

EXHIBIT B

Part IX

After ordering bussiness cards on vistaprint.com at the end of the transaction there is a continue button labeled something like "Click here to get your \$10.00 credit towards next purchase" - being busy I just pressed the continue to finish my transaction, where the next page says confirm my email address. I do so, and all of a sudden I realize my credit card information and personal information was just transfered to another site and used to sign me up for ReservationRewards, what ever that is. It is quite obvious, that they use this method in the hope of catching people off guard. In all the online purchases I've made, I've never had my credit card info shuffled from one site to another! This is unacceptable and damaging to internet commerce by eroding the consumer confidence that online transactions are safe. Even more * interesting - after pressing the back button then foward again it was going to sign me up for BuyerAssurance.com using the same stolen credit card information! My hunch is it would have signed me up for all four of their bogus programs charging my credit card monthly for each! Please stop these crooks before they sign up more retailers! A funny observation - their WalletSheild service is porportedly for identity theft protection!

Created: Kym Oswald-Korte .. 04/30/2004 12:21:15 PM

Last Edited: Last Edited: Kym Oswald-Korte .. 04/30/2004 12:22:19 PM

Internet Mail Reply .. Sent

From: AG@oag.state.fl.us
To: dcurtis@ewol.com
Subject: In reply to your email
Date: 11/17/2006 03:04:56 PM

The Florida Attorney General's Office is in receipt of your email regarding your concerns with Fandango; WebLoyalty; and WLI*Reservationrewards.com. Attorney General Crist asked that we respond.

This office is concerned about all potentially unfair and deceptive trade practices that may have the tendency or capacity to mislead consumers. We use complaints such as yours to develop information about patterns of business activity which may indicate the need for formal investigation or action by our office to protect the broad public interest. In cases of statewide significance, when substantive evidence is accumulated indicating that a firm is systematically violating Florida law, we may investigate and take action on behalf of the collective legal interests of the people of this state. We will retain your information in our consumer files to help organize our priorities.

The Federal Trade Commission's consumer tips about the Fair Credit Billing Act and Fair Debt Collection Practices Act may be helpful to you as you dispute any charges with your credit card company.

<http://www.ftc.gov/bcp/online/pubs/credit/fdc.htm>

<http://www.ftc.gov/bcp/online/pubs/credit/fcb.htm>

As you seek to resolve your individual complaint, you may contact Florida's Department of Agriculture and Consumer Services, Division of Consumer Services (DOACS). DOACS is the state clearinghouse for consumer complaints and has a voluntary mediation program to assist individual consumers. You may contact DOACS online at:

<http://www.800helpfla.com/>

Or by mail at: 2005 Apalachee Parkway, Tallahassee, Florida 32399. The telephone number is (850) 488-2221 or toll-free from within Florida (800) 435-7352.

You may also wish to contact the Internet Crime Complaint Center, a combined effort of the National White Collar Crime Center and the FBI to combat Internet fraud, by telephone at (800) 251-7581, or visit that agency's website at:

<http://www.ic3.gov>

The following websites may be helpful to you:

<http://www.ftc.gov/bcp/online/pubs/credit/billed.htm>

<http://myfloridalegal.com>
(follow the path at Consumer Protection/Protecting Yourself Against Consumer Fraud)

Finally, Florida's Deceptive and Unfair Trade Practices Act provides individuals with a private remedy to bring an action for damages, attorney's fees and court costs. You may wish to consider consulting a private attorney for any legal guidance you may need. If you need help finding a lawyer, The Florida Bar offers a Lawyer Referral Service which you may contact toll-free at (800) 342-8060.

Thank you for taking the time to share your concerns with Attorney General Crist's Office. If you would like to keep current with news on Attorney General Crist's efforts to fight fraud please follow this link and subscribe to the Attorney General's weekly and monthly electronic newsletters:

<http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at www.myfloridalegal.com and fill out the on-line contact form. Again, thank you for contacting the Office of the Florida Attorney General.

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 11/14/2006
03:38:01 PM

Dennis Curtis
9348 Spring circle
Port Charlotte, FL 33981
Charlotte
(941) 697-6274
dcurtis@ewol.com

Name/Firm/Company: Fandango / WebLoyalty
Subject/Category: False or Deceptive Trade Practices
Street Address: 101 Merritt Seven, 7th Floor (Corporate Offices)
City: Norwalk
State: CT
ZipCode: 06851

Questions/Comments:

I am a computer programmer and I am not a naive Internet consumer—while I realize that some people may accidentally sign up for services they didn't intend to purchase, I am certain that I never signed up to be charged by WebLoyalty, nor did I authorize Fandango to provide my credit card number to them.

I believe this company is operating fraudulently, and their "millions of satisfied customers" are people who do not scrutinize their credit card bills carefully, since a \$9 charge is easy to miss.

I would like the Consumer Protection division of the Attorney General's Office to look into this problem as I am sure it affects many Florida Citizens.

I have been getting billed by WLI*RESERVATIONREWARDS for several months and did not know it. I've found that this company has been charging my credit card, \$9.00 per month, supplied by Fandango without my knowledge.

I looked on the internet and found this is a scam that is being sued by several states and has a federal lawsuit on it now. I'm sure this company, along with Fandango, are billing many people in the state of Florida (besides me). This is consumer fraud at it's finest. Fandango and WLI AKA

RESERVATIONREWARDS should not be allowed to do business in Florida! I've been ripped off for a lot of money and received nothing in return after being tricked into this national sized scam.

I see on the internet that Massachusetts and Iowa have already filed against this company. Florida should protect the consumers as well.

