

# COMMENT: Aaron Leider - Advice Regarding Malicious Online Feedback.

My name is Aaron Leider, and I have first-hand experience in being harassed through malicious Internet smear campaigns. My antagonist published false allegations about my business ethics, and this has caused considerable hardship for myself and those who depend on my business for their livelihoods. This person is unknown to me and has never actually worked with me, in fact represented to me he could stop the negative report if I paid him money.

I note with concern that the FTC proposes to randomly choose individuals, who have in some way interacted with the FTC.gov website, to seek their feedback about your services. The random selection of respondents will most likely result in an unrealistic reflection of the excellence of service provided by the FTC. I've noticed a trend in recent years, where individuals who struggle with entitlement issues, which in turn create unrealistic customer expectations, will often publicly complain about a business, service or government department, even though the individual received excellent service if viewed through the eyes of a reasonable person.

If a disproportionately high number of unfounded complainants are part of the random selection pool for your customer feedback, then I'm afraid that FTC employees, decision-makers, and customer's first impressions will be marred unnecessarily.

At this time I do not have any constructive suggestions as to how you might counteract this phenomenon, but I'm sure you have statisticians and analysts at your disposal who can investigate my hypothesis, and implement countermeasures accordingly.

Thank you for the excellent service and protection that the FTC provides to our citizens. Keep up the great work.

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