date:	3/12/2008	Transaction Date:	3/12/2008
Initial Contact:	Unknown	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Oakland Park	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 16 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13261683	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	LKILPATRICK	Entry Date:	3/14/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$40.00	Amount Paid:	\$40.00
Payment Method:	Other Credit Card	Agency Contact:	Mail
Complaint Date:	11/26/2007	Transaction Date:	
Initial Contact:	Phone	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	College Park	State/Prov:	Maryland
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	310	Phone Number:	2587155
Ext:			
Representative Name:		Title:	

Record # 17 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13201409	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: 1 meregade, aloe vera drink , rusberry drink) i went to a mystenous job meeting, 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.		
Entered By:	RBROWN1	Entry Date:	3/10/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Non-Alcoholic Beverages Other (Note in Comments)
Amount Requested:	\$65.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Internet
Complaint Date:	3/9/2008	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	oaklnad park	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:	13794 th nw 4 st suite 206		
City:	Sunrise	State/Prov:	Florida
ZIP:	33325	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Maria Helena Ramos 03/08/2008	Title:	

Record # 18 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	13186238	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RLOPER	Entry Date:	3/7/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	3/8/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$1,204.00	Amount Paid:	\$1,204.00
Payment Method:	Other Credit Card	Agency Contact:	Mail
Complaint Date:	9/9/2007	Transaction Date:	4/22/2007
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Norfolk	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 20 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	12414932	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer is asking if a work at home opportunity called Online Business Systems with Herbalife is legitimate.		
Entered By:	EPRITSCH	Entry Date:	12/5/2007
Updated By:	JOB: Set_TCS_Flag	Updated Date:	12/6/2007
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	12/5/2007
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Massillon	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Online Business Systems With Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 22 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11860755	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 Herbalife, 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!		
Entered By:	WFRIDAY	Entry Date:	10/17/2007
Updated By:	JOB: Upd_internet_related	Updated Date:	10/18/2007
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3,200.00	Amount Paid:	\$3,200.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	10/15/2007	Transaction Date:	7/10/2007
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Santa Maria	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:	(b)(6)		
Ext:			
Age Range:	50 - 59		
Subject			
Subject:	Herbalife Intemational		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:			
Area Code:	310	Phone Number:	410-9600
Ext:			
Representative Name:	Claudya Galvan	Title:	

Record # 23 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11845799	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 office 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, home 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.		
Entered By:	ASMITLEY	Entry Date:	10/12/2007
Updated By:	JOB: Upd_internet_related	Updated Date:	10/13/2007
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$2,300.00	Amount Paid:	\$4,088.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	10/9/2007	Transaction Date:	4/1/2007
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Walla Walla	State/Prov:	Washington
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife International		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	866-4744
Ext:			

Representative Name:	Ann Gallup	Title:	
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Record # 24 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	12135397	Originator Reference Number:	ICCC571593
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0710101009365782: On Monday, 10-8-07, I received an email from an individual supposedly from the UK asking me to take part in his company by working part-time doing check cashing and sending funds back to him/her via Western Union. I knew this was a fraudulent offer, seeing as how he/she names their company "Herbalife Textile...", as I have worked for the legitimit "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		
Entered By:	IFCC	Entry Date:	10/10/2007
Updated By:	Map NW3C P/S	Updated Date:	2/20/2008
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	10/10/2007	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	PINE CITY	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Subject			
Subject:	Herbalife Textile Co. Ltd Int Textiles Company		
Address:	Ivy Mill, Lorne Street Bolton BL47L		
City:		State/Prov:	
ZIP:		Country:	United Kingdom
Email:			
Area Code:			
	Phone Number:		

Ext:			
Representative Name:	Benjamin Taylor	Title:	

Record # 27 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	11007151	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	EANDERSON	Entry Date:	7/11/2007
Updated By:	JOB: Set_TCS_Flag	Updated Date:	8/1/2007
Complaint Source:	Office of the Chairman	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	7/10/2007	Transaction Date:	6/22/2007
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Ozark	State/Prov:	Alabama
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:			
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:			
Area Code:	310	URL:	
Ext:			
Phone Number:	4109600		
Representative Name:			
Title:			

Record # 30 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10552269	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RLOPER	Entry Date:	5/3/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$800.00	Amount Paid:	\$800.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	5/2/2007	Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Gndley	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	50 - 59		
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:			
Area Code:	310	URL:	
Ext:			
Phone Number:	4109600		
Representative Name:	Gordon Townsend	Title:	

Record # 31 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10503971	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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)		
Entered By:	LSHARP	Entry Date:	4/26/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	\$9.95	Amount Paid:	\$9.95
Payment Method:	Discover Credit Card	Agency Contact:	Internet
Complaint Date:	4/25/2007	Transaction Date:	
Initial Contact:	Mail	Initial Response:	
Statute/Rule:	Mail or Telephone Merchandise Order Rule	Law Violation:	Prompt Refund Not Received
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	Y	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Rockford	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:	(b)(6)	Ext:	
Age Range:	50 - 59		
Subject			
Subject:	E-team Online Fulfillment--herbalife, Agustin Pascual		
Address:	2029 Westgate Dr. #120		
City:	Carrollton	State/Prov:	Texas
ZIP:	75006	Country:	United States
Email:			
Area Code:	909	Phone Number:	899-7821
Ext:			
Representative Name:	Agustin(Sandy) PASCUAL	Title:	

Record # 35 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	10213230	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	JXHEINY	Entry Date:	3/13/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$145.50	Amount Paid:	\$145.50
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	3/11/2007	Transaction Date:	1/27/2007
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	Mail or Telephone Merchandise Order Rule	Law Violation:	Prompt Refund Not Received
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Boca Raton	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Kayra Nieves	Title:	

Record # 36 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9978524	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	WFRIDAY	Entry Date:	2/8/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$2,000.00	Amount Paid:	\$30.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	2/6/2007	Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Stilwater	State/Prov:	Oklahoma
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	50 - 59		
Subject			
Subject:	Herbalife		
Address:			
City:			State/Prov:
ZIP:			Country:
Email:			URL:
Area Code:			Phone Number:
Ext:			
Representative Name:			Title:

Record # 38 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9685067	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	BMORGAN	Entry Date:	1/3/2007
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$290.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	1/7/2006
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Brampton	State/Prov:	Ontario, Canada
ZIP:	(b)(6)	Country:	CANADA
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 39 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9666667	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RBROWN1	Entry Date:	12/28/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$700.00	Amount Paid:	\$700.00
Payment Method:	Not Reported	Agency Contact:	Mail
Complaint Date:	12/4/2006	Transaction Date:	12/4/2006
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraudulent Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Flowery Branch	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:		Work Number:	(b)(6)
Email:		Ext:	
		Age Range:	
Subject			
Subject:	Herbalife International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 41 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	9616143	Originator Reference Number:	ICCC127216
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCF Ref # I0610062342469282. I have reason to believe that the indicated individual used sensitive data to steal 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 of charges that I had not made. The credit card with the fraudulent 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. Everytime 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		
Entered By:	IFCC	Entry Date:	10/6/2006
Updated By:	Map NW3C P/S	Updated Date:	11/10/2007
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	10/6/2006	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	DALLAS	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:	3010 Saint Lynda Drive		
City:	Mansfield	State/Prov:	Texas
ZIP:	76063	Country:	United States
Email:		URL:	
Area Code:	817	Phone Number:	4779427

Ext:		
Representative Name:	Jacquelyn Bahon	Title:

Record # 42 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8777628	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	MPHILLIPS	Entry Date:	8/8/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3,100.00	Amount Paid:	\$3,100.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	8/4/2006	Transaction Date:	7/10/2006
Initial Contact:	TV/Radio	Initial Response:	
Statute/Rule Topic:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Dispute with Credit Bureau?:	N	Fraud Complaint?:	Y
Dispute with Credit Bureau over 45 days?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Burlington	State/Prov:	North Carolina
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	50 - 59		
Subject			
Subject:	Herbalife International		
Address:	620 Newport Center Drive, Suite 400		
City:	Newport Beach	State/Prov:	California
ZIP:	92660	Country:	United States
Email:			
Area Code:	949	URL:	
Ext:			
Phone Number:	7203636		
Representative Name:	Bob Rake	Title:	

Record # 44 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8543374	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: Work at Home Business) I found a "Work at Home" advertisement online and submitted my information. I was aggressively 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.		
Entered By:	DCRASE	Entry Date:	7/5/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$2,000.00	Amount Paid:	\$1,931.00
Payment Method:	Wire Transfer - Other	Agency Contact:	Internet
Complaint Date:	7/2/2006	Transaction Date:	6/1/2005
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Hobe Sound	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	18 - 19		
Subject			
Subject:	Herbalife International		
Address:	9800 S. La Cienega Blvd.		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:			
Area Code:	866	URL:	
Ext:			
Phone Number:	8664744		
Representative Name:	Jerry Greenen	Title:	

Record # 45 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8534036	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Fraudulent ad: Company is advertising in job listings. 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+Tchida+email&hl=en&lr=&safe=off&start=10&sa=N" "Gretel 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=Gretel+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.		
Entered By:	RBROWN1	Entry Date:	7/3/2006
Updated By:	JOB: Upd_internet_related	Updated Date:	7/4/2006
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Employ Agencies\Job Counsel\Overseas Work
Amount Requested:	\$350.00	Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	6/29/2006	Transaction Date:	6/29/2006
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)	Last Name:	(b)(6)
Address 1:			
City:			
ZIP:			
Home Number:			
Fax Number:	(b)(6)	Work Number:	
Email:			
Subject			
Subject:	Herbalife		
Address:			
City:			
ZIP:			
Email:			
Area Code:			
Ext:			
Representative Name:	Gretel Tchida	Title:	

Record # 46 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8466034	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	JHART	Entry Date:	6/21/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	\$399.00	Amount Paid:	\$399.00
Payment Method:	Other Credit Card	Agency Contact:	Mail
Complaint Date:	5/2/2006	Transaction Date:	
Initial Contact:	Mail	Initial Response:	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Enfield	State/Prov:	Connecticut
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America		
Address:	9800 S La Cienega Blvd PO Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 49 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	8132203	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	JPITTS	Entry Date:	5/1/2006
Updated By:	JOB: Upd_internet_related	Updated Date:	5/2/2006
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$399.00	Amount Paid:	\$399.00
Payment Method:	American Express Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	4/15/2006
Initial Contact:	Internet Web Site	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Enfield	State/Prov:	Connecticut
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 50 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7942178	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	JPITTS	Entry Date:	3/30/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$94.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	8/1/2005
Initial Contact:	Print	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Milford	State/Prov:	Connecticut
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 51 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7778410	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RLOPER	Entry Date:	3/3/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$274.00	Amount Paid:	\$274.00
Payment Method:	Cash	Agency Contact:	Internet
Complaint Date:	3/2/2006	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Fontana	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 54 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7590486	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer wanted info on Herbalife, if it had good ratings to do bussiness with because he contacted the BBB and they have a good report on it. No personal info was provided.		
Entered By:	DGIRONCHAVEZ	Entry Date:	2/2/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	2/2/2006
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Wilmington	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 55 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7499446	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>(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 HerbalLife 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 phone meeting. She called today to tell me the detail. I only found out this time that I had to sell HerbalLife 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 HerbalLife 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 HerbalLife 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</p>		
Entered By:	NSHOUSE	Entry Date:	1/20/2006
Updated By:	PELMORE	Updated Date:	4/17/2006
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$399.00	Amount Paid:	\$9.95
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	1/19/2006	Transaction Date:	1/18/2006
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Las Vegas	State/Prov:	Nevada
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	40 - 49		
Subject			
Subject:	Online Business Systems/herbalLife Distributors		
Address:	8230 Shelter Creek Lane		
City:	San Bruno	State/Prov:	California
ZIP:	94066	Country:	United States
Email:			
Area Code:	650	Phone Number:	438-3708

Ext:			
Representative Name:	Loran Victonno	Title:	

Record # 57 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7326376	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: herbatife products) I purchased a work at home kit and was supposed to only pay 9.95 for shipping. She charged an additional \$29.99 stating that since I did not participate in the work at home program, she charged me \$29.99. Which is not what I agreed to.		
Entered By:	DCRASE	Entry Date:	12/23/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	12/24/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$9.95	Amount Paid:	\$39.99
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	12/22/2005	Transaction Date:	12/22/2005
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	Y	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	New York	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbalife Products		
Address:	21 Northgate Rd		
City:	Burlington	State/Prov:	Vermont
ZIP:	05401-1276	Country:	United States
Email:		URL:	
Area Code:	802	Phone Number:	865
Ext:			
Representative Name:	Patrice Amirault	Title:	

Record # 58 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	7286655	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MAIL: Consumer writes to complain that consumer resigned as a supervisor/distributor for Herbalife International, as the company did not deliver on its promise of 75 leads when the consumer bought 5 shares at a cost of \$1240.00. Consumer further states that the plan is for distributors to spend 80% of time recruiting and only 20% time retailing the product. No work phone is listed for the consumer.		
Entered By:	RLOPER	Entry Date:	12/16/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$1,240.00	Amount Paid:	\$1,240.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	12/3/2005	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Peachtree City	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Subject			
Subject:	Herbalife International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:			
	Title:		

Record # 61 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6784531	Originator Reference Number:	105090818372295
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. I responded to a TV advertisement to provide details of an Internet Business Opportunity. Web site asked for the \$9.95 fee to cover shipping. I used my Master Card to pay for the it. This was 8/14/05. When I received it I saw that it involved Herb-a-Life multi-level marketing so I threw it away. I received an e-mail telling me that because I did not send it back as instructed in the presentation which I did not watch, I never even opened the envelope, they were going to charge my credit card \$29.95 for training. This was 9/6/2005. I called the Credit card company on 9/6/05 (CitiBank) and asked that that card number (I used their virtual card number) be closed to stop any attempt to charge anything to it. Citi Bank failed to stop it and an unauthorized charge was made to the account. I also replied to the sender that I would file a complaint with the FBI if they attempted to charge my credit card for the amount. I have filed a dispute with Citi Bank and they are going to charge back the both amounts but I feel this must activity needs to be investigated as it is fraud. Thank you for your assistance and I hope to hear from someone about this.		
Entered By:	IFCC	Entry Date:	9/8/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	9/23/2005
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Internet Auction
Amount Requested:		Amount Paid:	\$40.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	9/8/2005	Transaction Date:	8/15/2005
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PHILADELPHIA	State/Prov:	Pennsylvania
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife		
Address:	2200 NE 36th Avenue Bldg 400		
City:	Ocala	State/Prov:	Florida
ZIP:	34470	Country:	United States
Email:		URL:	
Area Code:	817	Phone Number:	3195200
Ext:			
Representative Name:		Title:	