Created: Becky Kring .. 11/17/2006 02:42:51 PM

Last Edited: Last Edited: Kym Oswald-Korte .. 11/17/2006 02:50:13 PM

Internet Mail Reply .. Sent

From: AG@oag.state.fl.us
To: edroyer@floridalawgroup.com
Subject: in response to your email
Date: 12/15/2006 03:07:31 PM

The Florida Attorney General's Office is in receipt of your email regarding your concerns with Webloyalty.com. Attorney General Crist asked that we respond.

This office is concerned about all potentially unfair and deceptive trade practices that may have the tendency or capacity to mislead consumers. We use complaints such as yours to develop information about patterns of business activity which may indicate the need for formal investigation or action by our office to protect the broad public interest. In cases of statewide significance, when substantive evidence is accumulated indicating that a firm is systematically violating Florida law, we may investigate and take action on behalf of the collective legal interests of the people of this state.

If you or anyone you know has been a victim of these charges, please be aware that one can work with one's bank to find out about the possibility of having the charges reversed under Federal Regulation "E." If a bank is a member of the National Automated Clearing House Rules Association, that organization's rules permit the reversal of any unauthorized automated clearinghouse transaction if reported within sixty days after the transaction. More information is available online at:

<http://www.nacha.org>

Also, as Webloyalty.com is based in the State of Connecticut, you may wish to contact the Connecticut Attorney General's office for any information and/or assistance that office may be able to provide. You may contact that office at:

55 Elm Street
Hartford, Connecticut 06141-0120
Telephone: (860) 808-5318
Internet: <http://www.ct.gov/ag/>

We will retain your information in our consumer files to help organize our priorities. Thank you for taking the time to share your concerns with Attorney General Crist's Office. If you would like to keep current with news on Attorney General Crist's efforts to fight fraud please follow this link and subscribe to the Attorney General's weekly and monthly electronic newsletters:

<http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at www.myfloridalegal.com and fill out the on-line contact form. Again, thank you for contacting the Office of the Florida Attorney General.

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 12/15/2006
11:12:22 AM

Edward Royer
111 W. Wilder Ave
Tampa, FL 33603
Hillsborough
(813) 288-9525
edroyer@floridalawgroup.com

Name/Firm/Company: Webloyalty.com, inc.
Subject/Category: Internet Transactions
Website: customer-service.shopperdiscountandrewards.com/wli-shopperdiscount-cs.asp

Questions/Comments:

I am a private practice attorney in Tampa. I used to work for the Texas Attorney General in Houston. This company tacks a \$9.00 monthly charge to peoples bank accounts as WLI*Shopperdiscount. I never signed up with this company or authorized any charges and recently noticed same going back to atleast June 2006. See the following sites: http://leblog.exuberance.com/2006/03/why_does_wlisho.html
<http://www.petitiononline.com/104scam/petition.html> There are a lot of vidtims and they need to be stopped. Please call as I will assist in any possible from the private legal sector.

Created: Dorothea Syleos .. 12/15/2006 02:27:18 PM

Last Edited: Last Edited: Kym Oswald-Korte .. 12/15/2006 02:50:15 PM

Internet Mail Reply .. Sent

From: AG@oag.state.fl.us
To: mb8888@gmail.com
bcc: Luz Puerta/OAG
Subject: In reply to your email
Date: 04/21/2006 10:02:23 AM

The Florida Attorney General's Office is in receipt of your email regarding your concerns with Tiger Direct and Reservation Rewards. Attorney General Crist asked that we respond.

This office uses complaints such as yours to develop information about patterns of business activity which might indicate the need for formal investigation or legal action by our office. We will keep your correspondence for future reference. If a pattern is discovered, what originated as a private dispute between buyer and seller may become a matter of broad public interest and thus warrant the Attorney General's intervention under the state's consumer protection laws.

We are forwarding your correspondence to the Attorney General's Economic Crime section for review. What action, if any, this office may take is unknown at this time. If we need further information we will contact you.

Florida's Department of Agriculture and Consumer Services, Division of Consumer Services (DOACS), is the state clearinghouse for consumer complaints and has a voluntary mediation program to assist individual consumers. You may contact DOACS online at:

<http://www.800helpfla.com/>

Or by mail at: 2005 Apalachee Parkway, Tallahassee, Florida 32399. The telephone number is (850) 488-2221 or toll-free from within Florida (800) 435-7352.

Regarding unauthorized credit card charges, the Federal Trade Commission's website provides important information about the Fair Credit Billing Act and Fair Debt Collection Practices Act which may prove helpful to you as you dispute the charges with your credit card company.

<http://www.ftc.gov/bcp/online/pubs/credit/fcb.htm>

<http://www.ftc.gov/bcp/online/pubs/credit/fdc.htm>

<http://www.ftc.gov/bcp/online/edcams/credit/index.html>

Florida's Deceptive and Unfair Trade Practices Act provides individuals with a private remedy to bring an action for damages, attorney's fees and court costs. If you need help finding a lawyer, The Florida Bar offers a Lawyer Referral Service which you may contact toll-free at (800) 342-8060. If you cannot afford to hire an attorney, you may be eligible for low cost or pro bono assistance through a local legal aid office. The Florida Bar can assist you with this process.

In addition, the following is a list of agencies which you may wish to contact as you seek to resolve your individual complaint:

Federal Trade Commission
Toll-free: (877) 382-4357
Internet: <http://www.ftc.gov>

BBB of Southeast Florida (serving Miami, Ft. Lauderdale, West Palm Beach areas)
Phone: (561) 842-1918
Internet: <http://www.bbbsoutheastflorida.org>

Miami-Dade County - Phone: (305) 375-3677
Internet: <http://www.co.miami-dade.fl.us/csd/>

Thank you for contacting Attorney General Crist's Office.

