

This program will not become binding until our Agreement is signed and all fees are paid. The following is a rough Draft & there could be minor errors.. Your comments & suggestions are always welcome as we continue to make this program better. **NOTICE:** Jurisdiction for this program is in Arizona, under the laws and the state of Arizona. Doing this program, both parties agree they will have no claims against each other, and jurisdiction for any disputes is Arizona, Maricopa County.



Thank you for contacting us about our Program*
The cost of this program depends on the amount of Rip-off Reports filed against you or your business, or may be based on the amount of offices you have ..See page 7

Learn how to turn Rip-off Reports into a positive and permanent advertisement.

All businesses will get complaints, but,
*how those businesses and individuals handle those complaints,
separates good business from bad business..*

Rip-off Report™
Business Remediation, Customer Satisfaction & Resolution Programs

OWNERS OF BUSINESSES & INDIVIDUALS REPORTED,
This is only for those of you who have contacted us

Rip-off Report.com IS OFFERING YOU AN OPPORTUNITY
TO RECTIFY THE COMPLAINTS AGAINST YOUR BUSINESS!

THIS IS YOUR CHANCE TO HAVE INPUT AND CHANGE A NEGATIVE INTO A POSITIVE.

This benefits you, and restores positive customer relations. You may learn from your dissatisfied customers & now communicate and appeal to your customers, by sharing your point of view, and finding resolution. You may give support and confidence, in a productive manner, while promoting your business.

Businesses enrolling in our program will address a perceived or admitted wrong, and make it right.
Bottom line.

Before reading further... you must understand our philosophy:

You know when you hear about a business on the news that was ordered by the court to pay millions in fines or restitution, ..but, the company admits no wrong doing? Think about the comments that run in your mind, "What a rip-off!", "That just burns me up inside!", and "Wonder how much they actually got away with!"

BUT, ..WHAT IF: you heard the news say, XYZ Business just paid the millions, BUT, this time the company stated to the Media, "We are glad this was brought to our attention so that we may properly take care of our customers. They also stated they are looking for victims that the court order does not mention, and they are now making sure this does not happen again" So, now tell me, after hearing that Report on the News, ..wouldn't you now like to be a customer of that business? They just turned all the fines and legal bills they've paid into a positive PR move

HOW TO GET STARTED:

Rip-off Report™ Business Remediation, Customer Satisfaction & Resolution Programs

Your business must be willing to do/state the following

1. **Send us an e-mail back, admitting that your company is committed to customer satisfaction admitting one of the following, if applicable:** willing to give refunds, that you might have done something's wrong i.e. where customer service did not handle things properly, that you're making improvements all the time, and are very interested in fixing all problems/misunderstandings and making sure everyone is completely satisfied whether it was a mistake or just an oversight; remember, this is for PR reasons, according to our proven strategies to help turn the negatives into a positive. BUT, you must make changes.

Next you explain how you are going to fix the problems from the past and avoid them in the future. (Remember, keep in mind the above comment about admitting wrong doing and how you will fix it, and how the public will now perceive you.) In addition to admitting some wrong doing, if applicable, you may also blame disgruntled ex-employees and those now competing with you, very common, but, you must admit something that is /was wrong and how you are working to rectify it now and in the future. **NOTE:** yes, there may be exceptions to this rule. Remember, the goal is to turn the negative into a positive and permanent advertisement.

2. **Rip-off Report Investigation:** We will do an emailing to all those who filed a Rip-off Report, letting them know you want to make things right see the other attachment with this email.. If you do not believe you or the business did anything wrong, we will call some of your customers and want to do independent survey (possibly either way) of your customers so that we can tell them about the response we received when calling these individuals, which would be more convincing to readers and potential customers, making our Investigative Report honest..
3. **You must be willing (in most cases) if applicable, to give a refund or fix/replace product or problem for all those individuals who have filed a Rip-off Report, Rebuttal or sends us an e-mail.** This will show your willingness/good-will to existing customers, future customers and to (if applicable) the authorities on how you are openly taking care of dissatisfied customers. (This is open for discussion on an individual basis depending upon your businesses circumstances.) **By doing all the above and below items, you might also stop the certification of a Class Action Lawsuit or a government investigation..**
5. **Once a dissatisfied customer contacts you from Rip-off Report, you must be willing to immediately contact the individual who complained and satisfy them within reason, but to their satisfaction.** Reading below will more explain why you should do this. And satisfied customer is your businesses best advertisement.

NOTE: if shipping is involved, you should keep shipping costs, but, by you NOT charging shipping costs when refunding money would be more of a promotional coup. All businesses are different, so this needs to be discussed on what is best for your companies situation.