Record # 62 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6476991	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	The consumer is calling in reference to Herbalife. The consumer states that he has purchased an information package for \$50 from this company, and he wants to know if they are legitimate.		
Entered By:	MPURLEE	Entry Date:	7/26/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:	(b)(6)		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)		
City:	Longmont	State/Prov:	Colorado
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	60 - 64
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:			
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 63 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6447817	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	It's a scam. They lied to many many people (mostly newcomers who dont understand english) that money can be earned easily and quickly. They ask people to pay 175 dollars to buy a business license that is good for all 50 states! Many people fell for it and lost a lot of money. This company also do "business" in many other states.		
Entered By:	RLOPER	Entry Date:	7/19/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$175.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/18/2005	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	(b)(6)
City:	Brooklyn	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	18 - 19
Subject			
Subject:	Herbalife International		
Address:	84 Bowery Street 2nd Floor		
City:	Manhattan	State/Prov:	New York
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 64 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6231556	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I had purchased a house in March of 2004. A little over one month later, I was downsized from my job. At first I wasn't worried, as I usually had no problem finding other work. However, after a month and a half, I began to believe that my unemployment was going to be more long-term than I had expected. When I saw an email from "an Independent Herbalife distributor," I was a little desperate and jumped at the chance to "be my own boss" and make "thousands of dollars a month." I realized it would be hard work, and not just a get-rich-quick scheme. The whole job sounded very good and doable. I liquidated my 401K and my stocks to be able to buy into the company. As time wore on and I noticed that no matter how much hard work I put into it, no matter how exactly I followed their instructions, I was paying much more money than I earned. I made a total of maybe \$150. I spent money on advertising and bought a phone line, but 95% of my calls were rejections. As my spirits declined, I did more research into the company and found it was nothing more than a cleverly disguised pyramid scheme. The only people who would make any real profit were the ones high up in the pyramid, using their flunkies to do their advertising and sales for them, while they reaped the profits. I wasn't nearly in as much control as I was led to believe. I want to get my money back, but each time a class-action lawsuit is brought against them and settled, they change their practices just enough to make them that much more difficult to seek reprisals from them. They have a return policy, but they charge a restocking fee and make you pay for your own shipping and handling, so they make it not worth the hassle of sending their stuff back.		
Entered By:	RLOPER	Entry Date:	6/9/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	6/10/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$2,778.22	Amount Paid:	\$2,778.22
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	6/8/2005	Transaction Date:	6/24/2004
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Green Bay	State/Prov:	Wisconsin
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	30 - 39		
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:			
Area Code:	866	Phone Number:	866-4744
Ext:			
Representative:	Tammy Klimek	Title:	

Name:

Record # 65 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6230145	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer contacted a company named Herbalife. Consumer states it is a work at home company where the consumer does some computer work. Consumer found them online and was asked to enter her bank acct info so they could charge her 9.95 for a VHS tape. Consumer later found that they charged her bank acct twice. Consumer did not provide an alternate #.		
Entered By:	AROGERS	Entry Date:	6/9/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	6/10/2005
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$9.95	Amount Paid:	\$19.90
Payment Method:	Bank Account Debit	Agency Contact:	Phone
Complaint Date:		Transaction Date:	6/9/2005
Initial Contact:	Internet Web Site	Initial Response:	Unknown
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:	(b)(6)	Last Name:	(b)(6)
First Name:		Address 2:	
Address 1:		City:	Grayling
City:	Grayling	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	888	Phone Number:	2818171
Ext:			
Representative Name:		Title:	

Record # 66 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6226462	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Company wants \$50 for "Decision Package" then calls and wants to get \$399 for more materials and information. Package is sent and they try to get you to recruit saying that is the only way to make money. Hardly any mention of retailing a product, only to recruit others, but they want you to buy \$3700 in inventory to start at Supervisor level. They do not tell you that once you open the package they sent, you can not be refunded for anything you open or have written on, but the first thing they tell you to do is write in the book and open the product packaging.		
Entered By:	MPHILLIPS	Entry Date:	6/8/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	6/9/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$4,149.00	Amount Paid:	\$450.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	6/7/2005	Transaction Date:	5/20/2005
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Arlington	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Online Business Systems/herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Lorri Fulton	Title:	

Record # 67 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	6052556	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Caller is calling on behalf of her son. Caller states that her son saw an ad in the newspaper about a work at home offer with Herbalife. Consumer had sent the company \$39.95 and was told that he would receive a packet on 05/04/05. Caller is wanting to know if Herbalife was legitimate or not. Consumer does not have a complaint on the company.		
Entered By:	JBARNEDO	Entry Date:	5/3/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$39.95	Amount Paid:	\$35.95
Payment Method:	MasterCard Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	5/3/2005
Initial Contact:	Print	Initial Response:	Phone: other
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Fort White	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Complaining Company/Org.:			
First Name:	Kathy	Last Name:	Durbin
Address 1:	12686 SW State Road 47	Address 2:	
City:	Fort White	State/Prov:	Florida
ZIP:	32038	Country:	UNITED STATES
Home Number:	386 7559058	Work Number:	386 6231246
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	817	Phone Number:	4286744
Ext:			
Representative Name:		Title:	

Record # 68 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5911221	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I initially signed up to start my own business with the understanding that if you work hard you will see unlimited cash flow. What ended up suppose to only cost \$500 ended up costing over \$4000 w/hidden cost that was not made aware to us. When conducting calls, if people ask if there are any more hidden cost the companies answer would be no. However, there are several costs which people should be aware of with this company. Yes I would like to see my money returned but I also don't want to see others get financially hurt.		
Entered By:	DBRAHLEK	Entry Date:	4/5/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$548.95	Amount Paid:	\$4,894.80
Payment Method:	Other Credit Card	Agency Contact:	Internet
Complaint Date:	4/3/2005	Transaction Date:	1/1/2005
Initial Contact:	Print	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:	(b)(6)		
First Name:	(b)(6)		Last Name: (b)(6)
Address 1:			
Address 2:			
City:	Terre Haute	State/Prov:	Indiana
ZIP:	(b)(6)		Country: UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	40 - 49		
Subject			
Subject:	Herbalife International		
Address:	9800 La Ciencga Blvd		
City:	Inglewood	State/Prov:	California
ZIP:	90301	Country:	United States
Email:			
URL:			
Area Code:	310-	Phone Number:	410-9600
Ext:			
Representative Name:	Melissa Ochsenein	Title:	

Record # 69 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5862342	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:		Entry Date:	3/28/2005
Entered By:	JXHEINY	Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	
Amount Requested:	\$3,500.00	Amount Paid:	\$3,500.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	3/26/2005	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:	(b)(6)	Last Name:	(b)(6)
First Name:		Address 2:	
Address 1:		State/Prov:	California
City:	san francisco	Country:	UNITED STATES
ZIP:	(b)(6)	Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range:	30 - 39
Email:		Subject	
Subject:	Herbalife		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:	90080	Country:	United States
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:			
Representative Name:		Title:	

Record # 70 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5859183	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The company "VSM" Vertical skip Marketing gave out information that if you did as they stated you could make REAL money fast. They have a good plan step by step every step cost more but with better promises. Then when I would be on calls with my up link " Gary Myers " the information he was telling people was WRONG. I was told with the plan I was doing I would be making between 3-5000 dollars in three to six months. All that I did was pay out buying WHEEL SLOTS. had to buy 4 slots per month to stay with the program at a cost of \$300.00 per slot. When I said I could not buy any more slots I was told sorry we only have time to help the players not the quitters. I have spent over \$7000.00 That I want back		
Entered By:	DBRAHLEK	Entry Date:	3/25/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	3/26/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$199.00	Amount Paid:	\$7,000.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	3/24/2005	Transaction Date:	9/15/2004
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	McAllen	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	65 - 69		
Subject			
Subject:	Vertical Skip Marketing/herbatlfe, Inc.		
Address:			
City:	Los Angeles	State/Prov:	California
ZIP:			
Country:	United States		
Email:			
URL:			
Area Code:	866	Phone Number:	8664744
Ext:			
Representative Name:	Gary Myers	Title:	

Record # 72 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5741235	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The consumer is calling because he has seen a work at home opportunity for Herbalife on TV then the consumer called the company and has been in contact with them. The consumer wants to know if it is a legitimate business before he pays.		
Entered By:	BBURGESS1	Entry Date:	3/1/2005
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP) Telemarketing Sales Rule	Law Violation:	Deception/Misrepresentation TSR: Other Deception or Abuse (note in comments)
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:	(b)(6)	Last Name:	(b)(6)
First Name:		Address 2:	
Address 1:		State/Prov:	Virginia
City:	Franklin	Country:	UNITED STATES
ZIP:	(b)(6)	Work Number:	(b)(6)
Home Number:		Ext:	
Fax Number:		Age Range:	40 - 49
Email:		Subject	
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 73 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5739852	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I've been apart of vsm/herbalife for eight months now without any support that was promised to me. I was mislead by certain members in the organization claiming I could become successful. I was just about to submit another \$1200 dollars until I went to ripoff report and found a lawsuit against them in california. Am I intitled?		
Entered By:	DBRAHLEK	Entry Date:	3/1/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	3/2/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$5,000.00	Amount Paid:	\$2,300.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	2/27/2005	Transaction Date:	6/12/2004
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	racine	State/Prov:	Wisconsin
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:	(b)(6)	Ext:	
Age Range:	20 - 29		
Subject			
Subject:	Herbalife/vertical Skip Marketing		
Address:	3580 E. Raines Road		
City:	Memphis	State/Prov:	Tennessee
ZIP:	38118	Country:	United States
Email:			
Area Code:	1-866	URL:	
Ext:			
Phone Number:	866-4744		
Representative Name:	gary meyers	Title:	

Record # 74 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5739758	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer said he answered an ad on Monster.com for a company called On Line Business Systems for selling Herbalife products. Consumer said that on 2/25/05 he paid On Line Business Systems \$399 for the program using a CC. Consumer is now concerned because he feels it is more a pyramid scheme rather than multi-level marketing as he feels product sales represent about 20% of your effort vs 80% effort recruiting others in your line.		
Entered By:	JBAUGHN	Entry Date:	3/1/2005
Updated By:	JOB: Upd_internet_related	Updated Date:	3/2/2005
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$399.00	Amount Paid:	\$399.00
Payment Method:	American Express Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	2/25/2005
Initial Contact:	Internet Web Site	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Middleton	State/Prov:	Massachusetts
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	On Line Business Systems		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	
Associated Subjects			
Company:	Herbalife		
Company Type:	Supplier		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			

Record # 75 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5721762	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	When the fuck are you clowns going to shut the REALLY BIG SCAMMERS DOWN Quit fucking around with only those who don't line your pockets.		
Entered By:	DCRASE	Entry Date:	2/24/2005
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	2/22/2005	Transaction Date:	
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	A	State/Prov:	Alabama
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	60 - 64		
Subject			
Subject:	Amway, Avon, Tupperware, Herbalife, Carlton Sheets.....		
Address:			
City:			
State/Prov:			
ZIP:			
Country:			
Email:			
URL:			
Area Code:			
Phone Number:			
Ext:			
Representative Name:			
Title:			

Record # 78 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5432040	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	They claimed to be associated with Herbalife Co. they call themselves VSM or Vertical Skip Marketing, and they took me for \$110.00 to start a home based bussiness, selling Herbalife products and they said I would make money through a pyrmid system witch is not true. They are not even affiliated with Herbalife. They try to get you to recriute people so that they too can be scammed.		
Entered By:	RLOPER	Entry Date:	12/28/2004
Updated By:	BOLEN	Updated Date:	1/5/2005
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$110.00	Amount Paid:	\$110.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	12/27/2004	Transaction Date:	11/10/2004
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Grayslake	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:	(b)(6)	Work Number:	
		Ext:	
		Age Range:	30 - 39
Subject			
Subject:	Vertical Skip Marketing (herbalife)		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:			
		Title:	

Record # 81 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5286061	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	They gave us a sales pitch on make money at home,sold us a package and half way told us how it supposedly works.We never made our first dime, did not even get set up to take orders and when we refused to give them another \$2500 they never assisted us or contacted us again.We just want our money back and hope they are not taking advantage of others like us(a hard working couple trying to raise our little girl and new bom baby) again.Come to find out we paid \$395 for the package which was only suppose to cost \$79.		
Entered By:	RLOPER	Entry Date:	11/23/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	11/24/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3,000.00	Amount Paid:	\$435.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	11/22/2004	Transaction Date:	8/1/2004
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Marion	State/Prov:	Kentucky
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:			
City:	Port Orchard	State/Prov:	Washington
ZIP:	98367	Country:	United States
Email:			
Area Code:	360	Phone Number:	8911485
Ext:			
Representative Name:	Mike and Rosie Bottai	Title:	

Record # 82 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	5254187	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I purchased what is known as recruiting leads at the price of \$100 per lead. In this case I had actually purchased 82 leads at a price of \$100 per lead for a total of \$8,200.00. It is my contention that 17 of these leads were "bad leads" and consisted of persons over the age of 60, therefore, causing me a loss of \$1,700 for these unbonafide leads. There were other leads that I would consider "not good leads" but these were the most obvious. I have proof of these leads (names, etc)		
Entered By:	NSHOUSE	Entry Date:	11/15/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$100.00	Amount Paid:	\$1,700.00
Payment Method:	Wire Transfer - Other	Agency Contact:	Internet
Complaint Date:	11/10/2004	Transaction Date:	7/1/2003
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Vancouver	State/Prov:	Washington
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	70 - 79		
Subject			
Subject:	Herbalife International, Larry & Shannon Halls		
Address:	18560 Burkland Road		
City:	Mt. Vernon	State/Prov:	Washington
ZIP:	98274	Country:	United States
Email:			
Area Code:	360	Phone Number:	424-7241
Ext:			
Representative Name:	Larry Halls	Title:	

Record # 83 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4961942	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I think they are a pyramid scheme. Try to go to www.how2besuccessful.com I believe that "Vertical Skip Marketing" could be a pyramid scheme. Please, help me investigate. - Gustavo		
Entered By:	AHOWARD	Entry Date:	9/3/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	9/4/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$99.00	Amount Paid:	\$99.00
Payment Method:	Money Order (Not Classified)	Agency Contact:	Internet
Complaint Date:	8/30/2004	Transaction Date:	7/26/2004
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	McAllen	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	18 - 19		
Subject			
Subject:	Herbalife		
Address:			
City:			
State/Prov:			
ZIP:			
Country:			
Email:			
URL:			
Area Code:			
Phone Number:			
Ext:			
Representative Name:	Pat Bueker	Title:	

Record # 85 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4847318	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I have been receiving spam from this company - I have sent numerous requests to be removed from their list. Their privacy statement says each email will have an opt-out link --- none of them do - so I have tried to reply with opt-out and still get two - three emails a day		
Entered By:	DCRASE	Entry Date:	8/13/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	8/14/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Access Services
Amount Requested:	\$100.00	Amount Paid:	\$100.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	8/10/2004	Transaction Date:	
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: "Remove Me" is missing, broken, or ignored
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Allentown	State/Prov:	New Jersey
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife - How2besuccessful.com		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Anders Ludwig	Title:	

