

From: EDitor@ripoffreport.com [mailto:EDitor@ripoffreport.com]
Sent: Tuesday, July 13, 2010 10:13 AM
To: EDitor@ripoffreport.com
Subject: QUESTIONS =RE: Corporate Advocacy Intake

Once you send this email string back with the answers to the questions below.. , we will have the agreement to you in a few days..

below should answer any of your questions.. when you fill this out and send this entire email string back,.. ask us anything you like... !

QUESTIONS for Agreement below...

First, just a few comments...

Once I send you the agreement and you send it back signed with payment,.. we will send you email text so you can change it to reflect your business,.. then we send it out to the people who filed a Report, (even if they are false) .. an email which I sent you a sample in the last email to you.. when I sent you the rates in the previous email..

Then we send you the TEXT outline so you can give us your proposed comments you would like us to use to talk about your company, explaining changes your company has made, and your companies commitment to customer service and to explain about complaints you've received and the changes you've made... and other positive comments about your company.. this can also include links to different pages about your company.. Remember, these are commitments you will have to live up to.

Once the main Report above is done, then we send you the 250 to 350 words you want us to put in front of the Reports found on search engines.. you can give us your proposed comments you would like us to post.. like this one.. http://www.google.com/search?hl=en&q=Blue+Coast+Financial&aq=f&aqi=g8g-m1&aql=&oq=&gs_rfai=

Any questions, comments or suggestions.. just let us know..

NOTE: if you think you are going to become a member of the program within the next 7 days.. let us know, we will put you on an immediate monitoring for new Reports as a courtesy.. and we will handle them as we would if you are on the program. But, if we do that, you will have to make things right with the complaining customer, as you would be doing when you are on the Corporate Advocacy Program.

=====QUESTIONS for the AGREEMENT=====

Please hit your reply button to this entire email and respond under each question, returning this entire email string between us... **DO NOT COPY AND PASTE INTO A WORD DOC** !! just respond below.

DO NOT CHANGE OR ADD TO THE EMAIL SUBJECT BOX!!!

Here are the list of questions below that we need answered so we can work up the Corporate Advocacy Program - CAP agreement.

Any information you give to me will NEVER be revealed to anyone - - even if you do not go thru with the program. There is nothing really confidential below to worry about.

Put your response under each question.

- 1) Do you understand the costs of this program?
- 2) Exact Name of company the contract will be in
- 3) List other names you may use – you need to let us know this now to avoid complaints being caught so you can immediately respond to them! ...So they do not get posted and we respond to them so you can then respond.
- 4) Name of person signing the contact and their position.
- 5) Official address and phone numbers of the company for our use only
- 6) Address and phone numbers to use for the Report we file about the company
- 7) Official emergency phone numbers and at least one persons cell number in case of media or government questions, Persons name and Cell #
- 8) Email address to use for notification of complaints in the Investigative Report we file.. Best to make something new that would go to a specific person handling any issues that come to us by email or by someone trying to post a new Report. We can bcc as many people as you like. Just list those emails here – what about SpecialHelp@yourcompanyname.com ???
- 9) Email address to notify of any private matter that should be confidential. Include this email in the above to be copied on any complaints?
- 10) Email address to use to notify the company when a new complaint comes into Rip-off Report. This should be your customer service people, and several executives my want to be copied on these complaints – We will always Bcc you on any comments we make back to a complaint, so your company can automatically respond to the customer who tried to file a new complaint.
- 11) A short 2 or 4 sentence description as to what your company offers in general.
- 12) How many Reports are there about your company now?
- 13) List the names and the amount of Reports there are about each name?

- 14) A short 3 to 5 sentence or more if needed,. Paragraph as to what you feel complaints are about, and what changes your business will make to avoid those reported problems in the future. That can include, change of management/ ownership? Change in customer service?? Etc...

Include information what your company does better than your competitors?? If you want.. remember, the information in this form is just for us... this may help us when consumers email us or call us on the phone about your business. *You do understand that ROR is like an extension of your customer service, like no other can ever be...*

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once you send this back, we will draw up our standard agreement. This is the same agreement we've used since day one with some suggestions over time. it will be signed by us and sent to you as an attachment.

We sincerely look forward to assisting you – I know this program will help your organization from day one. Like every other business that has signed on to this program.. you will end up saying,. We should have gone with this program years ago..

Consumers really respect Rip-off Report. All CAP member say the program makes things better from day one, even before there were complaints listed on Rip-off Report. Consumers want to see how a business takes care of business...

If any one of your staff ever receives a comment from a consumer talking about the bad things they see anywhere on the Internet,.. your staff can suggest to them that they call Rip-off Report at 602-359-4357 #5 ..then #1 .. to have them ask us about your business = we get these calls all the time. We will always reiterate your commitments and how you've taken care of past complaints and the changes you have made to avoid any problems in the future.

Remember!!! **reply to this email,.. keep sending back the entire email string...**

602-359-4357 /// press #5 //// then #1 about 4 seconds later.

Rip-off Report

PO Box 310, Tempe, Arizona 85280