

Some REBUTTAL NOTES from the EDitor

Too many times Companies and Individuals try to file a similar type of a REBUTTAL as illustrated below to all the Rip-off Reports filed against them. Imagine if there are 10, 50, 500 or over 1000 reports on a company or individual! This happens all the time.

This is an example of a REBUTTAL submitted by OCWEN BANK with over 200 Rip-off Reports:

*If you have a concern regarding the servicing of your loan,
E-mail Address: Customerrelations@ocwen.com
Toll Free Phone #: 1-800-804-5561
Mailing Address: Ocwen Federal Bank FSB,
Attention: Research Department, 12650 Ingenuity Drive, Orlando, FL 32826*

We strive to provide each of our customers with the utmost in customer care and professionalism and are eager to address any issue or concern that you feel has not been appropriately addressed.

The above is NOT a REBUTTAL. Ocwen has sent in one or two of the above example to every Rip-off Report filed against them. At first, we did post them, yet, many consumers wrote in to us here at the Rip-off Report and the information the Company or Individual provided in the REBUTTAL was nothing new, nothing was resolved, the attempted REBUTTAL was nothing but a rouse and not a REBUTTAL at all.... giving the consumer more run-around, and potential consumers who read the REBUTTAL were led to believe Ocwen was OK. The above example / practice is being used and abused by many other companies and individuals with multiple Rip-off Reports filed against them.

Because these types of REBUTTALS are so time consuming, and are a form of "spamming" because they provide no substantive information. Therefore, we have initiated the following policy/procedures and fees to submit multiple REBUTTALS.

staff@ripoffreport.com

BONA FIDE REBUTTALS

Rebuttal, means just that. We want a REBUTTAL stating why the victim submitting the report is wrong, or your apology stating why they are right and/ or how you will correct this so it will not happen in the future to others. In other words.. If you want to submit a REBUTTAL, make it a real REBUTTAL, either agreeing or disagreeing with the posted Rip-off Report, and then, if applicable, you must explain why there are so many Rip-off Reports where consumers claim they are being victimized by you or your company.

All Rip-off Reports contain the victim's first name, city and state, and should be more than enough information for the Reported Company or Individual to identify the victim so you can properly respond and submit your REBUTTAL. When you submit your REBUTTAL, your e-mail address and phone number will be verified before your REBUTTAL will be posted.

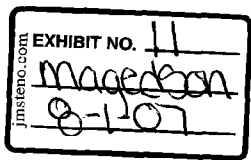
REBUTTALS NOT ACCEPTABLE

We will not allow Companies or Individuals to simply state what a wonderful company they are, how many years they have been in business, and that the customer or consumer should call the posted number or e-mail address to get help. This is NOT a REBUTTAL. The customer has already exhausted themselves doing all that before resorting to searching on the Internet for help and by filing a Rip-off Report!

Again, submit a REBUTTAL, make it a real REBUTTAL, either agreeing or disagreeing with the posted Rip-off Report, and then, if applicable, you must explain why there are so many Rip-off Reports where consumers claim they are being victimized by you or your company.

Feel free to send us suggestions and comments to our editorial staff.	Technical questions can be addressed to our webmaster.	Best if viewed with Netscape 4, Internet Explorer 4, or AOL 4.0. Support for JavaScript is needed to submit and search for reports.	Having trouble searching or filing a report? It may be a browser problem. See our FAQ for help
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<http://www.ripoffreport.com/rebuttalprocedures.asp>

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