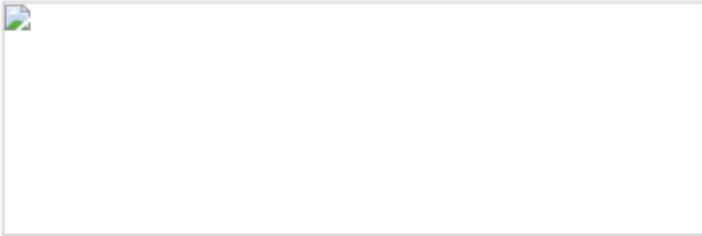


From: "Edgardo Parks" <[REDACTED]>
To: "[REDACTED]" <[REDACTED]>

Subject: Better Business Bureau needs your urgent attention.

Date: Mon, 05 Mar 2012 10:56:49 +0000



Business Owner/Manager,

One of your recent customers has submitted a complaint with The Better Business Bureau concerning the negative experience he had with your company. The consumer complaint is placed below. Please submit your response to this matter as within 21 days. The fastest way to submit your response is by using the Online Complaint system. Please follow this Internet address to access 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 acts in the role of a neutral third party, and helps you resolve your customer disputes with minimum friction. We develop and maintain online Reliability reports on American companies, available to the Public and used by millions of business customers. A positive customer report can have a pronounced positive effect on your business.

We hope for your immediate attention to this matter.

Sincerely,
Lance Mayer
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