Record # 86 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4768888	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	The company's tv ad is fraudulent in the respect that it indicates it will match your needs and skills with a suitable home business from their extensive research. In truth all applicants are matched with a multi level marketing scheme for Herbalife. The amount I paid was for shipp to me (and back to them) of an "information packet" on the home based business which was little more than an infomercial. The penalty for not returning the advertising literature was a charge of \$30 on my credit card. The ad uses actors giving testimonials as to the success of their home business but does not indicate these people are actors. The claim of matching you to a suitable business is fals. I sent the packet back and sent an extensive email to the representative who contacted me. The email explained exactly whay I thought this opportunity was nothing more than a pyramid scheme and why I did not want to participate. At this time the representative became idignant. The fact that they give no information on the product in any of their literature nor do they give you any way of verifying their claims is suspicious. The fact that they conceal their true identity is worse (I was only able to get the address stated above from www.ftc.gov. The fact that they advertise www.7career.com and www.6career.com indicates to me thta they are looking for ever more gullible targets. Feel free to contact me at any time (b)(6)		
Entered By:	WFRIDAY	Entry Date:	7/30/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$2,300.00	Amount Paid:	\$15.00
Payment Method:	American Express Credit Card	Agency Contact:	Internet
Complaint Date:	7/27/2004	Transaction Date:	5/12/2004
Initial Contact:	TV/Radio	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Amherst	State/Prov:	Massachusetts
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:	(b)(6)	Ext:	
Age Range:	50 - 59		
Subject			
Subject:	Herbalife International Of America		
Address:	C/O HERBALIFE INTERNATIONAL INC 1800 CENTURY PARK EAST		
City:	Los Angeles	State/Prov:	California
ZIP:	90067	Country:	United States
Email:			
Area Code:	413	Phone Number:	256-1185
Ext:			
Representative Name:	Randy Linderman	Title:	

Record # 87 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4694325	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer saw a commercial on tv, who is advertising home base business opportunities that are matched up with the consumer. Consumer states he went to the website given called 6moremoney.com and 5moremoney.com Consumer states after filling out the info. over the internet, he then received a call on 2 occasions from repres. stating they were matched to the consumer's business opportunity, and that they were calling from (herbal life) Consumer states that this is a multi-level marketing company) Consumer states that he also paid \$9.95 to have a business package sent to him, which he never received, but received a call from individual stating that they had been matched up with the consumer's business opportunity and they were calling from Herbalife.. Consumer has contacted the BBB, and other state agencies..		
Entered By:	LROBEY	Entry Date:	7/15/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	7/16/2004
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$9.95	Amount Paid:	\$9.95
Payment Method:	Visa Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	7/14/2004
Initial Contact:	TV/Radio	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	York	State/Prov:	Pennsylvania
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	50 - 59		
Subject			
Subject:	6moremoney.com		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	
Associated Subjects			
Company:	Herbalife		
Company Type:	Affiliate		
Address:			
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported

Email:		URL:	
Area Code:		Phone Number:	
Ext:			

Record # 88 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4607038	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I was searched the web for at home buisness and came across Herbalife. I looked into it and was fooled by their false promises. I was informed that if i invest and become a success builder i would get all of the money back. that so called investment was \$913. I latter was talked into becoming a supervisor and that investment was over \$2000. I was told that I would get everthing back plus but have not recieved a penny. The day I became a supervisor with the \$2000 investment I changed my mind due to the amount lest than an hour after the purchase. I asked my "coach" to cancel it and she responded with this email saying "I already made the order. We can work through this. I will help you as much as I can and as soon as you sell the whole order, in which I will help you, you will get all your money back plus 1600.00 profit. Dee" Im now in the process of trying to cancell the 2000 off of my credit card before its to late but that isn't gareenteed. These people make false promises that never come true and Im sure they are ripping people off daily as they have done to me.		
Entered By:	AHOWARD	Entry Date:	6/25/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	6/26/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3,000.00	Amount Paid:	\$3,000.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	6/23/2004	Transaction Date:	6/7/2004
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule Topic:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Dispute with Credit Bureau?:	N	Fraud Complaint?:	Y
Dispute with Credit Bureau over 45 days?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:	(b)(6)	Last Name:	(b)(6)
First Name:		Address 2:	
Address 1:		State/Prov:	Florida
City:	tallahassee	Country:	UNITED STATES
ZIP:	(b)(6)	Work Number:	(b)(6)
Home Number:		Ext:	
Fax Number:		Age Range:	20 - 29
Email:			
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Dee Goodman	Title:	

Record # 89 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4596941	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer wanted to lose weight and started taking Herbalife supplements and she did not lose enough weight. Consumer was upset because she got her weight back after she stopped taking their supplement. Consumer does not have an email or a work ph number.		
Entered By:	MRITZ	Entry Date:	6/23/2004
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$800.00	Amount Paid:	\$800.00
Payment Method:	Cash	Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP) Telemarketing Sales Rule	Law Violation:	Deception/Misrepresentation TSR: Other Deception or Abuse (note in comments)
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Elizabeth	State/Prov:	New Jersey
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife		
Address:	3510 Bergenline Ave 12th Floor		
City:	Union City	State/Prov:	New Jersey
ZIP:		Country:	United States
Email:		URL:	
Area Code:	201	Phone Number:	6170220
Ext:			
Representative Name:		Title:	

Record # 90 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4528101	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	MR & Mrs (b)(6) are Herbalife distributors (ID 10736182) They encouraged me to join the team as an "Executive Supervisor" at a cost US\$2954.40. They said there were (7) ways to derive income at this level . 1) 50% discount on stock purchased. 2) Wholesale profit. 3) Production Bonuses. 4)Residual income. 5)Profit sharing at the top level. 6)A \$200.00 bonus for every new distributor introduced to www. cashmailbox.com if the distributor becomes registered with Herbalife and purchases the www.cashmailbox website as a business tool. 7) Plus 2% royalties on stock purchases of my downline. I had to purchase a Website from www.Cashmailbox.com for US\$595. The package costs US\$2954.40 + US\$595.00 + US\$69.00 fee to Herbalife Total of US\$3618.40. I advertised with www.homemployed.com owned by a Brett & Amber Batholomew,211 Red Rock Rd,Bolder City, NV 89005,email address brett@homemployed.com who is downline from a M/S Cris Carley a Chaiman Club member of Herbalife My complaint is this "they all said if I followed their business plan I would succeed. did that for around 3years and actually had check from Herbalife for US\$20.00 total, Advertising costs through their system cost 100's of dollars ,it is my opinion so called sign ups were in many cases fake ones. I have attempted over the years to contact many of these so called "leads" privately without result, One did sign Through use of autoresponders I have attempted to contact these indivisable leads I was not told I had to requalify each year with either 4,000 VP points or pay a further US\$2954.40 to be a winner. This was not explained,in fact from conversations with other Supervisors requalificatin is not widely known, \$2954.40 every year means the use buy date on the products sold to you expire and lack of retail customers make it difficult to sell them being overpriced I have in my shed approx US\$2,500 of useless stock		
Entered By:	RBROWN1	Entry Date:	6/4/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	6/5/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$2,954.40	Amount Paid:	\$2,954.40
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	6/2/2004	Transaction Date:	1/23/2001
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:	(b)(6)	Last Name:	(b)(6)
First Name:		Address 2:	
Address 1:		State/Prov:	
City:	Mwaree	Country:	AUSTRALIA
ZIP:	(b)(6)	Work Number:	
Home Number:		Ext:	
Fax Number:		Age Range:	65 - 69
Email:		Subject	
Subject:	Herbalife International Of America Inc		
Address:	9800 S La Ciemega Boulevard		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600

Ext:			
Representative Name:	Toby & Stephanie Brown	Title:	

Record # 91 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4474173	Originator Reference Number:	
Language:	English	Contact Type:	Request for Information
Source:	Consumer	DNC?	N
Comments:	Consumer is calling to see if Herbalife is legit company. The consumer says the business offers you to become a distributor of their pills (health) for you to pass out. They will also set you up to work at home over the internet basically helping you to build a web page. Info the consumer could not state if the company was legit, but did find on are website where the ftc att showed other complaints at ftc.gov/foia/herbalife.pdf No work number		
Entered By:	KRICE	Entry Date:	5/21/2004
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	\$299.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Elkhorn	State/Prov:	Wisconsin
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	70 - 79
Subject			
Subject:	Herbalife		
Address:	Unknown		
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 93 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4430819	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Have you seen this site? http://www.hbbgov.org/ This cannot be right.		
Entered By:	WFRIDAY	Entry Date:	5/13/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	5/12/2004	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:	(b)(6)		
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)		
City:	Hephzibah	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)		
Fax Number:	(b)(6)		
Email:	(b)(6)		
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	706	Phone Number:	592-3755
Ext:			
Representative Name:	Matthew Adams	Title:	

Record # 94 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4381289	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer found company online for work at home , she paid the company 48.95 by mastercard cc. She received a vidio and booklet from the company. They are asking her for 400.00 for products to become a distributor. Consumer wanted to know if the company had any complaints against them. She will contacte BBB and State AG.		
Entered By:	DMINER	Entry Date:	5/3/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	5/4/2004
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$48.95	Amount Paid:	\$48.95
Payment Method:		Agency Contact:	Phone
Complaint Date:		Transaction Date:	4/1/2004
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Goffstown	State/Prov:	New Hampshire
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Global Online Systems (herbalife)		
Address:	unknown		
City:		State/Prov:	Location Not Reported
ZIP:		Country:	Location Not Reported
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 96 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4185117	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>Three years ago I was talked into this business. I am retired and was looking for a way to make some extra money. I was contacted by Newest way to wealth which is Herbalife. I was told I could make on an average of 1,500 a month part time. I was put in touch with others that said they were making this and more. I was sold.... I ended up spending \$5,000 and have yet to make a penny. I had \$3,000 worth of Herbalife products that I tried to sell on ebay just a month ago. But was sent a letter by Herbalife saying that I could not sell them on ebay since I was no longer a distributor. They would not take the products back telling me to contact my sponser. My sponser would not take my calls after he found out I was not doing well with the product. I was told to put out signs everywhere, which I did. I did not know anything could be done until I found on the internet that in Calif. there were many suits against this company for racketeering fraud wire and mail fraud operating an endless chain scheme violation of California's Seller Assisted Marketing Plans Law, and unlawful and deceptive business practices. I was wondering if anyone else in Virginia has had problems with this company. And, how to go about getting my money back. I am still paying the credit card company. The atty. in Calif sent me his suit and I have it in my files but I dont know where to start in Virginia. Thank you (b)(6)</p>		
Entered By:	DCRASE	Entry Date:	3/24/2004
Updated By:	IBOLEN	Updated Date:	4/19/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$5,000.00	Amount Paid:	\$5,000.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	3/22/2004	Transaction Date:	
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:	(b)(6)	Last Name:	(b)(6)
First Name:	(b)(6)	Address 2:	
Address 1:	(b)(6)	State/Prov:	Virginia
City:	faber	Country:	UNITED STATES
ZIP:	22938	Work Number:	
Home Number:	(b)(6)	Ext:	
Fax Number:	(b)(6)	Age Range:	60 - 64
Email:	(b)(6)		
Subject			
Subject:	Herbalife-newest Way To Wealth Work From Home		
Address:	1800 Century Park East		
City:	Los Angeles	State/Prov:	California
ZIP:	90067	Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 97 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4145409	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Deceitful advertising. I payed almost fifty dollars for information and the information sent to me still told me nothing about the company or the product. I have been an herbalife distributor before and I don't want to spend money just to find out the name of the company. I think it is false advertising and I want my money back.		
Entered By:	BKEENE	Entry Date:	3/16/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	3/17/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Investments: Other (note in comments)
Amount Requested:	\$39.95	Amount Paid:	\$48.95
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	3/12/2004	Transaction Date:	2/14/2004
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Royse City	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:	(b)(6)		
Age Range:	30 - 39		
Subject			
Subject:	Global Online Systems (herbalife)		
Address:			
City:			
State/Prov:			
ZIP:			
Country:			
Email:			
URL:			
Area Code:	604	Phone Number:	326-0096
Ext:			
Representative Name:	Zeeshan Hayat		Title:

Record # 98 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4120734	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I terminated my relationship with this company in January, 2003. I am still receiving mail from this company. I would like it to stop. I am now stuck with \$3,200 worth of Herbalife products that I cannot use and are sitting in my crawl space. No one else wants to use the products because of the ephedrine ban (those pills were flushed down the toilet). If you work for a living, this stuff makes you loopy and then you cannot function on the job.		
Entered By:	RBROWN1	Entry Date:	3/11/2004
Updated By:	JOB: Upd_internet_related	Updated Date:	3/12/2004
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3,200.00	Amount Paid:	\$3,200.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	3/10/2004	Transaction Date:	10/12/2002
Initial Contact:	Internet (Other)	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Frankfort	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
	Work Number:	(b)(6)	
	Ext:		
	Age Range:	50 - 59	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:			
Area Code:	866	URL:	
Ext:			
Phone Number:	866-4744		
Representative Name:	Gregory Saladin	Title:	

Record # 99 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	4070146	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I took the herbatife products thus giving me an adverse negative effect that disabled me. I am currently looking to take them to court, but want as many people to be aware that though the sales people say the products are safe they are not. The laws on herbs ect are still not as strict as medicines and what is considered safe is still very much unknown. Thank you. I will look up more of the information of names address tomarrow.		
Entered By:	RBROWN1	Entry Date:	3/2/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	3/1/2004	Transaction Date:	6/14/2001
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:	(b)(6)	Last Name:	(b)(6)
First Name:		Address 2:	
Address 1:		City:	Martinez
City:	Martinez	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herbatife Inc		
Address:	I dont know the exact address		
City:	Las Angelas	State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

 Do Not Call Complaints

Record # 5 of 100 / Do Not Call Complaints	
Reference Number:	21146668
Complaint Date:	12/13/2008
Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry
Complaint Channel:	Web
Transaction Date:	12/13/2008
Transaction Time:	10:00:00 AM
Existing Business Relationship?:	N
Pre-recorded message?:	N
Requested entity to stop calling?:	Y
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".
Consumer	
First Name:	(b)(6)
Last Name:	(b)(6)
Address 1:	
Address 2:	
City:	Berkeley
State/Prov:	California
ZIP:	(b)(6)
Phone Number:	(b)(6)
Subject	
Company Name:	Lissa Munson - Home-based Business (herbalife?)
State:	
Country Code:	
Phone Number:	(406) 5492509

Record # 11 of 100 / Do Not Call Complaints			
Reference Number:	19344056		
Complaint Date:	6/19/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	6/19/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:	SPEAK SPANISH		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	hallandale	State/Prov:	Florida
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	
Country Code:		Phone Number:	(877) 6983261

Record # 14 of 100 / Do Not Call Complaints			
Reference Number:	13754244		
Complaint Date:	5/6/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/6/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	norfolk	State/Prov:	Nebraska
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Ind D	State:	Nebraska
Country Code:		Phone Number:	(402) 8418080