PLEASE DO NOT REPLY TO THIS E-MAIL. THIS ADDRESS IS FOR PROCESSING ONLY.

To contact this office please visit the Attorney General's website at www.myfloridalegal.com and fill out the on-line contact form. Again, thank you for contacting the Office of the Florida Attorney General.

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/19/2006
02:25:12 PM

Milton Browne
3819 Knollwood Dr.
Chattanooga, TN 37415
mb8888@gmail.com

Name/Firm/Company: Tiger Direct & RESERVATION REWARDS
Subject/Category: False or Deceptive Trade Practices
Street Address: 7795 West Flagler St. Ste.35
City: Miami
State: FL
ZipCode: 33144
Phone: (800) 800-8300
Website: www.tigerdirect.com

Questions/Comments:

After making an online purchase from Tiger Direct (computer parts) by credit card, I started receiving a \$9.00 /MO charge on my credit card starting in Feb.'06.
I didn't notice the charge until I received the Mar. statement.
I contacted the RESERVATION REWARDS Co. and was told that they offered the service through Tiger Direct and that I had subscribed to it, (which I didn't) when I placed my order.
They said that they would cancel the membership and refund a \$9.00 charge (which they haven't done).
I contacted Tiger Direct via email and asked how this Co. obtained my credit card # and haven't had a response.
I contacted my credit card co. and requested a form to dispute the charges by this Co.
They were very familiar with the scam; it seems that they have scammed thousands besides myself.
I'm sure you all have had similar complaints and just wanted to do something to maybe warn others about this fraudulent company.
If any action is possible I would be gratified.
The RESERVATIONREWARDS tel. # is 800-732-7031
They are owned and operated by webloyalty.com
Thank You
Milton Browne

Created: Amanda Morse .. 04/21/2006 09:29:15 AM
Last Edited: Last Edited: Kym Oswald-Korte .. 04/21/2006 09:47:26 AM

Internet Mail Reply .. Sent

From: AG@oag.state.fl.us
To: patrick@prlafferty.net
Subject: Internet Transactions
Date: 04/30/2004 01:06:18 PM

Thank you for bringing your complaint to the attention of Florida Attorney General Charlie Crist. Often it is only through correspondence from concerned and responsible citizens that this office becomes aware of widespread consumer problems.

Complaints are used to develop information about patterns of business activity which might indicate the need for formal investigation or legal action by our office. We will keep your correspondence for future reference. If a pattern is discovered, what originated as a private dispute between buyer and seller may become a matter of broad public interest and thus warrant the Attorney General's intervention under the state's consumer protection laws. Please be aware however, that by law this office cannot offer legal advice to individuals nor act on their behalf.

You may wish to contact the Internet Fraud Complaint Center, a combined effort of the National White Collar Crime Center and the FBI to combat Internet fraud, by telephone at (800) 251-7581, or visit their website at:

www.ifccfbi.gov

The following websites may be helpful to you:

<http://www.ftc.gov/bcp/online/pubs/credit/billed.htm>

<http://myfloridalegal.com>

(follow the path at Consumer Protection/Protecting Yourself Against Consumer Fraud)

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To contact this office please visit the Attorney General's website at www.myfloridalegal.com and fill out the on-line contact form. Thank you for contacting the Office of the Florida Attorney General.

Patrick Lafferty
1506 Siena Ln
Boynton Beach, FL 33436
Palm Beach
(561) 733-1124
patrick@prlafferty.net

Name/Firm/Company: Webloyalty.com
Subject/Category: Internet Transactions
Street Address: 101 Merritt 7, Seventh floor
City: Norwalk
State: CT
ZipCode: 06851
Phone: (203) 846-3300
Website: webloyalty.com, reservationrewards.com, buyerassurance.com, TravelValuesPlus.com,
WalletSheild.com

Questions/Comments:

After ordering bussiness cards on vistaprint.com at the end of the transaction there is a continue button labeled something like "Click here to get your \$10.00 credit towards next purchase" - being busy I just pressed the continue to finish my transaction, where the next page says confirm my email address. I do so, and all of a sudden I realize my credit card information and personal information was just transfered to another site and used to sign me up for ReservationRewards, what ever that is. It is quite obvious, that they use this method in the hope of catching people off guard. In all the online purchases I've made, I've never had my credit card info shuffled from one site to another! This is unacceptable and damaging to internet commerce by eroding the consumer confidence that online transactions are safe. Even more interesting - after pressing the back button then foward again it was going to sign me up for BuyerAssurance.com using the same stolen credit card information! My hunch is it would have signed me up for all four of their bogus programs charging my credit card monthly for each! Please stop these crooks before they sign up more retailers! A funny observation - their WalletSheild service is porportedly for identity theft protection!

Created: Kym Oswald-Korte .. 04/30/2004 12:21:15 PM

Last Edited: Last Edited: Kym Oswald-Korte .. 04/30/2004 12:22:19 PM



**BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA**

OFFICE OF THE ATTORNEY GENERAL

**Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050**

**Telephone (850) 414-3990 SUNCOM 994-3990
FAX (850) 410-1630 SUNCOM 210-1630**

July 26, 2006

Ms. Morgan Wiseman
7714 Murcott Circle
Orlando, Florida 32835

Dear Ms. Wiseman:

Thank you for bringing your consumer information regarding movietickets.com and webloyalty.com to the attention of Florida Attorney General Charlie Crist. Often it is only through letters from concerned and responsible citizens that this office becomes aware of consumer problems.

