

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

COSTS FOR THE CAP PROGRAM - \$\$\$\$

Please keep in mind, that once you become a member of this program, Rip-off Report will be inundated with phone calls and e-mails regarding your company. Never fails

Rip-off Report will become an extension of your customer service department, and a PR Firm like no other that you could ever employ.

Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program
... a long name for a business that does a lot for both consumers and businesses alike...

A Resolution Program that will keep paying for itself over and over again...

Monthly fees for the Business Remediation Program are due by the 3rd of each month, if you have not paid your membership fees by the 8th. All privileges incorporated within the Business Remediation Program will cease after 30 days. And there will be a \$50.00 late fee per day after the 10th day payment is late.. that will be incorporated in the total on your current, monthly fee

Rip-off Report calculates these changes one of 3 different ways. Which ever way calculates higher?

1,,, CACULATION BY AMOUNT OF REPORTS FILED ****

- 1 to 20 Reports One time charge \$7,500 Programming Plus \$600 Per Report.. Then Monthly Monitoring Fee 36 month minimum. \$40.00 per Report times the Reports originally filed.. Minimum \$100.00 per month monitoring.

NOTE: no matter how many Reports you have, ..the first 20 Reports will still cost \$600 per Report.. then the balance of the Reports will be calculated as stated below.

- 21 to 50 Reports One time charge \$7,500 Programming Plus \$500 Per Report.. Then Monthly Monitoring Fee 36 month min. \$35.00 per Report times the Reports originally filed..
- 51 to 150 Reports One time charge \$7,500 Programming Plus \$425 Per Report.. Then Monthly Monitoring Fee 36 month min. \$25.00 per Report times the Reports originally filed..
- 151 to 350 Reports One time charge \$7,500 Programming Plus \$400 Per Report.. Then Monthly Monitoring Fee 36 month min. \$20.00 per Report times the Reports originally filed.
- 351 to 500 Reports One time charge \$8,500 Programming Plus \$350 Per Report.. Then Monthly Monitoring Fee 36 month min. \$15.00 per Report times the Reports originally filed..
- 501 to 1000 Reports One time charge \$15,500 Programming Plus \$300 Per Report.. Then Monthly Monitoring Fee 36 month min. \$15.00 per Report times the Reports originally filed..

- 1001 to 1500 Reports One time charge \$20,500 Programming Plus \$250 Per Report.. Then Monthly Monitoring Fee 36 month min. \$10.00 per Report times the Reports originally filed..

2..... IF YOU HAVE MULTIPLE OFFICES

Costs WILL be based on the amount of offices rather than Reports whichever calculates higher.

There will be a minimum one time charge for each office location of \$2,500

Monthly monitoring fees will be \$100 per month per office for a minimum of 36 months from date of our agreement. If you want our services after that time, a new rate can be negotiated.

**initial programming and setup fees to apply. \$5,500

3.... BY GROSS SALE OF A PRODUCT OR SERVICE

We will look at the average cost of the product you sell (that was complained about) or the cost of the service you may provide and multiply that times an amount equal to one month of sales (in other words, your average monthly revenue from the product) as the down payment plus a \$5,500 programming fee plus % per month for minimum 36 months thereafter. (This would go up if revenue goes up .)

4... YOU CANNOT AFFORD THIS BECAUSE YOU DO NOT MAKE THIS KIND OF MONEY! ???

If you are a sincere business person and willing to adhere to all the rules of this program, can afford to give refunds to those who complained, and you can prove to us you do not have money to pay the above fees because you have not made money, but are willing to make things right by all your customers from the past.. Rip-off Report would then require you to send to us your last 3 years tax returns both personal and business. We may also require other materials such as a certified letter from your accountant to prove the accuracy of the representations. Rip-off Report at its own desertion will propose a rate for you to pay. We do not want to leave out any sincere business person that wants to make things right.

FINAL SCHEDULE OF EVENTS TO GET THE PROGRAM STARTED:

PAYMENT TO Rip-off Report

Down payment by Check or Wire Transfer is Required as a down payment before work will begin.

After payment is made: Payable to Rip-off Report – PO Box 310 - Tempe AZ 85280 or a draft to our bank account is made.. Specified over night mailing address & or wire transfer info to be provide by e-mail if you are not using United States Postal Service over night mail.

Rip-off Report CAP WORK SCHEDULE

===AFTER PAYMENT IS MADE

HERE IS AN OUTLINE AS TO WHAT WILL HAPPEN NEXT =====

NOTE: you will want to come up with a special email address for us to use in the email we send out and for the Report that is filed.

Rip-off Report

PO Box 310, Tempe, Arizona 85280
602-359-4357 .. press #5 .. then #1

BY BEING A PART OF THIS PROGRAM YOU ARE ALSO AGREEING TO NEVER SUE A CUSTOMER FOR FILING A RIP-OFF REPORT. Helping you go after employees posing as a consumer will be our pleasure. Ex-employees owed money or feel they have been wronged is something we support, those problems should be worked out with them like the consumer complaints

Rip-off Report has developed A Reputation of doing more for our clients than they bargained for.

FOR YOU TO SUPPLY US:

List of names your organization uses or has used

Those names you do not give us now will not be included:

- 1)
- 2)
- 3)

Etc.