WHAT RIP-OFF REPORT™ WILL DO FOR YOU

When Rip-off Report gets finished with these Reports, they will be a positive and permanent advertisement, IF, a business follows through with this program.

1. We will write a positive e-mail to all the consumers who filed a Report notifying them of your offer to re-visit the situation and your commitment to work it out to their satisfaction, that's your GUARANTEE to Rip-off Report.. we can pass on to consumers. . We will include a special e-mail contact at your business. **NOTICE:** You must respond with in 3 to 5 business days.. (not including Saturday, Sunday & Holidays, and must have the situation resolved within 7 to 14 business days] The Report will be UPDATED like the other Reports (samples below) or they will show (if applicable) that the Report came back from our investigation as probably false, and potentially filed by a disgruntled employee or possibly a competitor. [see # 5 below!]

2. We will UPDATE all Reports on your company in a positive way, with your positive commitments you made to Rip-off Report that we are passing on to consumers; so the Rip-off Report title will read something like examples below: *updates will be removed if you don't follow thru...*
 - *UPDATE .. XYZ Company working harder to avoid employee & customer misunderstandings, company executives want all customers to be 100% satisfied, refunds offered

 - *UPDATE .. XYZ Company gets a positive Report, consumer can feel safe confident and secure when doing business with XYZ Company.. Stating they will make things right with their customers, XYZ Company is working harder to avoid employee & customer misunderstandings

 - *UPDATE XYZ Company working harder to correct problems in customer service, company executives want all customers to be 100% satisfied

 - *UPDATE Rip-off Report Investigation reveals this Report filed by disgruntled ex-employee / **Consumers can feel safe confident and secure when doing business with XYZ Company**

Our policy on this is, that you have input into these title updates and all information we send out to your customers.. all to be mutually agreed upon before posting. *Remember, you will have to follow thru with what you have committed to.*

3. **Inside each Rip-off Report will be a link to an interview / Rip-off Report Investigation / EDitors Comment** written by Rip-off Report Staff after you have given your first input into the Investigative Report that will explain what has happened, and how your company contacted us wanting to do the right thing for your customers, satisfying complaints.. to err on the side of the consumer.

See this example of a satisfied company of the Rip-off Report Corporate Advocacy Program:
<http://www.ripoffreport.com/view.asp?id=285263>

<http://www.ripoffreport.com/view.asp?id=132978> This particular member states, since the Reports on their business have been UPDATED; instead of the Reports turning away business, further they state "We now get new found business we would not have had before, if it were not for Rip-off Report.com". The company turned their complaints into a "Positive Customer Satisfaction Record" for the world to see. This company has over 2 million customers.

<http://www.ripoffreport.com/view.asp?id=215514>
Fortune 500 Insurance Company – American Income Life Insurance

Look at this Report below. The below Report is one that will show up on the search engines.. You will notice that, when you bring up the Report, the positive Report we created pops up in front of it. And, when you look at the negative Report, see what we put at the beginning of that Report

<http://www.rpoffreport.com/view.asp?id=161353>

A Fortune 50 company

HOW TO GET EVEN MORE BUSINESS OUT OF YOUR NEGATIVE REPORTS.. A consumer will always want to do business with someone that admits they made mistakes see this Report and what they wrote after the EDitor's Investigation.

<http://www.rpoffreport.com/view.asp?id=91593> - businesses like this make out better. For those who have the guts to say the truth, showing any perspective customer, they are someone we can trust.. THIS OWNER OUT RIGHT ADMITS WRONG DOING!

A LINK TO YOUR WEB SITE WITH YOUR COMPANY STATEMENT: You may also write a company statement explaining what has happened This allows your company to make additional comments/statements after the injected results of our investigation. Examples include:

- Point out where the complaints are inaccurate, unfair, unjust, unbalanced or phony, at the same time, admit some improvements you made that were needed.
- Explain what your business is doing to take care of the complaints.
- Affirm how your business will prevent these problems in the future.
- Explain the complaints as your company views them.
- Include a "link" to your website.
- Do a Sales Pitch to potential customers reading, this including consumers who did not even know that you existed.
- As explained above, best to admit you had problems, fired people, made changes and want to make up for all that.. now you are wanting to make things right, even if you err on the side of the consumer, even if they may be wrong. This is key to your success. You will benefit even more if you admit wrong doing.

4. NO NEW REPORTS will go up until verified! You will be sent a copy of that complaint so it can be satisfied. ..IF the author of the Report is satisfied, the Report never goes up!.. to date, no new Reports have ever gone up because the company always made things right. If, one day a consumer insists the Report goes up, we would post words in the title and before the Report explaining how the customer was unwilling to be reasonable or, that the customer was taken care of BUT, this has never happened to date.