This office is concerned about all potentially unfair and deceptive trade practices that may have the tendency or capacity to mislead consumers. We use complaints such as yours to develop information about patterns of business activity which may indicate the need for formal investigation or action by our office to protect the broad public interest. In cases of statewide significance, when substantive evidence is accumulated indicating that a firm is systematically violating Florida law, we may investigate and take action on behalf of the collective legal interests of the people of this state.

We will retain your information in our consumer files to help this office organize its priorities. If you would like to keep current with news on Attorney General Crist's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: <http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,

**OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office**

OCS/lb



BILL MCCOLLUM
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone (850) 414-3990 SUNCOM 994-3990
FAX (850) 410-1630 SUNCOM 210-1630

July 25, 2006

Ms. Morgan Wiseman
7714 Murcott Circle
Orlando, Florida 32835

Dear Ms. Wiseman:

Thank you for bringing your complaint regarding movietickets.com to the attention of Florida Attorney General Charlie Crist. Often it is only through correspondence from concerned and responsible citizens that this office becomes aware of widespread consumer problems.

We use complaints such as yours to develop information about patterns of business activity which may indicate the need for formal investigation or action by our office to protect the broad public interest. In cases of statewide significance, when substantive evidence is accumulated indicating that a firm is systematically violating Florida law, we may investigate and take action on behalf of the collective legal interests of the people of this state. However, please be aware that this office does not mediate individual consumer complaints.

Florida's Department of Agriculture and Consumer Services, Division of Consumer Services (DACS), is the state clearinghouse for all consumer complaints and has a voluntary mediation program to assist individual consumers. The mailing address is: 2005 Apalachee Parkway, Tallahassee, Florida 32399. The telephone number is (850) 488-2221 or toll-free from within Florida (800) 435-7352. We are also enclosing a list of consumer organizations you may wish to contact as you seek to resolve your individual complaint.

We appreciate your interest in helping to control the spread of deceptive business practices. If you would like to keep current with news on Attorney General Crist's efforts to fight fraud please visit our website and subscribe to the Attorney General's weekly and monthly electronic newsletters: <http://myfloridalegal.com/NewsBrie.nsf/Subscriber>

Sincerely,

OFFICE OF CITIZEN SERVICES
Florida Attorney General's Office

 **Fraud Hotline Message**

Date/Time of Call

 Retrieved from Citizen Services voice mail

08/26/2005 12:20 PM

Caller's Name

 Not Provided Spelling Uncertain

First Name Heather	Middle Initial	Last Name Armstrong	Suffix
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Caller's Contact Information

Daytime Phone Number 850-422-3445	Other Phone Number	Email Address
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Caller's Address

2229 Tanglewood Terrace Tallahassee Leon County	Florida	32303
-------------------------------------------------------	---------	-------

Message

Caller purchased online a pair of shorts online from kingsizedirect.com and somehow in purchasing those shorts managed to sign up for WLI Reservations Rewards. The co. is charging her card \$9 here and there whenever they feel like. Caller states she just noticed it today and called the co. dispute the charge. Caller states the 1st option is are you calling about charges. The # to the co. 800-732-7031. Caller states she contacted the co. and they have sent her an email stating they will no longer

Subject

Miscellaneous

Comments by AG Staff

I reviewed the the BBB's website and noticed the co. was Webloyalty.com, Inc. located at 101 Merritt Seven, 7th Floor (Corporate Offices) Norwalk, CT 06851. I suggested to the caller to dispute w/her bank & provided the # to CT OAG.

Nature of Business

This company markets its services to the public at the point of purchase or registration on other companies' Web sites. The firm offers its services on a free trial basis for a specified period of time. Consumers who accept free trial memberships, by providing their electronic signature and clicking a "yes" button to accept the offer terms and conditions, must also agree to have their memberships continue on an ongoing basis until such time that the consumers choose to notify the company to cancel their memberships. The company has informed the Better Business Bureau that it sends at least three email notices to each consumer during the free trial period, including a billing reminder message before it bills the first service fee. If the consumer does not cancel his/her membership by the end of the free trial period, the company automatically renews the membership and charges a monthly or an annual fee to the consumer's credit card. The company continues to renew the consumer's membership unless canceled by the consumer.

Customer Experience

Based on Better Business Bureau files, this company has an unsatisfactory record with the Bureau due to a pattern of complaints concerning deceptive marketing/selling practices and unauthorized charges to consumers' credit cards. Although the company has resolved all complaints brought to its attention by the BBB by canceling consumers' program memberships and by providing refunds, the firm has failed to correct the underlying reasons for the complaints.

During the past fifteen months, the company has been in discussion with the BBB and has attempted to address marketing concerns. The company has modified its marketing materials in an attempt to make clearer to consumers that they are signing up for a fee based program, not just receiving a cash back bonus.

To date, the BBB continues to receive the same patterns of complaint activity. According to the company, a consumer may cancel the membership either online, by email, or by phoning a toll free number. The company maintains that it has a "no-resell" policy. If you have a complaint against this company, we suggest that you directly contact the company's customer service department by calling: Travel Values Plus at 1-800-890-4892; Buyer Assurance at 1-800-890-4895; PC Protection Plus at 1-888-688-4525; Reservation Rewards at 1-800-732-7031; Walletshield at 1-800-250-6037; or Member Specials at 1-800-361-1786. The company's customer service department is open: Monday through Friday from 8:00 a.m. to 11:00 p.m. Eastern Standard Time; Saturday from 9:00 a.m. to 6:00 p.m. Eastern Standard Time; and, Sunday from 9:00 a.m. to 5:00 p.m. Eastern Standard Time. If you have e-mail capabilities, the company may be emailed at customerservice@webloyalty.com. In the event your complaint is not satisfied directly with the company, we suggest that you file a complaint with the Better Business Bureau by completing a complaint form which may be accessed through our Web site at .