Record # 25 of 100 / Do Not Call Complaints			
Reference Number:	11407317		
Complaint Date:	8/27/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	8/10/2007	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	napa	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	
Country Code:		Phone Number:	

Record # 28 of 100 / Do Not Call Complaints			
Reference Number:	10954774		
Complaint Date:	6/29/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	6/29/2007	Transaction Time:	11:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Temecula	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Distr.	State:	California
Country Code:		Phone Number:	(951) 4910145

Record # 40 of 100 / Do Not Call Complaints			
Reference Number:	9595087		
Complaint Date:	12/20/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	12/20/2006	Transaction Time:	9:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	Washington
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Mywayonline.com - Herbalife	State:	Michigan
Country Code:		Phone Number:	(586) 2187340

Record # 43 of 100 / Do Not Call Complaints			
Reference Number:	8567779		
Complaint Date:	7/6/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	7/6/2006	Transaction Time:	2:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Daly City	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Distr	State:	Washington
Country Code:		Phone Number:	(360) 7153250

Record # 47 of 100 / Do Not Call Complaints			
Reference Number:	8413232		
Complaint Date:	6/12/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	6/12/2006	Transaction Time:	9:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LA	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	Texas
Country Code:		Phone Number:	(956) 8215222

Record # 48 of 100 / Do Not Call Complaints			
Reference Number:	8306154		
Complaint Date:	5/31/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/31/2006	Transaction Time:	11:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Stamford	State/Prov:	Connecticut
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	Hawaii
Country Code:		Phone Number:	(808) 2120041

Record # 56 of 100 / Do Not Call Complaints			
Reference Number:	7426022		
Complaint Date:	1/7/2006	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	1/7/2006	Transaction Time:	11:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Grove	State/Prov:	Oklahoma
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	Oregon
Country Code:		Phone Number:	(541) 7673753

Record # 59 of 100 / Do Not Call Complaints			
Reference Number:	7069366		
Complaint Date:	11/16/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	11/16/2005	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Auburn	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Ron&fran.com/Herbatife	State:	Kansas
Country Code:		Phone Number:	(316) 5223213

Record # 60 of 100 / Do Not Call Complaints			
Reference Number:	6699574		
Complaint Date:	9/9/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	9/9/2005	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	New Hampshire
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	David Blade (herbatife)	State:	California
Country Code:		Phone Number:	(760) 2315690

Record # 76 of 100 / Do Not Call Complaints			
Reference Number:	5536391		
Complaint Date:	1/21/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	IVR
Transaction Date:	1/18/2005	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:		Last Name:	
Address 1:		Address 2:	
City:		State/Prov:	
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	Illinois
Country Code:		Phone Number:	(217) 7894193

Record # 77 of 100 / Do Not Call Complaints			
Reference Number:	5457981		
Complaint Date:	1/3/2005	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	1/3/2005	Transaction Time:	4:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Ocean Springs	State/Prov:	Mississippi
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Abella Herbalife Distributer	State:	California
Country Code:		Phone Number:	(415) 3832837

Record # 79 of 100 / Do Not Call Complaints			
Reference Number:	5310032		
Complaint Date:	11/29/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	11/29/2004	Transaction Time:	7:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Dracut	State/Prov:	Massachusetts
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Carol Curtin From Herbal Life (herbalife.com)	State:	Toll Free
Country Code:		Phone Number:	(800) 3476755

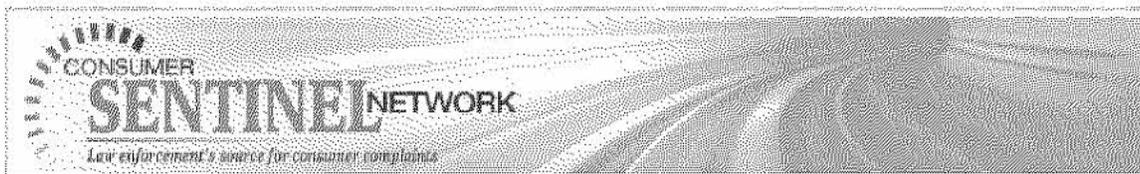
Record # 80 of 100 / Do Not Call Complaints			
Reference Number:	5309917		
Complaint Date:	11/29/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	11/29/2004	Transaction Time:	7:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Dracut	State/Prov:	Massachusetts
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife International (herbalife.com)	State:	Toll Free
Country Code:		Phone Number:	(800) 3476755

Record # 84 of 100 / Do Not Call Complaints			
Reference Number:	4884450		
Complaint Date:	8/20/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	7/27/2004	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Rowlett	State/Prov:	Texas
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	Missouri
Country Code:		Phone Number:	(816) 5841334

Record # 92 of 100 / Do Not Call Complaints			
Reference Number:	4462273		
Complaint Date:	5/18/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/18/2004	Transaction Time:	8:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	West Hollywood	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	
Country Code:		Phone Number:	

Record # 100 of 100 / Do Not Call Complaints			
Reference Number:	4007660		
Complaint Date:	2/20/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	2/19/2004	Transaction Time:	12:00:00 AM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Alta Loma	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Victor H. Patzi Herbalife Independent Distributor	State:	California
Country Code:		Phone Number:	(909) 9894527

Provided by the Federal Trade Commission



Record Details

Consumer Sentinel Network Complaints

Record # 1 of 3 / Consumer Sentinel Network Complaints			
Reference Number:	3894516	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	It's very long, too long to do at this time. I will sum it up. I have also filed complaints with the state of the organization who recruited me and my state in hopes of protecting others from loosing 40,000.00 in investment. The organization I was in does many types of advertising and as I discovered, fraudulent methods. I was brainwashed to follow their system in order to make my business grow and reach levels of income, a 6 figure in 18-24 months. These people need stopped. The products are just a device they use to proceed with fraud.		
Entered By:	DCRASE	Entry Date:	1/27/2004
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$5,000.00	Amount Paid:	\$8,000.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	1/24/2004	Transaction Date:	5/12/2001
Initial Contact:	Print	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Rensselaer	State/Prov:	Indiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:	(b)(6)	Ext:	
Age Range:	30 - 39		
Subject			
Subject:	Herbalife International		
Address:	La Cienaga Blvd		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:			
URL:			

Area Code:	866	Phone Number:	866
Ext:			
Representative Name:	Mike Klackner	Title:	

 Do Not Call Complaints

Record # 2 of 3 / Do Not Call Complaints			
Reference Number:	3849913		
Complaint Date:	1/15/2004	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	12/23/2003	Transaction Time:	12:00:00 PM
Existing Business Relationship?:		Pre-recorded message?:	
Requested entity to stop calling?:			
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Litchfield Park	State/Prov:	Arizona
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Independent Distributors	State:	Pennsylvania
Country Code:		Phone Number:	(570) 6383596

Provided by the Federal Trade Commission

Edwards, DeAnna

2010-00992

From: WebServer User [www@m217465vwbs2004.pnj1.attens.net]
Posted At: Thursday, July 15, 2010 8:03 AM
Posted To: FOIA

FEDERAL TRADE COMMISSION
RECEIVED

JUL 15 2010

FOIA BRANCH
GENERAL COUNSEL

name = Michael E. Lampley
staddr = 2832 Hiawatha Trail
city = Lake Worth
state = TX
zipcode = 76135
telno = 817 705 9727
faxno =

email = melampley@gmail.com
coinfo = Herbalife, 800 W Olympic Blvd, Los Angeles, CA 90015-1360, phone
310-410-9600.

Have there been any complaints to the FTC filed against this company in the last 3 years?
How many? What allegations are being made? what is the status of those complaints?

Thanks

Michael

EdSciName =
describe = Private Corporation or Law Firm
privatelawname = CanIReallyWorkFromHome.com
medianame =
money = Contact me if above \$100
B13 = Submit



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

Michael Lampley
CanIReallyWorkFromHome.com
2832 Hiawatha Trail,
Lake Worth, TX 76135

AUG 13 2010

Re: FOIA-2010-00992
Herbalife Complaints

Dear Mr. Lampley:

This is in response to your request dated July 15, 2010, under the Freedom of Information Act seeking access to consumer complaints made against Herbalife in the last three years. In accordance with the FOIA and agency policy, we have searched our records, as of July 15, 2010, the date we received your request in our FOIA office.

We have located 71 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Four pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

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

Enclosed are 67 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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

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

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

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

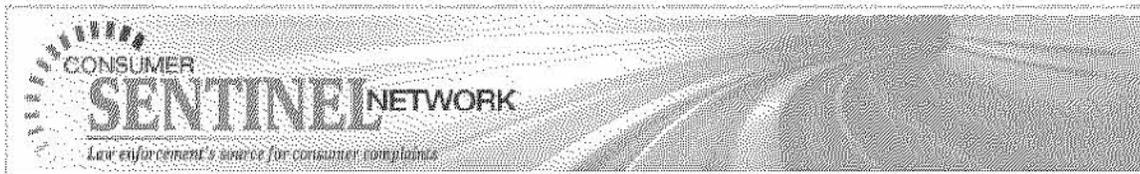
If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Sarah Corrigan at (202) 326-2363.

Sincerely,

A handwritten signature in black ink, appearing to read 'Arianne M. Perkins', written in a cursive style.

Arianne M. Perkins
Lead Paralegal Specialist

Enclosures



Record Details

Consumer Sentinel Network Complaints

Record # 2 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26983402	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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		
Entered By:	FTCCIS-FTCUSER	Entry Date:	7/9/2010
Updated By:	CRSS\pwilliamson	Updated Date:	7/12/2010
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Unsolicited Email
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/9/2010	Transaction Date:	7/10/2010
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: 'Remove Me' is missing, broken, or ignored SPAM: Subject or From line is false or misleading SPAM: Other\general annoyance
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Darling Downs Western Australi	State/Prov:	
ZIP:	(b)(6)	Country:	AUSTRALIA
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife Sharon Styth		
Address:	996 Flower Glen Street		

City:	Simi Valley	State/Prov:	California
ZIP:	93065	Country:	United States
Email:	pozte@nursing-the-nurse.com	URL:	http://www.mental-health-information.info/p/unsubscribe.html
Area Code:		Phone Number:	
Ext:			
Representative Name:	Sharon Styth	Title:	

Record # 3 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26848765	Originator Reference Number:	
Language:	Spanish	Contact Type:	Complaint
Source:		DNC?	N
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.		
Entered By:	DPEREZ	Entry Date:	6/25/2010
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters Health Care: Dietary Supplements\Herbal Remedies
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Phone
Complaint Date:	6/25/2010	Transaction Date:	5/1/2010
Initial Contact:	In Person	Initial Response:	In Person
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:	N	Dispute with Credit Bureau - Resolved to Satisfaction?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Miami	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	65 - 69
Subject			
Subject:	HerbaLife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 4 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	27053447	Originator Reference Number:	07040057178434
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	6/16/2010
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	6/16/2010	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	WICHITA	State/Prov:	Kansas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 5 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26662568	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 perform 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) or cell phone (b)(6) and he'll be happy to provide whatever additional details you would like.		
Entered By:	FTCCIS-FTCUSER	Entry Date:	6/7/2010
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Web Site Design\Promotion
Amount Requested:	\$10.00	Amount Paid:	\$200.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	6/7/2010	Transaction Date:	5/14/2010
Initial Contact:	Internet/E-mail	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Milwaukee	State/Prov:	Wisconsin
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:	(b)(6)	Ext:	
Age Range:	60 - 64		
Subject			
Subject:	www.herbalife.com		
Address:			
City:	Redmond	State/Prov:	Washington
ZIP:	98052	Country:	United States
Email:	njmnutrition@hotmail.com	URL:	www.onlineinfopack.com
Area Code:	360	Phone Number:	3065276
Ext:			
Representative Name:	Nancy Martin	Title:	

Record # 6 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26437036	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I found the company on a website in which I clicked the links to pay 9.95 for the free information dvd. I was soon after called by (b)(6) (mentor) who told me I would be working for herba1ife and 149.95 package to get started. At first I said no and told her I would call her when I had the money. She called me a day ahead to see if I had the money then and at that time I told her to charge the card on file. She did and I went through the training videos which gave a price, but after the videos and it was time to do actual so called training there was a different price for a large amount of this the company claimed I would need. I then cancelled and asked (b)(6) where can I return the products and how to be refunded. At first she refused to respond until I let her know i will report this as fraud in which she immediately gave me instructions on how to return. The item was returned days ago and still no refund on my card. She also decided to charge me an extra 39.95 due to some 14 day trial she claimed i was under then there was no mention of that on the website and I read the site over and over again plus fine print. I went back and noticed the site changed a few days after I spoke with her showing the new 39.95 trial in the notes		
Entered By:	FTCCIS-FTCUSER	Entry Date:	5/14/2010
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$9.00	Amount Paid:	\$189.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	5/14/2010	Transaction Date:	4/14/2010
Initial Contact:	Phone Call: Mobile/Cell	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Beech Island	State/Prov:	South Carolina
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	20 - 29
Subject			
Subject:	Herba1ife/marney White		
Address:	22422 Navasota Cir		
City:	San Antonio	State/Prov:	Texas
ZIP:	78259	Country:	United States
Email:	docmarney@aol.com	URL:	http://www.cpk.theonlinebusiness.com
Area Code:		Phone Number:	
Ext:			
Representative Name:	White	Title:	

Record # 7 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26653166	Originator Reference Number:	07040057175802
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	5/7/2010
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	5/7/2010	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	ANDOVER	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 8 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26094738	Originator Reference Number:	12960022237908
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Service Issues		
Entered By:	BBB-USER	Entry Date:	3/22/2010
Updated By:		Updated Date:	
Complaint Source:	BBB - Seattle	Product Service Code:	Health Care: Other Products\Supplies
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/22/2010	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SEATTLE	State/Prov:	Washington
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:	2816 NW Walder Dr		
City:	Camas	State/Prov:	Washington
ZIP:	98607	Country:	United States
Email:		URL:	
Area Code:	360	Phone Number:	8342916
Ext:			
Representative Name:		Title:	

Record # 9 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	26097059	Originator Reference Number:	07040057172207
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	3/21/2010
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	3/21/2010	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	MC LEANSVILLE	State/Prov:	North Carolina
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Of America, Inc.		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 10 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	25730340	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 shipment 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.		
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/15/2010
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$399.00	Amount Paid:	\$399.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	3/15/2010	Transaction Date:	2/15/2010
Initial Contact:	Phone Call: Landline	Initial Response:	Phone: 800/888 number
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Perris	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Partner With Paul = Online Business Systems = Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	United States
Email:	contact@partnerwithpaul.com	URL:	www.partnerwithpaul.com
Area Code:		Phone Number:	
Ext:			
Representative Name:	Craycraft	Title:	
Associated Subjects			
Company:	Online Business System = Herbalife		
Company Type:	Other		
Address:	7057 TR 551		
City:	Holmesville	State/Prov:	Ohio
ZIP:	44633	Country:	United States
Email:	dougcraycraft@theonlinebusiness.com	URL:	www.craycraft.theonlinebusiness.com