Any new Report will go into an Investigative holding bin. If they cannot be verified by our Investigators for authenticity, if phony contact info was given the Report will be HELD till contacted, or posted & exposed as a fraudulent report. then, if the customer is real, we will e-mail them and bcc you, telling them about your commitment to customer satisfaction, to contact your special e-mail address, but we will let them know you will be in contact with them in 3 to 5 business days You can then reverse their opinion, turning them into a satisfied customer, spreading positive comments instead of negative comments. ..

5. **Any REBUTTALS that come in will also be checked and verified** and urge them to contact you for resolution at the e-mail address you provided, but we also tell them that you will be in contact with them in 3 to 5 business days so there is not need for them to try and contact you.. We will urge them to hold off that the business will resolve their issues with in 14 days from the first time you contact them back again... **We will expose ex-employees posing as customers so you can successfully sue them, and consumers that post different complaints as different people.**
6. **Rip-off Reports found to be phony:** If Rip-off Reports are found to be posted by the same consumer/employee, or they gave false contact info after our staff does a thorough investigation, and then those Rip-off Reports will be exposed and dealt with as such. Our staff will be directed to investigate and detect this activity and anything else we may find and then expose it in the permanent part of the title of the Report. Business Remediation and Customer Satisfaction enrollees can also suggest any suspicions you may have about any Rip-off Report so we may investigate. We now take care of this by putting a general *UPDATE in all the Report titles, linking to the main Investigative Report we do about your company.
7. **Any negative e-mails that come in about your business,** Rip-off Report will let them know your company will be in contact with them within 3 to 5 business days, **encouraging them to NOT file a Rip-off Report or to go anywhere else to complain,** letting them know about your desire to make things right and we'll recommend to them; as per your commitment to customer satisfaction, that they can safely, with confidence, do business with your company..
8. **In the event of the media contacting us** about your business, we will let them know of your sincere efforts to fix all problems and willingness to do refunds, mentioning your enthusiasm and sincere commitment to customer satisfaction and wanting to immediately rectify all past and future misunderstandings. We will also tell about your support and cooperation with Rip-off Report.. We will also tell them that a top company executive will be looking into their situation and they will be concerned with why you've made the complaint..
9. **Any of the Governmental Authorities who contact us;** we will let them know of your sincere efforts to fix all problems and willingness to do refunds. We will also state the info from above.
10. **Lawyers who contact Rip-off Report about doing a class action lawsuit:** Rip-off Report normally assists lawyers looking for victims. Rip-off Report will not give out any victim information. In the past, Rip-off Report has convinced lawyers to NOT sue it's members, because we can show that the business has made every effort to do the right thing and continues to improve and/or modify their policies as new situations arise.
11. Anyone that complains directly to your company (suppliers, vendors, potential customers), you can tell them to contact us to verify your good will after the first month of history in this program. In the past, Rip-off Report has convinced suppliers and even media advertising who were questioning their business practices, giving them a positive feeling about your company. We tell those enquiring that it is our opinion; it is safe to do business with those businesses who are a member of the Corporate Advocacy Program, letting them know, contrary to claims reported that they are in fact, not a Rip-off business, that they rectified any issues from the past and have made changes for future business practices. Yes, we do let them know we can only tell them what we are told by the company and consumers who have been satisfied. Stating; **all Businesses will get complaints, including theirs, ..but it's all about how a business takes care of those complaints; that separates good business from bad business.**

NOTE: for every Rip-off Report that is filed, we have on average between 5 to as many as 50 e-mailed complaints on any given company. Once we do this posting, we will be answering e-mails from new customers and old customers alike. We will not be contacting those who e-mailed us in the past unless you request Rip-off Report to do so.

SPECIAL NOTE: Remember, if you are not sincere when implementing this Business Remediation Program, existing customers may add to their Report with more statements on how you did not do what you said you would do.

If you approve this program, please send us an e-mail confirming. Any questions, additions or changes you would like to make to the above comments or below, please address them to us in your response to this attachment.

Please read below regarding your costs and our preliminary findings about the complaints filed with Rip-off Report.

Any new benefits to this program will be passed along to you. Rip-off Report is more than willing to look into new ways to help both the Consumer and Businesses alike. Comments positive or negative criticism are welcome. We are always willing to look at your situation, and make policy changes as time goes on. **Your suggestions are always welcome, we are always open for new ideas.**

You may contact me at 602-359-4357 .. when selection starts press #5 . Then #1

See the RATES on the next page