

Subj: **RE: non consumer report**
Date: 11/9/2009 1:49:45 P.M. Eastern Standard Time
From: EDitor@ripoffreport.com
To: Seeknpeace@aol.com
Again...

Right or wrong.. true of false... Best to respond to the report. Be pleasant and show consumers what kind of person ./ company you are... it works for other business. If you handle it the right way, it will bring you new found business.

Consumers like to hear a 3rd party opinion. They like to see how a business handles problems, whether they be true or false, ... if false, explain why, .. if true, who would not want to do business with a company that can admit, maybe they made a mistake, .. this shows a consumer that you have nothing to hide, it will show them that you want to take care of business, by taking care of that consumer, telling them to please contact you (in your rebuttal) so you can make things right for them. What consumer would not want to do business with someone that knows how to make things right... Just file a rebuttal.. the truth shall set you free.

Thank you for contacting Rip-off Report. We take every message from our users seriously and we thank you for taking the time to write to us.

As you might imagine, we get a lot of emails and many of them ask the same or similar questions. To keep you informed, we have created a series of detailed answers to the most frequently asked questions which you can access here:

<http://www.ripoffreport.com/wantToSueRipoffReport.asp>

Asia Economic Institute et al v. Xcentric Ventures LLC et al

Doc. 103 Att. 3

The information on this link is fairly long and detailed. Probably 99% of the questions/concerns we receive from users can be answered there, so please read through this entire section. If you have read through our FAQs and don't find an answer to your specific question there, please let us know.

In the mean time, here are some short answers to the most common questions:

1.) There is a false report about me on this site! Will you remove it?

The Ripoff Report website contains hundreds of thousands of reports and many more responses to reports which are called "rebuttals". As a 100% free website, we can't serve as the judge of which side to a dispute is telling the truth. For that reason, we cannot remove reports from the website. There are also very important policy reasons for this which are explained on the link above.

2.) If Ripoff Report won't remove anything, what can I do?

If you are the subject of a report, you have lots of options.

First, if you know who the author is and you know what they are upset about, the best option is to work with the author to make things right. EVERY business receives complaints, so the fact your company has been reported does not make you a bad business. Consumers understand that. What really matters is how you handle the complaint. If you ignore it or if you get into a

shouting match with the author, this will only make things worse.

Second, if you don't know who the author is or if you believe a report is untrue, post a rebuttal which says so. Ask the author for more information so you can help correct the problem right away. If you think a complaint is phony, ask the author to post some proof (transaction date, etc.). If the author fails to respond, that will let readers know they shouldn't rely on the report. By showing viewers that you care about your customers, you can turn a negative complaint into positive proof of how you treat consumer complaints.

3.) The author of a report admitted the report is not true. Will you remove it?

Although we require users to submit only truthful and honest reports, we simply cannot determine when a report is true and when mistakes have been made. Also, just because an author wants to retract a report does not mean that the public should not know about the fact the report was made in the first place.

If the author of a report wants to retract his/her report for any reason, they can log into the site and post an update which explains the matter has been resolved.

4.) Why does Ripoff Report allow anonymous reports?

The United States Supreme Court has repeatedly said that free speech does not apply only to signed statements. For obvious reasons, sometimes people want to speak out anonymously, and the U.S. Constitution gives them the right to do so except in limited circumstances (where the statement is criminal or defamatory).

The Ripoff Report believes in the right to freedom of speech, so while any author is welcome to use their true name when signing a report, we also allow the use of pseudonyms. Any information we collect about an author's real name will be carefully protected and will only be released where required by law.

5.) Does Ripoff Report ever investigate reports?

Because the Rip-off Report is a 100% free website, as a general rule we cannot and do not perform investigations of reports before they are published. The cost of investigating every report on this site would be overwhelming and would cause us to close our doors.

However, if you are a business owner and you have accumulated one or more reports, you may wish to read about our Corporate Advocacy Program. Through this optional program, we will investigate reports and will assist our CAP members in making sure they are achieving the highest level of customer satisfaction. There is a fee for this program which varies depending on the number of complaints and the nature of the work to be done. If you are interesting in becoming a CAP member, please contact us for more information about this helpful program.

ED Magedson - Founder
EDitor@ripoffreport.com
www.ripoffreport.com

Rip-off Report

PO Box 310 Tempe, Arizona 85280

From: Seeknpeace@aol.com [mailto:Seeknpeace@aol.com]

Sent: Monday, November 09, 2009 11:20 AM