Area Code: 330	Phone Number: 5672220
Ext:	

Record # 11 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	25719038	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	Consumer went to a club to lose weight. When he got there he found out it was a pyramid scheme.		
Entered By:	G SIMPSON	Entry Date:	3/12/2010
Updated By:	G SIMPSON	Updated Date:	3/12/2010
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Phone
Complaint Date:	3/12/2010	Transaction Date:	3/10/2010
Initial Contact:	In Person	Initial Response:	Other
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	El Paso	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife		
Address:	Donavon Drive		
City:	Elpaso	State/Prov:	Texas
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 19 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	24200453	Originator Reference Number:	10909241305117531
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	ICCC Ref # 10909241305117531. (b)(6) bought from www.DominandoAdwords.com/1centavo our product and now he is selling it online http://adwordsx1centimo.ning.com/ without authorization.		
Entered By:	IFCC-USER	Entry Date:	9/24/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Internet Information & Adult Services
Amount Requested:		Amount Paid:	\$5,000.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	9/24/2009	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?:	
Consumer			
Complaining Company/Org.:	(b)(6)		
First Name:		Last Name:	(b)(6)
Address 1:		Address 2:	
City:	MIAMI	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife Intncal.		
Address:	unknow unknow		
City:	Valencia	State/Prov:	
ZIP:		Country:	Spain
Email:	Rmarga03@yahoo.es	URL:	http://adwordsx1centimo.ning.com/
Area Code:	495	Phone Number:	4788748
Ext:			
Representative Name:	Margallo	Title:	

Record # 20 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	24274948	Originator Reference Number:	07040057158416
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Advertising Issues		
Entered By:	BBB-USER	Entry Date:	9/11/2009
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	9/11/2009	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LIVINGSTON	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	9800 S La Cienega Blvd		
City:	Inglewood	State/Prov:	California
ZIP:	90301-4440	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 21 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	24274885	Originator Reference Number:	07040057156469
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	9/3/2009
Updated By:		Updated Date:	
Complaint Source:	BBB - ST. PAUL, MINNESOTA	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	\$39.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	9/3/2009	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	KANSAS CITY	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:	8517 Mitchell Rd		
City:	Eden Prairie	State/Prov:	Minnesota
ZIP:	55347	Country:	United States
Email:		URL:	
Area Code:	952	Phone Number:	3035769
Ext:			
Representative Name:		Title:	

Record # 22 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	24540489	Originator Reference Number:	569808
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	It was explained to me that buying the premium package would cause 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		
Entered By:	CLGC-USER	Entry Date:	9/2/2009
Updated By:		Updated Date:	
Complaint Source:	National Consumer League	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3.00	Amount Paid:	\$300.00
Payment Method:	Check (Personal)	Agency Contact:	External Agency
Complaint Date:	9/2/2009	Transaction Date:	4/18/2008
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	EXTON	State/Prov:	Pennsylvania
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Subject			
Subject:	Herbalife		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080	Country:	United States
Email:			
Area Code:	310	Phone Number:	2167770
Ext:			
Representative Name:	Ringle	Title:	

Record # 23 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	23997919	Originator Reference Number:	10250038021748
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Product Issues		
Entered By:	BBB-USER	Entry Date:	8/3/2009
Updated By:		Updated Date:	
Complaint Source:	BBB - Eastern OK (Tulsa)	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	\$39.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	8/3/2009	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	DE SOTO	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems Aka Herbalife		
Address:	9923 N Ashfield Road		
City:	Owassoowasso	State/Prov:	Oklahoma
ZIP:	74055	Country:	United States
Email:		URL:	
Area Code:	918	Phone Number:	6714154
Ext:			
Representative Name:		Title:	

Record # 24 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	23450200	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>I joined Herbalife International of America, Inc in Los Angeles California area around May 17, 2009 Member (b)(6) its a pyramid business. Due to the Financial crisis, unemployment, not having legal status to live in this Country THOUSANDS OF HISPANIC people are being "invited to join" this company to earn some money. You have to pay \$105.00 Dlls, I paid CASH. You have to spend at least \$3,000 Dlls in the same month, 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 Distributors 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 Warehouse?. This happend to me and others while waiting in line at their Carson, CA warehouse. I got there around 2:30pm on July 18, 2009, my number was 07, and 60 people were ahead of me. After waiting patiently for two hours I wanted to go to the restroom when they were calling number 00, I only walked a few steps towards the bathroom afraid they call my number and missed it. I approach the woman on window five around 4:45pm who was available and no one wasn't at the window yet, I asked her about my number not being called, she YIELD at me: "WE ALREADY WARNED EVERYONE NOT TO MISS THEIR NUMBER... I WON'T HELP YOU! YOU MISSED YOUR TURN, GET ANOTHER NUMBER AND GO BACK IN LINE" I said "It's only number 7, I've been here for almost two hours waiting, I asked her: Who is your Supervisor? she pointed at the woman at the next window number 6. I went over to window six when the number eleven had just being called, ans she refused to help me, too. No other client was at the window six. I begged this woman to sale me only the two items I needed for a cliente who lives 2 hrs away from Los Angeles. She asked me: YOU ONLY HAVE TWO ITEMS? I said: Yes! (b)(6) (as the receipt says) yield to everyone in there while at was at her window: "YOU BETTER HAVE YOUR ORDER READY, NOT MAKE CHANGES AT THE WINDOW BECAUSE YOU ARE GOING TO HAVE TO TAKE A NEWNUMBER AND START THE LINE ALL OVER AGAIN, WE WARNED YOU EARLIE. She continue yielding 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 (b)(6) 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</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	7/21/2009
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	Internet
Complaint Date:	7/21/2009	Transaction Date:	5/15/2009
Initial Contact:	In Person	Initial Response:	In Person
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
Address 2:			
City:	Carson	State/Prov:	California

ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife International Of America		
Address:	930 East 231st St		
City:	Carson	State/Prov:	California
ZIP:	90745	Country:	United States
Email:		URL:	www.herbalife.com
Area Code:	310	Phone Number:	4109600
Ext:	50487		
Representative Name:		Title:	

Record # 25 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	23410583	Originator Reference Number:	10907011327513961
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>IFCC Ref # 10907011327513961. 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 [REDACTED] 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 to 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 [REDACTED] 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.</p>		
Entered By:	IFCC-USER	Entry Date:	7/1/2009
Updated By:		Updated Date:	
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Internet Access Services
Amount Requested:		Amount Paid:	\$49.90
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	7/1/2009	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	HOUSTON	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife		
Address:	1107 Brundage Road		
City:	Cheyenne	State/Prov:	Wyoming
ZIP:	82009	Country:	United States
Email:	karen@leadingincome.com	URL:	karenaur@millect.com
Area Code:	307	Phone Number:	4324341
Ext:			
Representative:	Aurand	Title:	

Name:

Record # 26 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	22669735	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 unopened boxes of supplies and refund of money paid.		
Entered By:	FTCCIS-FTCUSER	Entry Date:	5/7/2009
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$3,884.00	Amount Paid:	\$3,884.00
Payment Method:	Discover Credit Card	Agency Contact:	Internet
Complaint Date:	5/7/2009	Transaction Date:	3/25/2009
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Maricopa	State/Prov:	Arizona
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	65 - 69
Subject			
Subject:	Herbalife International Of America Inc.		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:		URL:	www.herbalifesitemap.com
Area Code:	866	Phone Number:	6174273
Ext:			
Representative Name:	Allison / Cromar	Title:	

Record # 27 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	22172283	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase \$4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about \$8,000.00, I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately \$2,900.00 for my returned products from Herbalife but that was a battle unto its own. I did not get any refund for the balanced of the money spent. I want to pursue this further and to ensure others are not harmed in this way. As the government recently said, "Canadians and Americans are already victims in many ways with the economic downturn and we don't want anyone in a position to exploit them further". I am looking for compensation from Herbalife of my additional costs(I've been told to get in the line behind the others who are claiming the same). I am writing to you in hopes to take it further to help others who get caught in this trap. I feel Herbalife and Global Home Business Systems operate as a Pyramid Scheme Sincerely, (b)(6)</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/26/2009
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - 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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Barrie	State/Prov:	Ontario, Canada
ZIP:			
Home Number:	(b)(6)	Work Number:	
Fax Number:			
Email:			
Age Range:	50 - 59		
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:			
Representative Name:	Wallace	Title:	

Record # 28 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	21264277	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	FTCCIS-FTCUSER	Entry Date:	12/31/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$10.00	Amount Paid:	\$10.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	12/31/2008	Transaction Date:	12/29/2008
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?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Culver City	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Merelle Worldwide (Herbalife Distributor)		
Address:	804 Port America Suite 400		
City:	Grapevine	State/Prov:	Texas
ZIP:	76051	Country:	United States
Email:	joycelyn_tresch@msn.com	URL:	
Area Code:	228	Phone Number:	2163335
Ext:			
Representative Name:	Tresch	Title:	

Record # 29 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	21298080	Originator Reference Number:	08750091098867
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Refund or Exchange Issues		
Entered By:	BBB-USER	Entry Date:	12/19/2008
Updated By:		Updated Date:	
Complaint Source:	BBB - Dallas	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	\$199.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	12/19/2008	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	LAKE ANN	State/Prov:	Michigan
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	1800 Century Park East		
City:	Century City	State/Prov:	California
ZIP:	90067-1501	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	1409600
Ext:			
Representative Name:		Title:	

Record # 31 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	21102613	Originator Reference Number:	06540094209812
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Advertising Issues		
Entered By:	BBB-USER	Entry Date:	11/21/2008
Updated By:		Updated Date:	
Complaint Source:	BBB - Chicago	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	\$3,500.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/21/2008	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	ANTIOCH	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems/herbalife		
Address:	2512 Bordeaux Lane #207		
City:	Naperville	State/Prov:	Illinois
ZIP:	60540	Country:	United States
Email:		URL:	
Area Code:	630	Phone Number:	3553758
Ext:			
Representative Name:		Title:	

Record # 32 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	20494548	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>Here is the body of the SPAM email in its entirety. It was unsolicited, I have no relationship with this company, and there is no opt out option. Dear Future Customer, (b)(6) 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! (b)(6) independent Herbalife Distributors(515)720-8696www.SoLongInches.com</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	10/6/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Access Services
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Internet
Complaint Date:	10/6/2008	Transaction Date:	10/3/2008
Initial Contact:	Internet/E-mail	Initial Response:	Unknown
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: Other/general annoyance
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Waukee	State/Prov:	Iowa
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	20 - 29		
Subject			
Subject:	Mark And Mary Parmenter: Independent Herbalife Distributors		
Address:			

City:		State/Prov:	
ZIP:		Country:	
Email:	MarkGParmenter@msn.com	URL:	www.SoLongInches.com
Area Code:	515	Phone Number:	7208696
Ext:			
Representative Name:	Parmenter	Title:	

Record # 33 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	20787428	Originator Reference Number:	05730037046769
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Complaint Type: - Sales Practice Issues		
Entered By:	BBB-USER	Entry Date:	7/28/2008
Updated By:		Updated Date:	
Complaint Source:	BBB - Middle TN (Nashville)	Product Service Code:	Work-At-Home Plans
Amount Requested:		Amount Paid:	\$0.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	7/28/2008	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	ELK RIVER	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:	2836 Sharpie Drive		
City:	Clarksville	State/Prov:	Tennessee
ZIP:	37041	Country:	United States
Email:		URL:	
Area Code:	931	Phone Number:	5425720
Ext:			
Representative Name:		Title:	

Record # 34 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	19568692	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
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.		
Entered By:	jkilpatrick	Entry Date:	7/16/2008
Updated By:	jkilpatrick	Updated Date:	7/16/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$50.00	Amount Paid:	\$50.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	7/16/2008	Transaction Date:	
Initial Contact:	Unknown	Initial Response:	Unknown
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Hartsdale	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Inc		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	866	Phone Number:	8664744
Ext:			
Representative Name:		Title:	

Record # 36 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13961776	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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		
Entered By:	SSCHWARTZ	Entry Date:	6/3/2008
Updated By:	JOB: Set_TCS_Flag	Updated Date:	6/4/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$500.00	Amount Paid:	\$500.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	6/3/2008
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Cleveland	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 37 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13791147	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: cannot unsubscribe from e-mail list) Cannot unsubscribe from e-mail marketing list.		
Entered By:	JHART	Entry Date:	5/12/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	5/13/2008
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Internet Access Services
Amount Requested:	\$45.00	Amount Paid:	\$45.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	5/8/2008	Transaction Date:	5/7/2008
Initial Contact:	Internet/E-mail	Initial Response:	
Statute/Rule:	CAN-SPAM Act	Law Violation:	SPAM: 'Remove Me' is missing, broken, or ignored
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Gainesville	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Laurent Trust (It) Ltd, T/a 60minute Money / Herbalife		
Address:	10391 e hwy 120		
City:	Manteca City	State/Prov:	California
ZIP:	95336	Country:	United States
Email:		URL:	
Area Code:	209	Phone Number:	8235968
Ext:			
Representative Name:		Title:	

Record # 39 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13702999	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RBROWN1	Entry Date:	4/30/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Mail
Complaint Date:	3/12/2008	Transaction Date:	3/12/2008
Initial Contact:	Unknown	Initial Response:	In Person
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Oakland Park	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 40 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13261683	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	LKILPATRICK	Entry Date:	3/14/2008
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$40.00	Amount Paid:	\$40.00
Payment Method:	Other Credit Card	Agency Contact:	Mail
Complaint Date:	11/26/2007	Transaction Date:	
Initial Contact:	Phone	Initial Response:	Phone: 800/888 number
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	College Park	State/Prov:	Maryland
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	310	Phone Number:	2587155
Ext:			
Representative Name:		Title:	

Record # 41 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13201409	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: 1 meregade, aloe vera drink , rusberry drink) i went to a mystenous job meeting, 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.		
Entered By:	RBROWN1	Entry Date:	3/10/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Non-Alcoholic Beverages Other (Note in Comments)
Amount Requested:	\$65.00	Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	Internet
Complaint Date:	3/9/2008	Transaction Date:	
Initial Contact:	Phone	Initial Response:	
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	oaklnad park	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:			
Work Number:			
Ext:			
Age Range:	30 - 39		
Subject			
Subject:	Herbalife		
Address:	13794 th nw 4 st suite 206		
City:	Sunrise	State/Prov:	Florida
ZIP:	33325	Country:	United States
Email:			
Area Code:			
Ext:			
Phone Number:			
Representative Name:	03/08/2008	Title:	

