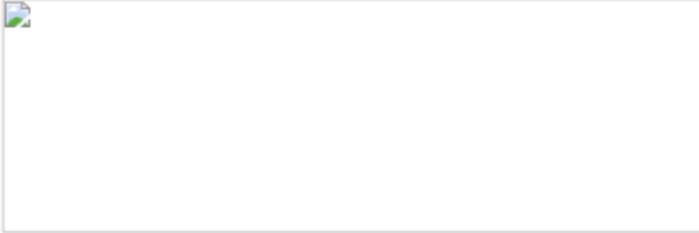


From: "Terrie Krause" <[REDACTED]>

To: "[REDACTED]" <[REDACTED]>

Subject: BBB have recieved a customer complaint about your company.

Date: Tue, 06 Mar 2012 12:06:56 +0000



Business Owner/Manager,

One of your recent customers has submitted a complaint with The Better Business Bureau regarding the negative experience he had with your company. The consumer complaint is placed below. Please provide your response to this matter as within 14 days. The promptest way to provide your response is trough the Online Complaint system. Please follow the following link to evaluate the above-mentioned customer complaint and submit your response to it:

[BBB complaint center](#)

Use the following data to login:

Case ID: [REDACTED]

Password: [REDACTED]

The Better Business Bureau provides an efficient third-party role, and helps you resolve your customer disputes with minimum friction. We develop and maintain online Reliability reports on American companies, open to the Public and used by millions of business customers. A satisfactory customer report can have a pronounced positive effect on your business.

We hope for your immediate attention to this matter.

Sincerely,
Honorato Cobb
Dispute Counselor

Better Business Bureau Serving Metropolitan New York, Inc.
30 East 33rd St., 12th Floor
New York, NY 10016
Office Hours: 9-5 Monday through Friday