Is caller 60 or older? Yes No ?

Assigned to

Adrienne Crawford

Status

- | | | |
|--------------------------------------------------|-----------------------------------------------------|-----------------------------------------------------------------|
| <input type="checkbox"/> 1st Call - No Answer | <input type="checkbox"/> 3rd Call - No Answer | <input type="checkbox"/> Closed - Provided Information |
| <input type="checkbox"/> 1st Call - Left Message | <input type="checkbox"/> 3rdCall - Left Message | <input type="checkbox"/> Closed - Referred to Outside Agency |
| <input type="checkbox"/> 2nd Call - No Answer | <input type="checkbox"/> Closed | <input type="checkbox"/> Closed - Transferred to Another Agency |
| <input type="checkbox"/> 2nd Call - Left Message | <input type="checkbox"/> Closed - Unable to Contact | |

Created by Adrienne Crawford on 08/26/2005 12:20:10 PM

Last Updated by Adrienne Crawford on 08/26/2005 12:20:10 PM



Fraud Hotline Message

Date/Time of Call

Retrieved from Citizen Services voice mail

11/15/2004 03:34 PM

Caller's Name

Not Provided Spelling Uncertain

First Name Alison	Middle Initial	Last Name Newton	Suffix
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Caller's Contact Information

Daytime Phone Number 352-378-5098	Other Phone Number	Email Address
---------------------------------------------	--------------------	---------------

Caller's Address

Florida

Message

Caller ordered one sweep broom from the internet. The caller states that since she has ordered the caller states that she has been charged for different type of services, travel clubs, coupon clubs, reservation rewards, etc. Owned by Web Loyalty, Shelton, Conn.

The caller states that she phoned the company and told them to remove the number from their records and that she was closing the credit card account. The company is suppose to refund the money and take the card out of the system, and two days later they charged her card again.

This is from the Invention Channel on line. The caller was told she signed up on the pop up ads.

Subject

Internet Transactions/Internet Related

Comments by AG Staff

CT OAG, FTC, IFCC, aka webloyalty

Is caller 60 or older? Yes No ?

Assigned to

Rhoda Poore

Status

<input type="checkbox"/> 1st Call - No Answer	<input type="checkbox"/> 3rd Call - No Answer	<input type="checkbox"/> Closed - Provided Information
<input type="checkbox"/> 1st Call - Left Message	<input type="checkbox"/> 3rdCall - Left Message	<input type="checkbox"/> Closed - Referred to Outside Agency
<input type="checkbox"/> 2nd Call - No Answer	<input type="checkbox"/> Closed	<input type="checkbox"/> Closed - Transferred to Another Agency
<input type="checkbox"/> 2nd Call - Left Message	<input type="checkbox"/> Closed - Unable to Contact	

Created by Rhoda Poore on 11/15/2004 03:34:14 PM

Last Updated by Bethann Api on 04/03/2007 03:39:44 PM

Consumer Complaint

CONTROL NUMBER 2006010024
TYPE 1
ADVOCATE 50
CONSUMER NAME Townley, Ida
CONSUMER ADDRESS PO Box 500
CONSUMER C/S/ZIP Dona Ana NM 88032 COUNTY 7

BUSINESS CONTACT
BUSINESS ORG Webloyalty.com, Inc.
BUSINESS ADDRESS 101 Merritt Seven, 7th Floor (Corporate Offices)
BUSINESS C/S/ZIP Norwalk CT 06851 COUNTY

AMOUNT
KEYCODE/SUB 262/99
PRIMARY CASECOD 23
CASEDESC INFORMATION REGARDING A COMPANY/SITUATION
COMMENTS
PRIMARY RESCODE 25
RESOLDESC THIS OFFICE TOOK NO ACTION
COMMENTS
AGCODE TPL
OPENDATE 1/3/2006
CLOSEDATE 1/3/2006

Business Report

1/1/1999 to

CONTROL #	ADV	CONSUMER	CITY/STATE	KEY	CASE	CODE	DESCRIPTION	RESOL.	RESOL.	AMOUNT	CODE	OPEN DATE
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Webloyalty.com, Inc.

101 Merritt Seven, 7th Floor (Corpor	Off	Norwalk	CT									
2006010024	JLO	Townley, ida	Dona Ana	NM	262/99	23	INFORMATION REGARDING A COM	25				1/3/2006
	1	complaints	0	successful	1	unsuccessful	0	not mediated	0	open		

TPL
262/9.7
23/25

RECEIVED
OFFICE OF ATTORNEY GENERAL
2005 DEC 34 AM 9:10

30 December, 2005

Webloyalty.com, Inc.
101 Merritt Seven, 7th Floor (Corporate Offices)
Norwalk, CT 06851

You recently (on 28 November, 2005) charged my credit card \$9.00 for services or products I did not order, and do not wish to receive. I did not authorize this charge against my account.

Demand is hereby made for an immediate refund of all charges against my account. Payment in full must be made to me at the address given below within 30 days or further action may be initiated.

Additionally, you are hereby notified that you are not authorized to levy any charges of any kind whatsoever against any credit card, debit card or bank account controlled by me at any time unless such charge is specifically authorized by me in writing, pursuant to the Fair Credit Billing Act.

Ida Mae Townley

Ida Townley
P.O. Box 500
Doña Ana, NM 88032

Cc:

Federal Trade Commission
600 Pennsylvania Ave. NW
Washington, D.C. 20580

Hon. Richard Blumenthal
Attorney General
State of Connecticut
P.O. Box 120
Hartford, Connecticut 06141-0120

✓ State of New Mexico
Attorney General's Office
Attn: Consumer Protection Division
P.O. Drawer 1508
Santa Fe, NM 87504-1508

NOTE: See other complaints about this company at http://adam.rosi-kessel.org/weblog/the_man/webloyalty_aka_wli_reservations_is_a_scam.html

FROM .