Record # 42 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	13186238	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RLOPER	Entry Date:	3/7/2008
Updated By:	JOB: Upd_internet_related	Updated Date:	3/8/2008
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$1,204.00	Amount Paid:	\$1,204.00
Payment Method:	Other Credit Card	Agency Contact:	Mail
Complaint Date:	9/9/2007	Transaction Date:	4/22/2007
Initial Contact:	Internet Web Site	Initial Response:	Internet/E-mail
Statute/Rule Topic:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Norfolk	State/Prov:	New York
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 43 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	12562271	Originator Reference Number:	06540094152467
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBCHIC	Entry Date:	12/9/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Chicago	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	\$48.95
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	12/9/2007	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	STOCKBRIDGE	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems/herbalife		
Address:	2512 Bordeaux Lane #207		
City:	Naperville	State/Prov:	Illinois
ZIP:	60540	Country:	United States
Email:		URL:	
Area Code:	630	Phone Number:	3553758
Ext:			
Representative Name:		Title:	

Record # 44 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	12432890	Originator Reference Number:	08250090113181
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:			
Entered By:	BBBCSCTX	Entry Date:	11/6/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Central and S. Central TX (Austin)	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:		Amount Paid:	\$464.88
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	11/6/2007	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	AUSTIN	State/Prov:	Texas
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Monica Wells		
Address:	9624 Woody Ridge View		
City:	Austin	State/Prov:	Tennessee
ZIP:	78730	Country:	United States
Email:		URL:	
Area Code:	512	Phone Number:	2585564
Ext:			
Representative Name:		Title:	

Record # 45 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11860755	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 Herbalife, 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!		
Entered By:	WFRIDAY	Entry Date:	10/17/2007
Updated By:	JOB: Upd_internet_related	Updated Date:	10/18/2007
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$3,200.00	Amount Paid:	\$3,200.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	10/15/2007	Transaction Date:	7/10/2007
Initial Contact:	Internet (Other)	Initial Response:	
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Santa Maria	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	410-9600
Ext:			
Representative Name:	Galvan	Title:	

Record # 46 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11845799	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 office 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, home 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.		
Entered By:	ASMITLEY	Entry Date:	10/12/2007
Updated By:	JOB: Upd_internet_related	Updated Date:	10/13/2007
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$2,300.00	Amount Paid:	\$4,088.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	10/9/2007	Transaction Date:	4/1/2007
Initial Contact:	Internet (Other)	Initial Response:	
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Walla Walla	State/Prov:	Washington
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife International		
Address:	P.O. Box 80210		
City:	Los Angeles	State/Prov:	California
ZIP:	90080-0210	Country:	United States
Email:			
Area Code:	866	Phone Number:	866-4744

Ext:		
Representative Name:	Gallup	Title:

Record # 47 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	12135397	Originator Reference Number:	ICCC571593
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>ICCC Ref # I0710101009365782: On Monday, 10-8-07, I received an email from an individual supposedly from the UK asking me to take part in his company by working part-time doing check cashing and sending funds back to him/her via Western Union. I knew this was a fraudulent offer, seeing as how he/she names their company "Herbalife Textile...", as I have worked for the legitimit "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</p>		
Entered By:	IFCC	Entry Date:	10/10/2007
Updated By:	Map NW3C P/S	Updated Date:	2/20/2008
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Other (Note in Comments)
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	10/10/2007	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PINE CITY	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife Textile Co. Ltd Int Textiles Company		
Address:	Ivy Mill, Lorne Street Bolton BL47L		
City:		State/Prov:	
ZIP:		Country:	United Kingdom
Email:		URL:	
Area Code:		Phone Number:	

Ext:	
Representative Name:	Taylor
Title:	

Record # 49 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11534222	Originator Reference Number:	06540094130025
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBCHIC	Entry Date:	8/10/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Chicago	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	\$39.99
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	8/10/2007	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	NORTH LAUDERDALE	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems/herbalife		
Address:	2512 Bordeaux Lane #207		
City:	Naperville	State/Prov:	Illinois
ZIP:	60540	Country:	United States
Email:		URL:	
Area Code:	630	Phone Number:	3553758
Ext:			
Representative Name:		Title:	

Record # 50 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11007151	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	EANDERSON	Entry Date:	7/11/2007
Updated By:	JOB: Set_TCS_Flag	Updated Date:	8/1/2007
Complaint Source:	Office of the Chairman	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$0.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Mail
Complaint Date:	7/10/2007	Transaction Date:	6/22/2007
Initial Contact:	Unknown	Initial Response:	Unknown
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Ozark	State/Prov:	Alabama
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 52 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11467095	Originator Reference Number:	00370001212419
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBVABC	Entry Date:	5/10/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Mainland BC (Vancouver)	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	5/10/2007	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	TUCSON	State/Prov:	Arizona
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife Distributor Dollina Rodocker		
Address:	2 27090 32 Ave		
City:	Langley	State/Prov:	British Columbia, Canada
ZIP:	V4W1A1	Country:	Canada
Email:		URL:	
Area Code:	604	Phone Number:	8579591
Ext:			
Representative Name:		Title:	

Record # 53 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	10552269	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	RLOPER	Entry Date:	5/3/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:	\$800.00	Amount Paid:	\$800.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	5/2/2007	Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Gridley	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife International		
Address:	950 West 190th Street		
City:	Torrance	State/Prov:	California
ZIP:	90502-1001	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:	Townsend	Title:	

Record # 54 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	10503971	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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 (b)(6) 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)		
Entered By:	LSHARP	Entry Date:	4/26/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	\$9.95	Amount Paid:	\$9.95
Payment Method:	Discover Credit Card	Agency Contact:	Internet
Complaint Date:	4/25/2007	Transaction Date:	
Initial Contact:	Mail	Initial Response:	
Statute/Rule:	Mail or Telephone Merchandise Order Rule	Law Violation:	Prompt Refund Not Received
Topic:		Dispute with Credit Bureau?:	Y
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Rockford	State/Prov:	Illinois
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	E-team Online Fulfillment--herbalfre, Agustin Pascual		
Address:	2029 Westgate Dr. #120		
City:	Carrollton	State/Prov:	Texas
ZIP:	75006	Country:	United States
Email:		URL:	
Area Code:	909	Phone Number:	899-7821
Ext:			
Representative Name:	PASCUAL	Title:	

Record # 55 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11435714	Originator Reference Number:	06540094115633
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBCHIC	Entry Date:	4/25/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Chicago	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	\$438.90
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	4/25/2007	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PALMDALE	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Online Business Systems/herbalife		
Address:	2512 Bordeaux Lane #207		
City:	Naperville	State/Prov:	Illinois
ZIP:	60540	Country:	United States
Email:		URL:	
Area Code:	630	Phone Number:	3553758
Ext:			
Representative Name:		Title:	

Record # 56 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11416889	Originator Reference Number:	11260097012009
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Advertising Issues		
Entered By:	BBBPHAZ	Entry Date:	3/28/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - Phoenix, AZ	Product Service Code:	Health Care: Diet Products\Centers\Plans
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	3/28/2007	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	PHOENIX	State/Prov:	Arizona
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Herbalife International Inc.		
Address:	1800 Century Park East		
City:	Century City	State/Prov:	California
ZIP:	90067	Country:	United States
Email:		URL:	
Area Code:	310	Phone Number:	4109600
Ext:			
Representative Name:		Title:	

Record # 57 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	11421753	Originator Reference Number:	07340001309733
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Refund or Exchange Issues		
Entered By:	BBBSTL	Entry Date:	3/23/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - St. Louis, MO	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	\$399.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	3/23/2007	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	COVINGTON	State/Prov:	Louisiana
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	The Online Business Systems Herbalife		
Address:	6086 Germania Rd		
City:	Park Hills	State/Prov:	Missouri
ZIP:	636019331	Country:	United States
Email:		URL:	
Area Code:	573	Phone Number:	2253137
Ext:			
Representative Name:		Title:	

Record # 58 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	10213230	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	JXHEINY	Entry Date:	3/13/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Health Care: Dietary Supplements/Herbal Remedies
Amount Requested:	\$145.50	Amount Paid:	\$145.50
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	3/11/2007	Transaction Date:	1/27/2007
Initial Contact:	In Person	Initial Response:	
Statute/Rule:	Mail or Telephone Merchandise Order Rule	Law Violation:	Prompt Refund Not Received
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Boca Raton	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Nieves	Title:	

Record # 59 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	9978524	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	WFRIDAY	Entry Date:	2/8/2007
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Work-At-Home Plans
Amount Requested:	\$2,000.00	Amount Paid:	\$30.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	2/6/2007	Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	
Statute/Rule Topic:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Resolved to Satisfaction?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Stilwater	State/Prov:	Oklahoma
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 60 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	10244124	Originator Reference Number:	07340001314755
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Advertising Issues		
Entered By:	BBBSTL	Entry Date:	2/6/2007
Updated By:		Updated Date:	
Complaint Source:	BBB - St. Louis, MO	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	\$0.00
Payment Method:	Not Reported	Agency Contact:	External Agency
Complaint Date:	2/6/2007	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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	DRAYTON VALLEY	State/Prov:	Alberta, Canada
ZIP:	(b)(6)	Country:	CANADA
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	The Online Business Systems Herbalife		
Address:	6086 Germania Rd		
City:	Park Hills	State/Prov:	Missouri
ZIP:	636019331	Country:	United States
Email:		URL:	
Area Code:	573	Phone Number:	2253137
Ext:			
Representative Name:		Title:	

Record # 61 of 61 / Consumer Sentinel Network Complaints			
Reference Number:	9685067	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
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.		
Entered By:	BMORGAN	Entry Date:	1/3/2007
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Multi-Level Mktg\Pyramids\Chain Letters
Amount Requested:	\$290.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	1/7/2006
Initial Contact:	Unknown	Initial Response:	Unknown
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?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Brampton	State/Prov:	Ontario, Canada
ZIP:	(b)(6)	Country:	CANADA
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	40 - 49
Subject			
Subject:	Herbalife		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

 Do Not Call Complaints

Record # 1 of 61 / Do Not Call Complaints			
Reference Number:	27026298	Is Phone in Registry?:	Yes
Complaint Date:	7/15/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	7/15/2010	Transaction Time:	9:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	Yes		
Comments:	The person that called was completely arrogant and told me the the do not call registry is a pay service, constantly interrupted me telling me about male enhancement products and then hung up on me when I told him I would be filing a complaint against him and the company. If there is any way to pursue further action against this company I would like to do so.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Highlands Ranch	State/Prov:	Colorado
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Tony From Herbalife	State:	Colorado
Country Code:		Phone Number:	(303) 5008785

Record # 12 of 61 / Do Not Call Complaints			
Reference Number:	25421967	Is Phone in Registry?:	Yes
Complaint Date:	2/12/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	2/11/2010	Transaction Time:	5:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	Yes		
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	clearwater	State/Prov:	Florida
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Ind. Dist/patricia Molina	State:	Florida
Country Code:		Phone Number:	(941) 7298135

Record # 14 of 61 / Do Not Call Complaints			
Reference Number:	25143067	Is Phone in Registry?:	Yes
Complaint Date:	1/18/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	1/13/2010	Transaction Time:	4:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
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.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Tucson	State/Prov:	Arizona
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Patricia Molina Herbalife.	State:	Florida
Country Code:		Phone Number:	(941) 7298135

Record # 15 of 61 / Do Not Call Complaints			
Reference Number:	25138905	Is Phone in Registry?:	Yes
Complaint Date:	1/17/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	1/16/2010	Transaction Time:	5:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	Yes		
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!		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	clearwater	State/Prov:	Florida
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Ind. Dist/patricia Molina	State:	Florida
Country Code:		Phone Number:	(941) 7298135

Record # 16 of 61 / Do Not Call Complaints			
Reference Number:	25096312	Is Phone in Registry?:	Yes
Complaint Date:	1/12/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	1/8/2010	Transaction Time:	12:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	Yes		
Comments:			
Consumer			
First Name:		Last Name:	Not Provided
Address 1:		Address 2:	
City:		State/Prov:	Michigan
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Kelly Heffeman Herbalife	State:	Michigan
Country Code:		Phone Number:	(269) 7688623

Record # 18 of 61 / Do Not Call Complaints			
Reference Number:	24322796	Is Phone in Registry?:	Yes
Complaint Date:	10/15/2009	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	10/15/2009	Transaction Time:	10:00:00 AM
Existing Business Relationship?:	No	Pre-recorded message?:	Yes
Requested entity to stop calling?:	No		
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.		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Sunnyvale	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife In Mexico	State:	California
Country Code:		Phone Number:	(916) 9338837

Record # 30 of 61 / Do Not Call Complaints			
Reference Number:	21146668	Is Phone in Registry?:	Yes
Complaint Date:	12/13/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	12/13/2008	Transaction Time:	10:00:00 AM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	Yes		
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".		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Berkeley	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Lissa Munson - Home-based Business (herbalife?)	State:	Montana
Country Code:		Phone Number:	(406) 5492509

Record # 35 of 61 / Do Not Call Complaints			
Reference Number:	19344056	Is Phone in Registry?:	Yes
Complaint Date:	6/19/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	6/19/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
Comments:	SPEAK SPANISH		
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	hallandale	State/Prov:	Florida
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	
Country Code:		Phone Number:	(877) 6983261

Record # 38 of 61 / Do Not Call Complaints			
Reference Number:	13754244	Is Phone in Registry?:	Yes
Complaint Date:	5/6/2008	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	5/6/2008	Transaction Time:	12:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	norfolk	State/Prov:	Nebraska
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Ind D	State:	Nebraska
Country Code:		Phone Number:	(402) 8418080

Record # 48 of 61 / Do Not Call Complaints			
Reference Number:	11407317	Is Phone in Registry?:	Yes
Complaint Date:	8/27/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	8/10/2007	Transaction Time:	12:00:00 AM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	napa	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife	State:	
Country Code:		Phone Number:	

Record # 51 of 61 / Do Not Call Complaints			
Reference Number:	10954774	Is Phone in Registry?:	Yes
Complaint Date:	6/29/2007	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	WEB
Transaction Date:	6/29/2007	Transaction Time:	11:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
Comments:			
Consumer			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Temecula	State/Prov:	California
ZIP:	(b)(6)	Phone Number:	(b)(6)
Subject			
Company Name:	Herbalife Distr.	State:	California
Country Code:		Phone Number:	(951) 4910145

Provided by the Federal Trade Commission

Edwards, Deanna

2011-00083

From: WebServer User [www@m217465vwbs2004.pnj1.attens.net]
Sent: Wednesday, October 20, 2010 3:38 PM

FEDERAL TRADE COMMISSION
RECEIVED

OCT 20 2010

FOIA BRANCH
GENERAL COUNSEL

name = Daniel Marti
staddr = 607 14th Street, N.W., Suite 900
city = Washington
state = DC
zipcode = 20005
telno = (202) 508-5800
faxno = 202-585-0033
email = dmarti@kilpatrickstockton.com
coinfo = All consumer complaints and/or FTC investigation materials concerning
Herbalife International of America, Inc. (California)
EdSciName =
describe = Private Corporation or Law Firm
privatelawname = Kilpatrick Stockton LLP
medianame =
money = Contact me if above \$200
B13 = Submit



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

Daniel Marti
Kilpatrick Stockton LLP
607 14th Street NW, Suite 900
Washington, DC 20005

NOV 17 2010

Re: FOIA-2011-00083
Herbalife International of America,
Inc.