At this time, TO CALCULATE your costs, Rip-off Report does not count the number of other complainants that have been posted inside each Report.

Once we have all the information on your company and we can give you the rate to be charged, and you email us that you agree to the rate, we will then draw up our standard contract and send it to you for your approval and signature.

Remember

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

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

**All disputes between us, if any, are to be settled in the state of Arizona
by mediation and then arbitration if mediation fails..**

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

A Worldwide Consumer Reporting News Agency
..by consumers, for consumers

Rip-off Report –PO Box 310 – Tempe, Arizona 85280 ** 602-518-HELP (4357)

Senior Health Care Consultants contacts Rip-off Report to make things right with any unsatisfied former consultants

March 18, 2008

Dear Consumer,

Recently **RJR / SHC ~ Senior Health Care Consultants** contacted Rip-off Report as they are deeply concerned as to why you have made the claims you have, and in the name of "Good Customer Service" if for any reason you are unsatisfied, this company wants to make it right.

SPECIAL NOTE: Some of you may have received a similar email regarding another company that also committed to this same program ... [Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program](#) .

Please keep reading. This program is a win win for former consultants
... <http://www.ripoffreport.com/reports/ripoff167471.htm>.

The only kind of companies that come to Rip-off Report to try and make things right, are the truly honest ones. Most of the others either threaten Rip-off Report or sue us. Many companies just change their name once they end up on Rip-off Report.

After realizing there are former consultants who have posted statements about their company, executives at **RJR / SHC ~ Senior Health Care Consultants** have approached us to help get them in touch with each person who has filed a Report or that has emailed us, in an effort to go beyond the call of "good customer service".

RJR / SHC ~ Senior Health Care Consultants wants to make sure everyone is satisfied and agreed with Rip-off Report philosophy - "*Whenever possible, err on the side of the consumer even if there was a misunderstanding*", or in this case, former consultant!

All too often the company who is assisting you to repair past issues gets the blame, even though they have fulfilled their contractual obligations. **RJR / SHC ~ Senior Health Care Consultants** has always made a point to passionately serve their former and current and they will continue to make changes for the better with consultant feedback. If anyone thought **RJR / SHC ~ Senior Health Care Consultants** had deaf ears to your concerns in the past - - Rip-off Report can assure you, there are no deaf ears at **RJR / SHC ~ Senior Health Care Consultants**.

Rip-off Report feels this is so commendable that such a large company like **RJR / SHC ~ Senior Health Care Consultants** are wanting to make all their consultants from the past completely satisfied.. Why can't there be more businesses out there like them?!

Often, postings made about **RJR / SHC ~ Senior Health Care Consultants** services are unclear. **RJR / SHC ~ Senior Health Care Consultants** policies and procedures are constantly improved when consultants identify specific problems in their typically excellent service.

We are contacting each of you via email to let you know that if you have a complaint, they are ready and willing to respond to your complaints at sales@shcmarketing.com and identify your concerns. Please provide your full name, address, telephone number in your email.

RJR / SHC ~ Senior Health Care Consultants will respond to your email and will find a resolution to your questions and concerns.

All emails to this address will be responded to within three business days, more than likely within 24 hours.

Please. it is imperative that you also email us at EDitor@ripoffreport.com so we can keep abreast of how things are going. After you have worked out your situation, please let us know about that too.

This is a great step towards a small victory for former consultants and we believe that **RJR / SHC ~ Senior Health Care Consultants** is sincere in their attempt to do the right thing, as has been the company's core business policy, according to its president.

YOU MUST send them the web address of your specific Rip-off Report. That is the web address up top in your Internet browser when viewing your specific Rip-off Report. Your web address will look like this one below with different numbers at the end:

<http://www.ripoffreport.com/view.asp?id=00000> - if you cannot locate the Report you filed, please email us from the email address you used when you filed your Report - send this email along with your request for the Report that was filed, we will send you a link to the Report you filed.

This address will be used to help us track who responds. RJR / SHC ~ Senior Health Care Consultants will base their verification on your 10 digit phone number and address and work off that as proof you were an actual consultant because we believe that many postings on the Rip-off Report might be former employees now working for competing companies.

If you cannot locate your Rip-off Report, just send this email back using the same email address, and ask us to send back to you a LINK to your specific Rip-off Report you filed.

On verifying your complaint, that you were an actual consultant, **RJR / SHC ~ Senior Health Care Consultants** will let us know when you have been taken care of.

Again, please be sure to send us back your Rip-off Report web address, again that's your specific web address of your Report i.e. <http://www.ripoffreport.com/view.asp?id=00000>. This will help us to verify you have been helped. **RJR / SHC ~ Senior Health Care Consultants** goal is to fix misunderstandings and to be as clear and concise as possible as it pertains to their opportunity. The goal is to meet or exceed all expectations - and to do what is necessary to make things right.

This is the special e-mail address you should send your info to: sales@shcmarketing.com

Please copy us here at Rip-off Report to EDitor@ripoffreport.com

Let us know how you did, and please, let us know if they did take care of you. . .!

Any questions or comments about this program please feel free to email us.

Sincerely,

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

Rip-off Report
PO Box 310, Tempe, Arizona 85280