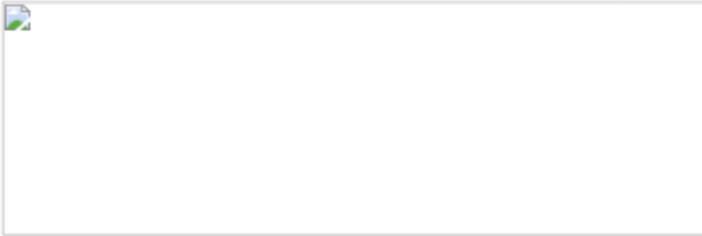


From: "Herman Kent" <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>
Subject: Better Business Bureau needs your urgent attention.
Date: Tue, 06 Mar 2012 13:31:31 +0000



Business Owner/Manager,
One of your customers has filed a complaint with The Better Business Bureau concerning the unsatisfactory experience he had with your company. The consumer complaint is inserted below. Please provide your feedback to this matter as within 14 days. The fastest way to provide your response is through the Online Complaint system. Please follow this URL to evaluate the above-mentioned customer complaint and provide 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 support online Reliability reports on American companies, open to the Public and used by millions of business customers. A satisfactory customer report can have a distinctly positive impact on your business.

We hope for your immediate attention to this matter.

Sincerely,
Paul Luna
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