Dear Mr. Marti:

This is in response to your request dated October 20, 2010, under the Freedom of Information Act seeking access to any and all investigative records and consumer complaints concerning Herbalife International. In accordance with the FOIA and agency policy, we have searched our records, as of October 20, 2010, the date we received your request in our FOIA office.

We have located 256 pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Eight pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's disclosure requirements, as explained below.

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

Enclosed are 244 pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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

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

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

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

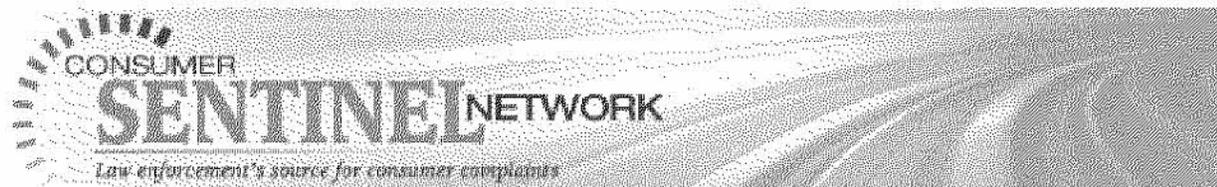
If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of the date of this letter. Please enclose a copy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

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Michael Killoy at (202) 326-3475.

Sincerely,



Christian S. White
Deputy General Counsel



CIS COMPLAINT

Record 1 of 75	
Reference Number	6447817
Created Date	07/19/2005
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	RLOPER
Entered Date	07/19/2005
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	07/18/2005
Transaction Date	
Consumer 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	Brooklyn
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	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	84 Bowery Street
Company Address, Line 2	2nd Floor
Company Address, Line 3	
Company Address, City	Manhattan
Company Address, State Code	NY
Company Address, State Name	New York
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	

Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Unknown
Complaint Info Initial Contact Date	
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$175.00
Complaint Info Amount Paid Method	
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	It's a scam. They lied to many many people (mostly newcomers who dont understand english) that money can be earned easily and quickly. They ask people to pay 175 dollars to buy a business license that is good for all 50 states! Many people fell for it and lost a lot of money. This company also do "business" in many other states.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 2 of 75	
Reference Number	6784531
Created Date	09/08/2005
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	105090818372295
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IFCC
Entered Date	09/08/2005
Updated By	JOB: Upd_internet_related
Updated Date	09/23/2005
Agency Contact	External Agency
Complaint Date	09/08/2005
Transaction Date	08/15/2005
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	PHILADELPHIA
Consumer Address, State Code	PA
Consumer Address, State Name	Pennsylvania
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	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	2200 NE 36th Avenue
Company Address, Line 2	Bldg 400
Company Address, Line 3	
Company Address, City	OCALA
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	34470
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	817
Company Phone, Number	3195200
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	08/15/2005
Complaint 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	\$40.00
Complaint Info Product Service Code	0344
Complaint Info Product Service Description	Internet Auction
Complaint Info Law Violation Code	
Complaint Info Law Violation Description	
Complaint Info Statute Code	
Complaint Info Statute Description	
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>I responded to a TV advertisement to provide details of an Internet Business Opportunity . Web site asked for the \$9.95 fee to cover shipping. I used my Master Card to pay for the it. This was 8/14/05. When I received it I saw that it involved Herb-a-Life multi-level marketing sio I threw it away. I received an e-mail telling me that because I did not send it back as instructed in the presentation which I did not watch, I never even open the envelope, they were going to charge my credit card \$29.95 for training. This was 9/6/2005. I called the Credit card company on 9/6/05 (CitiBank) and asked that that card number (I used their virtual card number) be closed to stop any attempt to charge anything to it. Citi Bank failed to stop it and an unauthorized charge was made top the account. I also replied to the sender that I would file a complaint with the FBI if they attempted to charge my credit card for the amount. I have filled a dispute with Citi Bank and they are going to charge back the both amounts but I feel this must activity needs to be investagated as it is fraud. Thank you for your assistance and I hope to hear from someone about this.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 3 of 75

Reference Number	7286655
Created Date	12/16/2005
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	12/16/2005
Updated By	
Updated Date	
Agency Contact	Mail
Complaint Date	12/03/2005
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Peachtree City
Consumer Address, State Code	GA
Consumer Address, State Name	Georgia
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	
Consumer Work Phone, Extension	

Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	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	
Complaint Info Initial Response Method	Unknown

Complaint Info Initial Response Date	
Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$1240.00
Complaint Info Amount Paid Method	Unknown
Complaint Info Amount Paid Value	\$1240.00
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: Consumer writes to complain that consumer resigned as a supervisor/distributor for Herbalife International, as the company did not deliver on its promise of 75 leads when the consumer bought 5 shares at a cost of \$1240.00. Consumer further states that the plan is for distributors to spend 80% of time recruiting and only 20% time retailing the product. No work phone is listed for the consumer.
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 4 of 75	
Reference Number	7326376
Created Date	12/23/2005
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	DCRASE
Entered Date	12/23/2005
Updated By	JOB: Upd_internet_related
Updated Date	12/24/2005
Agency Contact	Internet
Complaint Date	12/22/2005
Transaction Date	12/22/2005
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	New York
Consumer Address, State Code	NY
Consumer Address, State Name	New York
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country 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 products
Company Address, Line 1	21 Northgate Rd
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	Burlington
Company Address, State Code	VT
Company Address, State Name	Vermont
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	05401-1276
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	802
Company Phone, Number	865
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Patrice
Company Rep Middle Name	
Company Rep Last Name	Amirault
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	12/22/2005
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	MasterCard Credit Card
Complaint Info Amount Paid Value	\$39.99
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 products) I purchased a work at home kit and was supposed to only pay 9.95 for shipping. She charged an additional \$29.99 stating that since I did not participate in the work at home program, she charged me \$29.99. Which is not what I agreed to.
Complaint Info CRA Dispute Flag	Y
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 5 of 75

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	
Complaint Info Comments	(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 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 6 of 75	
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	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	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 7 of 75	
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 8 of 75

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 9 of 75	
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 10 of 75

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 11 of 75	
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 12 of 75	
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	<p>Lists Gretel Tehida testimonial. Please see this link to see that Gretel Tehida 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.</p> <p>"http://www.google.com/search?q=Gretel+Tchida+email&hl=en&lr=&safe=off&start=10&sa=N"</p> <p>"Gr etel Tehida I spent 20 years stuck as a Programmer in the Engineering field" "Gretel Tehida I spent 20 years stuck as an retail sales representative" "Gretel Tehida I spent 20 years stuck as a Customer Service Agent" "Gretel Tehida I spent 20 years stuck as a banker" "Gretel Tehida I spent 20 years stuck as an Advertising and Marketing working on commission" "Gretel Tehida I spent 20 years stuck as a Human Resource job in the IT Information Technology field" "Gretel Tehida I spent 20 years stuck as an Administrative Assistant" "Independent Herbalife Distributor Gretel Tehida 6803 10 Ave Edmonton AB T6K 2T9 Phone : 780 - 440 - 6011"</p> <p>"http://www.google.com/search?hl=en&q=Gretel+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.</p>
Complaint Info CRA Dispute Flag	
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 13 of 75	
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	California
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 aggressively 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 14 of 75	
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 15 of 75	
Reference Number	9616143
Created Date	10/06/2006
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	ICCC127216
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IFCC
Entered Date	10/06/2006
Updated By	Map NW3C P/S
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	<p>ICCC Ref # 10610062342469282:I 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 of charges that I had not made. The credit card with the fraudulent 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 retumed the call they would charge my phone a ridiculous fee or something of that</p>

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 16 of 75

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 17 of 75

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 18 of 75	
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 19 of 75	
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 20 of 75

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 21 of 75	
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 22 of 75

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 23 of 75

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	Mr. & Mrs.
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 24 of 75

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 25 of 75

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 26 of 75

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 27 of 75	
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	V4W 1A1
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 28 of 75

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 29 of 75	
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	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080-0210
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	866-4744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Ann
Company Rep Middle Name	
Company Rep Last Name	Gallup
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	04/01/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$2300.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$4088.00
Complaint Info Product Service Code	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	<p>(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</p>

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, chome 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 30 of 75

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 Herbalaiife, 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	
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Record 31 of 75	
Reference Number	12135397
Created Date	10/10/2007
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	ICCC571593
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	IFCC
Entered Date	10/10/2007
Updated By	Map NW3C P/S
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	<p>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</p>

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 32 of 75	
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 33 of 75

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 34 of 75

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 35 of 75	
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 meeting, 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 36 of 75

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 37 of 75

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 38 of 75

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	CSI
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 39 of 75

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 a bunch 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 40 of 75

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 rev'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 41 of 75	
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 unsolicited, 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 Parmenter Independent Herbalife Distributors(515)720-8696www.SoLongInches.com

Complaint Info CRA Dispute Flag

N

Complaint Info CRA Dispute Responded

Complaint Info	CRA Dispute
Resolved	

Record 42 of 75

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 43 of 75

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 44 of 75	
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	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	<p>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.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 45 of 75	
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 46 of 75	
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	<p>I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase \$4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about \$8,000.00. I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately \$2,900.00 for my returned</p>

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 47 of 75	
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	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	www.herbalifesitemap.com
Company Rep First Name	Jan / Lynda
Company Rep Middle Name	
Company Rep Last Name	Allison / Cromar
Company Rep Salutation	
Company Rep Comments	Ind. Distributor / Manage
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	03/25/2009
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	03/25/2009

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3884.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$3884.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>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 unopened boxes of supplies and refund of money paid.</p>
Complaint Info CRA Dispute Flag	N
Complaint Info CRA Dispute Responded	
Complaint Info CRA Dispute Resolved	

Record 48 of 75	
Reference Number	23410583
Created Date	07/01/2009
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	10907011327513961
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IFCC-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	Ms.
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	<p>ICCC Ref #:10907011327513961. 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</p>

	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 49 of 75	
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	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 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	
	<p>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 &quot;invited to join&quot; 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 Distributors 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 &quot;PACKING AND HANDLING&quot; 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</p>

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 available 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 been called, and she refused to help me, too. No other client was at the window six. I begged this woman to save me only the two items I needed for a client 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 I 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 EARLIER. She continued yielding 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 THOUSANDS 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	
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Record 50 of 75

Reference Number	23997919
Created Date	08/03/2009
Complaint Source	BBB - Eastern OK (Tulsa)
Originator Reference Number	10250038021748
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/03/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
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 51 of 75	
Reference Number	24200453
Created Date	09/24/2009
Complaint Source	Internet Fraud Complaint Center
Originator Reference Number	I0909241305117531
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IFCC-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	Ms.
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://adwordsexlecentimo.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/ Icentavo 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 52 of 75	
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 53 of 75	
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 54 of 75

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 would cause 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 57 of 75

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 58 of 75

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 dougcraycraft@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 shipment 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 59 of 75	
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 60 of 75

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 61 of 75	
Reference Number	26437036
Created Date	05/14/2010
Complaint Source	PUBLIC USERS - CIS
Originator Reference Number	
Language	English
Contact Type	Complaint
Data Source	Consumer
DNC?	N
Entered By	FTCCIS-FTCUSER
Entered Date	05/14/2010
Updated By	
Updated Date	
Agency Contact	Internet
Complaint Date	05/14/2010
Transaction Date	04/14/2010
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	Beech Island
Consumer Address, State Code	SC
Consumer Address, State Name	South Carolina
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	b(6)
Consumer Work Phone, Number	b(6)

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	20 - 29
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	
Company Name	Herbalife/Mamey White
Company Address, Line 1	22422 Navasota Cir
Company Address, Line 2	
Company Address, Line 3	
Company Address, City	San Antonio
Company Address, State Code	TX
Company Address, State Name	Texas
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	78259
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	docmamy@aol.com
Company Website	http://www.cpk.theonlinebusiness.com
Company Rep First Name	Mamey
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	<p>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 Marney 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</p>

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 62 of 75	
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 63 of 75	
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	<p>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)(6) or cell phon (b)(6) and he'll</p>

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 64 of 75	
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 65 of 75	
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	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 66 of 75	
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 67 of 75	
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 68 of 75	
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	buisness 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	<p>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 thieves 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</p>

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. sincerely, (b)(6)

Complaint Info CRA Dispute Flag

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved

Record 69 of 75

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 70 of 75

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 71 of 75

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	

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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	

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

Record 74 of 75

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	
	<p>I have been given a run around with regards to the cancellation and refund for the payments that they charge me for joining the HERBALIFE DISTRIBUTORSHIP. I spoke with the customer service back in August 30th informing them that I would like to cancel my membership and she gave me the instruction to send a fax to your department. I tried several times on September 1st but unfortunatly my fax couldn't go thru to your fax # 310-258-7155 so I resorted to calling customer service again and requested for alternate fax # where it can be forwarded to your department. I am getting confused as to the information that were given to me by your representative and by the person who called me to sign me up when I applied online for the DVD 1st pack. I don't know Stephen Rehrig personally; he was the one who called me after I filled up the information online and paid the \$9.95; I have been dealing with this person since then the Aug 6, 2010.</p>

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 75 of 75	
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	Initiated Contact
Complaint Info Initial Contact Date	03/17/2010
Complaint Info Initial Response Method	Phone: other
Complaint Info Initial Response Date	03/17/2010

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$7500.00
Complaint Info Amount Paid Method	MasterCard Credit Card
Complaint Info Amount Paid Value	\$7500.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
	<p>This is most of a letter I sent to my contacts within the company. They did not respond at all to my complaints:"Hi, 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</p>

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. Hmm...it takes 7 of those charges to purchase 1 lead! My husband works VERY hard and, in a good month these days, might bring in \$4000 in a month. How in the world am I going to expend this kind of money? It's not possible! I feel I've been taken advantage of. I believed what was stated: that if I just followed the step-by-step process I would be successful. I've tried to follow the process. I enrolled in most of the suggested tools because I believed I was setting myself up for success. Now, the next step in the process is to spend \$2580-\$6450 a MONTH. I CANT'. 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	
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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

EVENT RESPONDENTS (Use for completed events only)

20. SNS CODE	21. RESPONDENT NAME (40 letters and spaces or less)	IF NON RESPONDENT PUT AN 'X'
<input type="checkbox"/>		<input type="checkbox"/>

(Continue on FTC Form 84 if necessary)

PARTICIPANTS

22. ACTION A-Add D-Delete	23. TYPE	24. MIS NO.	25. PARTICIPANT NAME
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

MATTER STATUS

26. BRIEFLY DESCRIBE THE CURRENT STATUS OF THE ENTIRE MATTER.

As of _____ DATE

UPDATE CODES

27. ACTION A-Add D-Delete	TYPE OF CODE (e.g., violation, program)	CODE	CODE DESCRIPTION	IF PRIMARY PUT AN 'X'
<input type="checkbox"/>				<input type="checkbox"/>
<input type="checkbox"/>				<input type="checkbox"/>
<input type="checkbox"/>				<input type="checkbox"/>
<input type="checkbox"/>				<input type="checkbox"/>

UPDATE RESPONDENTS

28. ACTION A-Add D-Delete	SNS CODE	RESPONDENT NAME (40 letters and spaces or less)	IF NON RESPONDENT PUT AN 'X'
<input type="checkbox"/>			<input type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>

PREPARATION

PREPARED BY
Devenette Freed

APPROVALS

SIGNATURE OF APPROVING OFFICIAL
Colleen Peeler 3/16/87

SIGNATURE OF REVIEWING OFFICIAL

Send the completed and signed original form to your data entry staff. They will send the signers and the manager a copy and forward the original form to the Office of the Secretary for filing.