FAX NO. :208-674-2089

Jan. 26 2005 09:41PM P1

COURTESY
COPY
FOR YOUR INFORMATION ONLY

RECEIVED

JAN 27 2005

OFFICE OF THE
ATTORNEY GENERAL

copy

Office of Attorney General
700 W. Jefferson
PO Box 83720
Boise, Idaho 83720

January 26, 2005

Roy & Kathy Evans
3320 Hwy 95
Parma, Idaho 83660
(208) 674-2089
fax (208) 674-2089

Gentlemen:

Our debit card through Key Bank was twice debited for \$10.00 for a total of \$20 to a company listed as WLI. The statement shows a purchase date of January 24, 2005 and shows both purchases as being signed purchases. We have not had any contact with this company and have made no purchases from them. We tried to contact this company by telephone and reached their answering machine. The WLI voice recorder said that if we wanted to cancel our purchase contract all we had to do was to press the appropriate key and to leave our debit card. Obviously this company is operating a scam and we are reluctant to give them our debit card one more time. However, we are afraid that if we do not follow their instructions we will receive further debits to our card. We are asking for your advice on this matter.

We looked WLI up on the internet and saw that hundreds of other people are also complaining of being scammed by WLI. The WLI telephone number is: (800)732-7031.

Sincerely,



Roy S. Evans

web Loyalty.com
6 Corporate Dr
Suite 450
Shelton, Ct 06484

Attn Correspondence
Team

**STATE OF NORTH CAROLINA
CONSUMER
COMPLAINT**

MAIL TO: CONSUMER PROTECTION
ATTORNEY GENERAL'S OFFICE
9001 MAIL SERVICE CENTER
RALEIGH, NC 27699-9001
TELEPHONE: (919) 716-6000
TOLL-FREE IN NC: (877) 566-7226

SECTION 1: Your Information

Mr. Ms. Mrs. <i>Mrs.</i>	Last name <i>Newland</i>	First name <i>Allen</i>	MI <i>C</i>
Mailing address [REDACTED]			
City <i>Waynesville</i>	State <i>NC</i>	Zip code <i>28786</i>	Country, if not US
Day phone number, including area code [REDACTED]	Evening phone number, including area code () <i>SAME</i>	Fax number, including area code [REDACTED]	
County of residence <i>Haywood</i>	E-mail address [REDACTED]	Cell phone, including area code () <i>SAME</i>	

SECTION 2: Information About Company Against Which You Are Complaining

Full name of company <i>Webloyalty / WLI Reservations</i>			
Mailing address <i>PO Box 855</i>			
City <i>Shelton</i>	State <i>CT</i>	Zip code <i>06484</i>	Country, if not US
Company's internet address (URL) <i>www.reservationrewards.com</i>			
Telephone number, including area code <i>(800) 732-7031</i>	Fax number, including area code ()		

SECTION 3: Complaint Information (complete any blocks which apply to your complaint)

Product, item, or service involved <i>charged \$10⁰⁰ with No notice or Authorization</i>	Date of purchase, service, contract <i>9/1/2006</i>		
Manufacturer or brand	Model		
Account number	Serial number		
Did you sign a contract or a lease? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	If yes, please give the following <input type="checkbox"/>	Starting date	Expiration date
Total amount paid <i>\$10⁰⁰</i>	Amount in dispute	How was payment made: <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit card <input checked="" type="checkbox"/> Debit card <input type="checkbox"/> Money order <input type="checkbox"/> Wire transfer <input type="checkbox"/> Finance agreement <input type="checkbox"/> Other	
Did you buy an extended service contract? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	If yes, name of company responsible for extended service contract or warranty		

SECTION 4: Information About the Transaction

<p>How was initial contact made between you and the business?</p> <p><input type="checkbox"/> Person came to my home</p> <p><input type="checkbox"/> I went to company's place of business</p> <p><input type="checkbox"/> I received a telephone call from business</p> <p><input type="checkbox"/> I telephoned the business</p> <p><input type="checkbox"/> I received information in the mail</p> <p><input type="checkbox"/> I responded to radio/television ad</p> <p><input type="checkbox"/> I responded to printed advertisement</p> <p><input type="checkbox"/> I responded to a Website or e-mail solicitation</p> <p><input type="checkbox"/> I received a fax solicitation</p> <p><input type="checkbox"/> I attended a trade show or convention</p> <p><input checked="" type="checkbox"/> Other <i>No contact.</i></p>	<p>Where did the transaction take place?</p> <p><input type="checkbox"/> At my home</p> <p><input type="checkbox"/> At company's place of business</p> <p><input type="checkbox"/> By mail</p> <p><input type="checkbox"/> Over the phone</p> <p><input checked="" type="checkbox"/> Via computer (website or e-mail)</p> <p><input type="checkbox"/> Trade show or hotel</p> <p><input type="checkbox"/> Other</p> <p><i>Fraudulent behavior!</i></p> <p><i>No authorization!</i></p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

SECTION 5: Details of Complaint (use additional sheets if necessary)

[Empty space for details of complaint]

SECTION 6: Resolution Attempts You Have Made

Have you contacted the company with your complaint? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, name of person most recently contacted <i>Neil M</i>	His/her phone number, incl. area code <i>(800) 732-7031</i>
Results <i>amount refunded</i>		
What result would you consider fair? <i>NO! Not authorized for ANYTHING!</i>		
Do you have an attorney in this case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, name of your attorney	Attorney's number, incl. area code ()
Has your complaint been heard or is it scheduled to be heard in court? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, where and when?		
If already heard, what was the result?		

