

I will call you next week and I look forward to talking with you. Thank you so much for listening.

Jan

In a message dated 4/10/2010 6:53:26 P.M. Eastern Daylight Time, david@ripoffreport.com writes:

Smitty,

I am more than happy to talk to you; my # is below and you're welcome to reach me anytime (though I won't be in my office until Tuesday).

As for the issue of removing these reports, you don't need to convince me that it would make sense for ROR to take them down. I totally understand and agree with the points in your email, and if it was my decision, the posts would be removed immediately.

I know I never told you this, but I argued with Ed Magedson on your behalf in one of our meetings. Maria Speth and some of the other team were there and everyone (except Ed) initially agreed with me that we should make an exception for you and take your reports down. Of course, as you know Ed has a policy of simply never taking stuff down, so he asked me why we should treat your situation differently than everyone else. I responded with the points you note below, and eventually I just

explained to him that sometimes you don't need a reason for doing something...you should just do it to be nice to another person.

Well, that apparently wasn't enough, so Ed refused to change his position. I found this extremely frustrating and disappointing, but then again I haven't had to walk in his shoes for the past 12 years, dealing with thousands of people who want to explain why they deserve an exception, etc. Anyway, at the end of the day, Ed just told me that it was his call, and he didn't see any reason to remove your reports.

Is there anything more I can do to change his mind? I don't know. I am happy to try, but I can't promise anything. I know that may not make you feel any better, but at least you should know that I do understand your situation and I would be happy to help you if I could.

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