FOIA - 2011 - 00888

Bajorek, Rosemary

From: Fye, Eleanor A. [Eleanor.A.Fye@abc.com]

Sent: Friday, May 06, 2011 1:51 PM

To: FOIA

Cc: Wagschal, Gerry

Subject: Herbalife FOIA request

FEDERAL TRADE COMMISSION
RECEIVED

MAY 06 2011

FOIA BRANCH
GENERAL COUNSEL

Hello,

I'm working with ABC News on an investigative story about the company Herbalife. We're specifically interested in consumer complaints and investigatory records from 2005 to the present that involve the company or its contractors. We're willing to pay all fees.

Here's the contact info for my producer, Gerry Wagschal.

Gerry Wagschal
ABC News
47 W. 66th St.
New York, New York 10023
212- 456 - 3948
Gerry.wagschal@abc.com

Thank you!



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

Gerry Wagschal
ABC News
ABC News, 47 W. 66th St.
New York, NY 10023

MAY 11 2011

Re: FOIA-2011-00888
Complaints and Investigative records
against Herbalife

Dear Mr. Wagschal:

This is in response to your request dated May 6, 2011 under the Freedom of Information Act seeking access to complaints and investigative records from 2005 to present regarding Herbalife. In accordance with the FOIA and agency policy, we have searched our records, as of May 6, 2011, the date we received your request in our FOIA office.

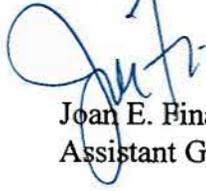
We have located 102 responsive complaints that consumers have made to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC. Therefore, you should make your own judgment about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information. *See The Lakin Law Firm v. FTC*, 352 F.3d 1122 (7th Cir. 2003).

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

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

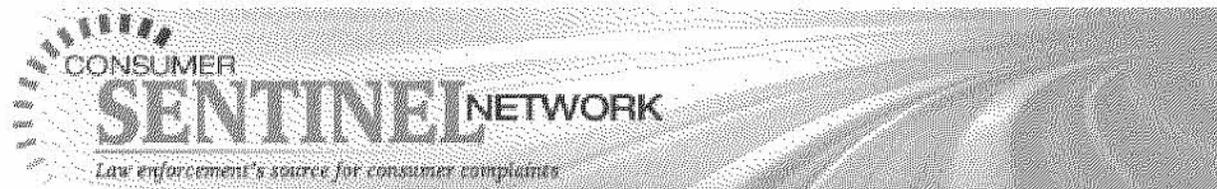
If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Elena Vera at (202) 326-3368.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Joan E. Fina', is written over the typed name and title.

Joan E. Fina
Assistant General Counsel

Enclosed:
One CD



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 HerbalLife 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	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	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	<p>Lists Gretel Tehida testimonial. Please see this link to see that Gretel Tehida 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.</p> <p>"http://www.google.com/search?q=Gretel+Tehida+email&hl=en&lr=&safe=off&start=10&sa=N"</p> <p>"Gretel Tehida I spent 20 years stuck as a Programmer in the Engineering field" "Gretel Tehida I spent 20 years stuck as a retail sales representative" "Gretel Tehida I spent 20 years stuck as a Customer Service Agent" "Gretel Tehida I spent 20 years stuck as a banker" "Gretel Tehida I spent 20 years stuck as an Advertising and Marketing working on commission" "Gretel Tehida I spent 20 years stuck as a Human Resource job in the IT Information Technology field" "Gretel Tehida I spent 20 years stuck as an Administrative Assistant" "Independent Herbalife Distributor Gretel Tehida 6803 10 Ave Edmonton AB T6K 2T9 Phone : 780 - 440 - 6011"</p> <p>"http://www.google.com/search?hl=en&q=Gretel+Tehida&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.</p>
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	California
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 aggressively 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	<p>ICCC Ref # 10610062342469282:I 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 of charges that I had not made. The credit card with the fraudulent 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. Everytime it's the same message. I never called for fear that if I retumed the call they would charge my phone a ridiculous fee or something of that</p>

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	V4W 1A1
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	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080-0210
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	866-4744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Ann
Company Rep Middle Name	
Company Rep Last Name	Gallup
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	04/01/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$2300.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$4088.00
Complaint Info Product Service Code	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	<p>(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</p>

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, chome 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 Herbalaiife, 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	
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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	<p>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</p>

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 meeting, 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	CSI
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 a bunch 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 rev'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 unsolicited, 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 Parmenter Independent Herbalife Distributors (515) 720-8696 www.SoLongInches.com

Complaint Info CRA Dispute Flag

N

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved
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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	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	<p>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.</p>
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	<p>I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase \$4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about \$8,000.00. I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately \$2,900.00 for my returned</p>

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	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	www.herbalifesitemap.com
Company Rep First Name	Jan / Lynda
Company Rep Middle Name	
Company Rep Last Name	Allison / Cromar
Company Rep Salutation	
Company Rep Comments	Ind. Distributor / Manage
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	03/25/2009
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	03/25/2009

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3884.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$3884.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>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 unopened boxes of supplies and refund of money paid.</p>
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	10907011327513961
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	<p>ICCC Ref #:10907011327513961. 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</p>

	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	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 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	
	<p>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 &quot;invited to join&quot; 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 Distributors 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 &quot;PACKING AND HANDLING&quot; 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</p>

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 available 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 been called, and she refused to help me, too. No other client was at the window six. I begged this woman to save me only the two items I needed for a client 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 I 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 yielding 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	10250038021748
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/03/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
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	I0909241305117531
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	IC3-USER
Entered Date	09/24/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	09/24/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Salutation	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	
Consumer Address, Line 3	
Consumer Address, City	MIAMI
Consumer Address, State Code	FL
Consumer Address, State Name	Florida
Consumer Address, Country Code	USA
Consumer Address, Country Name	UNITED STATES
Consumer Address, ZIP Code	b(6)
Consumer Address, ZIP Code Extension	
Consumer Home Phone, Country Code	
Consumer Home Phone, Area Code	b(6)
Consumer Home Phone, Number	b(6)
Consumer Work Phone, Country Code	
Consumer Work Phone, Area Code	
Consumer Work Phone, Number	

Consumer Work Phone, Extension	
Consumer Fax, Country Code	
Consumer Fax, Area Code	
Consumer Fax, Number	
Consumer Cell Phone, Country Code	
Consumer Cell Phone, Area Code	
Consumer Cell Phone, Number	
Consumer Email	b(6)
Consumer Age range	30 - 39
Consumer Military Status	
Consumer Military Station	
Consumer Military Grade	
Consumer Complaining Company/Org	Latin Designers
Company Name	Herbalife Intncal.
Company Address, Line 1	unknow
Company Address, Line 2	unknow
Company Address, Line 3	unknow
Company Address, City	VALENCIA
Company Address, State Code	
Company Address, State Name	
Company Address, Country Code	ESP
Company Address, Country Name	SPAIN
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	3
Company Phone, Area Code	495
Company Phone, Number	4788748
Company Phone, Extension	
Company Email	Rmarga03@yahoo.es
Company Website	http://adwordsexlecentimo.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	



DNC COMPLAINT

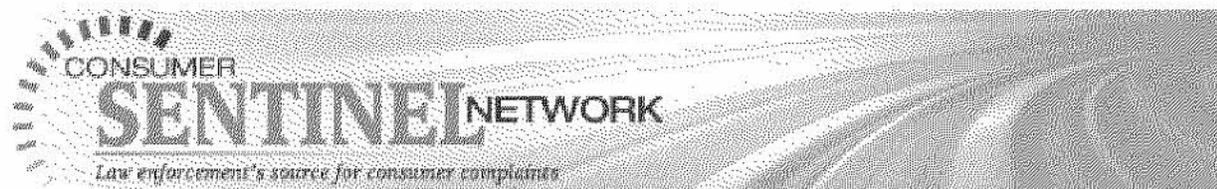
Record 101 of 102	
Reference Number	27026298
Complaint Source	National Do Not Call Registry
Phone In Registry?	Y
Consumer First Name	b(6)
Consumer Middle Name	
Consumer Last Name	b(6)
Consumer Address, Line 1	b(6)
Consumer Address, Line 2	b(6)
Consumer Address, City	Highlands Ranch
Consumer Address, 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 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 HerbalLife 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	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	
Company Phone, Number	
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	
Company Rep Middle Name	
Company Rep Last Name	
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	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	<p>Lists Gretel Tehida testimonial. Please see this link to see that Gretel Tehida 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.</p> <p>"http://www.google.com/search?q=Gretel+Tehida+email&hl=en&lr=&safe=off&start=10&sa=N"</p> <p>"Gretel Tehida I spent 20 years stuck as a Programmer in the Engineering field" "Gretel Tehida I spent 20 years stuck as a retail sales representative" "Gretel Tehida I spent 20 years stuck as a Customer Service Agent" "Gretel Tehida I spent 20 years stuck as a banker" "Gretel Tehida I spent 20 years stuck as an Advertising and Marketing working on commission" "Gretel Tehida I spent 20 years stuck as a Human Resource job in the IT Information Technology field" "Gretel Tehida I spent 20 years stuck as an Administrative Assistant" "Independent Herbalife Distributor Gretel Tehida 6803 10 Ave Edmonton AB T6K 2T9 Phone : 780 - 440 - 6011"</p> <p>"http://www.google.com/search?hl=en&q=Gretel+Tehida&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.</p>
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	California
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 aggressively 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	<p>ICCC Ref # 10610062342469282:I 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 of charges that I had not made. The credit card with the fraudulent 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 retumed the call they would charge my phone a ridiculous fee or something of that</p>

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	V4W 1A1
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	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080-0210
Company Address, ZIP Code Extension	
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	866-4744
Company Phone, Extension	
Company Email	
Company Website	
Company Rep First Name	Ann
Company Rep Middle Name	
Company Rep Last Name	Gallup
Company Rep Salutation	
Company Rep Comments	
Complaint Info Initial Contact Method	Internet (Other)
Complaint Info Initial Contact Date	04/01/2007
Complaint Info Initial Response Method	
Complaint Info Initial Response Date	

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$2300.00
Complaint Info Amount Paid Method	Visa Credit Card
Complaint Info Amount Paid Value	\$4088.00
Complaint Info Product Service Code	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	<p>(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</p>

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, chome 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 Herbalaiife, 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	
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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	<p>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</p>

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 meeting, 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	CSI
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 a bunch 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 rev'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 unsolicited, 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 Parmenter Independent Herbalife Distributors(515)720-8696www.SoLongInches.com

Complaint Info CRA Dispute Flag

N

Complaint Info CRA Dispute Responded

Complaint Info CRA Dispute Resolved
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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	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	<p>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.</p>
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	<p>I want to ensure that others are not harmed in the way that I was. In December 2008, I foolishly fell into the online trap of a Work at Home Program through Herbalife. The people were smooth talkers and said all the right things that attracted me to the business. All the motions to put the plan into action had to happen quickly. I had to purchase \$4,200.00 worth of product in order to start the business. It is now March, I cancelled my association with Herbalife/Global Home Business System on January 30th (approx 1 month after commencing) when I saw discrepancies in what they had promised would happen and what was reality. I was told to lie to others (mostly US citizens) to recruit members for the pyramid. I had to pay for leads to recruit others into the pyramid and was to be compensated for bringing them in. In total, I had approximately 30 people who I was selling or recruiting and they in turn, have lost money. In total, I lost about \$8,000.00. I do not know what the others lost. Like others, I had lost my job and was looking to get myself back into the work force. I was told that you had to spend money to make money to be self employed and I believed in that. I am educated and was in the insurance business for over 25 years and yes, I should have known better. I did receive a refund of approximately \$2,900.00 for my returned</p>

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	California
Company Address, Country Code	USA
Company Address, Country Name	UNITED STATES
Company Address, ZIP Code	90080
Company Address, ZIP Code Extension	0210
Company Phone, Country Code	
Company Phone, Area Code	866
Company Phone, Number	6174273
Company Phone, Extension	
Company Email	
Company Website	www.herbalifesitemap.com
Company Rep First Name	Jan / Lynda
Company Rep Middle Name	
Company Rep Last Name	Allison / Cromar
Company Rep Salutation	
Company Rep Comments	Ind. Distributor / Manage
Complaint Info Initial Contact Method	Internet/E-mail
Complaint Info Initial Contact Date	03/25/2009
Complaint Info Initial Response Method	Internet/E-mail
Complaint Info Initial Response Date	03/25/2009

Complaint Info Amount Requested Method	
Complaint Info Amount Requested Value	\$3884.00
Complaint Info Amount Paid Method	Discover Credit Card
Complaint Info Amount Paid Value	\$3884.00
Complaint Info Product Service Code	0304
Complaint Info Product Service Description	Multi-Level Mktg\Pyramids\Chain Letters
Complaint Info Law Violation Code	DDM
Complaint Info Law Violation Description	Deception/Misrepresentation
Complaint Info Statute Code	P
Complaint Info Statute Description	FTC Act Sec 5 (BCP)
Complaint Info Topic Code	
Complaint Info Topic Description	
Complaint Info Comments	<p>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 unopened boxes of supplies and refund of money paid.</p>
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	10907011327513961
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	<p>ICCC Ref #:10907011327513961. 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</p>

	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	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 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	
	<p>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 &quot;invited to join&quot; 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 Distributors 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 &quot;PACKING AND HANDLING&quot; 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</p>

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 available 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 been called, and she refused to help me, too. No other client was at the window six. I begged this woman to save me only the two items I needed for a client 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 I 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 EARLIER. She continued yielding 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 THOUSANDS 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	
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Record 46 of 102

Reference Number	23997919
Created Date	08/03/2009
Complaint Source	BBB - Eastern OK (Tulsa)
Originator Reference Number	10250038021748
Language	English
Contact Type	Complaint
Data Source	Organization
DNC?	N
Entered By	BBB-USER
Entered Date	08/03/2009
Updated By	
Updated Date	
Agency Contact	External Agency
Complaint Date	08/03/2009
Transaction Date	
Consumer First Name	b(6)
Consumer Middle Name	
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	