SECTION 7: Important Information

- Documents provided to this office may be public record.
- In most cases your complaint will be forwarded to the business complained about for response. If the complaint falls within the jurisdiction of another local, state or federal agency, we may refer your complaint to that agency.
- Please be sure to include copies of any supporting documents you may have, such as correspondence, contracts, invoices, receipts, etc. Do not send originals.
- This office does not have the authority to give private legal advice or provide private legal representation to individual consumers.

The information I have provided is true and accurate to the best of my knowledge.

Your signature: *Alan C. Miller* Date: *9/26/2006*

My wife and I recently (9/1/2006) had a charge on our DEBIT Account for "WLI Reservation Rewards" of \$10.00 and when she contacted the company (9/19/2006) they stated that they gotten our contact and credit information from US Airways.com. We had been there recently and made airline reservations. That's pretty much the only online transaction we've done with our account in a good while.

At that time we insisted that they reverse the charges as they were NOT authorized for this and we had in no way even remotely given them any consent to do this. We haven't even HEARD of this company until it appeared on our bank statement. Neil M. with WLI agreed to the reversal but insisted that we had indeed given them the ok on USAIRWAYS.com when at no time have we EVER agreed to anything, given our information to them or even had ANY contact with them at all.

After we got off the phone I started researching this company online (company name AND phone 1-800-732-7031). It appears this is a HUGE scam that many companies are unknowingly participating in it. Here is a link to one website that has an extensive amount of information in regards to this scam [http://adam.ccs-kassa.org/weblog/the-man-who-owns-wli-reservations-is-a-scum.html](http://adam.ccs.kassa.org/weblog/the-man-who-owns-wli-reservations-is-a-scum.html)

Basically it boils down to the fact that they have acquired my private checking account/debit card information either through USAirways.com's consent or by other means and made fraudulent charges. It was pure luck that we caught it the first time it happened because after researching it MANY people have not caught it for months. The way it appears on the statement looks "legit" and the amount is small enough to where it slips "under the radar" of many people. It's a monthly charge that keeps going until someone realizes what they are being charged FOR!

I have been in direct contact with USAirways.com and they are currently doing a full scale internal audit to see what has happened. I was told on the phone yesterday that I would hear something back later this week.

I am including a screen shot of the actual entry on my checking account for your records. Please don't hesitate to contact me for any additional details.

*Sincerely,
Allen C Newland*

Waynesville, NC 28786

MEMO Date	Transaction Description	Amount
09/01/2006	Withdrawal @ WLF*RESERVATIONREWARDS.CO 395700000113 800-732-7031 CT US Trace #624322978995	-\$10.00

Person	BROCKLEHURST	Type	Open Co
Business	WEBLOYALTY IN	Special Info	
Code	42675	Bus Name	WEBLOYALTY INC
Address1	PO BOX 885	ADV	LAD
Address2		LBD	
City	SHELDON	Call Date	11/21/2006
State	CT	Open Date	11/21/2006
Zip Code	06484	Tickle Date	
Phone		Found CAP by	Unknown
Fax Number		Process Cod	REG
Practice Code	403	Status Code	RES
Referred to	CAP	Referred To Other	
Complaint Description			
DIDNT AUTHORIZE CHARGES FROM THIS COMPANY.			
Resolution Date	12/11/2006	Resolution Description	THEY REFUNDED ALL THE MEMBERSHIP FEES.
Resolution \$	\$25.00	Found Other	
		Claimed Losses	\$25.00
		Questionaire	
		Referred To 2nd	Laura Dobos
		Referred To 3rd	
		Code	56140
		Lname	BROCKLEHURST
		Fname	HARRY
		Address1	7 NORTHVIEW RD
		Address2	
		City	HARTLAND
		State	VT
		Zip	05048
		Email Address	
		Close Form	
		Notes	
		Add Person	
		Letters	
		Add Business	
		Internet	

Comp Code

06-11-401

Close Form

Print

Person

56140

BROCKLEHU
PAT

HARRY

Activity			
REG01	11/21/2006	LBD	
REG02	11/21/2006	LBD	
REG02	12/11/2006	PFS	
	12/11/2006	PFS	
RES16	12/11/2006	PFS	

Notes

12/1/06 SENT BIZ RESPONSE TO CONSUMER. PFS

Person	BROCKLEHURST	Type	Open Co	Comp Number	06-11-401	Add Record	Notes	Add Person			
Business	WEBLOYALTY IN	Special Info		ADV	LBD	<input type="checkbox"/> Internet	Letters	Add Business			
Code	42675	Bus Name	WEBLOYALTY INC	Laura B. Dobos		Code	56140	Lname	BROCKLEHURST	Fname	HARRY
Address1	PO BOX 885	Call Date	11/21/2006	Open Date	11/21/2006	Address1	7 NORTHVIEW RD	Address2		Phone	
Address2		Tickle Date	11/21/2006	Found CAP by	Unknown	City	HARTLAND	State	VT	Zip	05048
City	SHELDON	State	CT	Process Cod	REG	Status Code	PEN	Reviewed By	Laura Dobos	Copied To	
Zip Code	06484	Contact Name		Found Other		Claimed Losses	\$25.00	Questionnaire		Referred to 1st	
Phone		Fax Number		Referred to 2nd		Referred to 3rd					
Trade Code	50A	Practice Code	403								
Referred to		Referred To Other									
Complaint Description											
DIDNT AUTHORIZE CHARGES FROM THIS COMPANY.											
Resolution Date											
Resolution Description											
Resolution \$											

Person	HAUMANN	Type	Open Co	Comp Number	06-01-315	Close Form	Notes	Add Person			
Business	WEBLOYALTY.COM	Special Info		ADV	ATZ	Letters		Add Business			
Code	41149	Bus Name	WEBLOYALTY.COM	ANDREA ZUBALS							
Address1	101 MERRITT 7	Call Date	1/31/2006	Code	37535	LName	HAUMANN	FName	JEREMY	File Label	
Address2	7TH FLOOR	Open Date	1/31/2006	Address1	261 FITCH ROAD	Address2		Phone	(802) 254-8840		
City	NORWALK	State	CT	Tickle Date		City	GUILFORD	State	VT	Zip	05301
Zip Code	06851	Found CAP by	Other	Found Other		Claimed Losses	\$21.00	Questionnaire			
Phone	(800) 732-7031	Fax Number		Process Cod	REG	Status Code	RES	Reviewed By		Copied To	
Trade Code	47Z	Practice Code	410	Referred to 2nd		Referred to 3rd		Referred to Other			
Referred to		Referred to 2nd		Referred to 3rd		Referred to Other					
Complaint Description											
BUSINESS IS TAKING MONEY OUT OF CONSUMERS CHECKING ACCOUNT WITHOUT PERMISSION. CONSUMER WANTS ALL FUTURE CHARAGES STOPPED AND A REFUND OF THE MONEY ALREADY TAKEN.											
Resolution Date											
2/17/2006											
Resolution Description											
COMPANY SAYS THERE WAS ADEQUATE WARNING ABOUT SIGNING UP FOR SERVICE, BUT REFUNDED ALL OF CONSUMERS MONEY											
Resolution \$											
\$118.00											

Comp Code

06-01-315

Close Form

Person

37535

HAUMANN

JEREMY

Activity

REG01	1/31/2006	
REG01	1/31/2006	ATZ
REG02	1/31/2006	ATZ
RES16	2/17/2006	ATZ

Notes

SENT COPY OF BIZ RESPONSE TO CONSUMER 2-6-2006 RAF

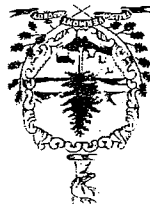
STATE OF VERMONT
 OFFICE OF THE ATTORNEY GENERAL
 PUBLIC PROTECTION DIVISION

TEL.: (802) 656-3183

FAX: (802) 656-1423

OUTSIDE CHITTENDEN COUNTY

1-800-644-1424



ADDRESS REPLY TO:
 CONSUMER ASSISTANCE PROGRAM

206 MORRILL HALL - UVM
 BURLINGTON, VERMONT 05405

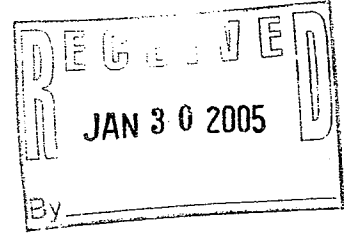
<http://www.atg.state.vt.us>

WILLIAM H. SORRELL
 ATTORNEY GENERAL

JANET C. MURNANE
 DEPUTY ATTORNEY GENERAL

Person	HAUMANN	Type	Open Co	Comp Number	06-01-315	Close Form		Notes		Add Person		
Business	WEBLOYALTY.C	Special Info		ADV	ATZ	Letters		Add Business				
Code	41149	Bus Name	WEBLOYALTY.COM	ANDREA ZUBALS		Code	37535	Lname	HAUMANN	Fname	JEREMY	File Label
Address1	101 MERRITT 7	Address2	7TH FLOOR	Call Date	1/31/2006	Address1	261 FITCH ROAD	Address2		Phone	(802) 254-8840	
City	NORWALK	State	CT	Open Date	1/31/2006	City	GUILFORD	State	VT	Zip	05301	
Phone	(800) 732-7031	Fax Number		Tickle Date		Found Other		Email Address				
Trade Code	47Z	Practice Code	410	Found CAP by	Other	Status Code	PEN	Reviewed By		Copied To		
Referred to	CAP	Referred To 2nd		Process Cod	REG	Claimed Losses	\$21.00	Questionnaire				
Complaint Description												
BUSINESS IS TAKING MONEY OUT OF CONSUMER'S CHECKING ACCOUNT WITHOUT PERMISSION. CONSUMER WANTS ALL FUTURE CHARGES STOPPED AND A REFUND OF THE MONEY ALREADY TAKEN.												
Resolution Date	Resolution Description											
Resolution \$												

Consumer Claim Form



Print this form and mail to:

Consumer Assistance Program
206 Morrill Hall, UVM
Burlington, VT 05405

You may contact the office at (802) 656-3183 or 1-800-649-2424

Consumer Name	Jeremy F. Hannann
Consumer Address	261 Finch Rd Guilford, VT 05301
Daytime Telephone	802-254-8840
Complaint is Against: <i>webloyalty.com (WLI Reservation Rewards)</i>	
Company Name	<i>Webloyalty.com (WLI Reservation Rewards)</i>
Company Address	<i>101 Merritt F, Seventh Floor, Norwalk, CT 06851</i>
Company Telephone	<i>1-800-732-7031</i>
<p>Events as they happened: As of 11/29/05 I noticed a charge of \$9.00 being taken out of my Debit account by the company that I was unfamiliar with. When called this company (webloyalty.com - WLI Reservation Rewards), the company claimed that I was a member. I have no knowledge of requesting this membership and cancelled it immediately. Then on 12/27/05 my account was again billed; when called, the company assured me that all money would be refunded. This has not occurred and again on 1/22/06 \$9.00 was removed from my account.</p>	
<p>Relief you desire: I desire that all future charges be stopped and that I receive a refund of the money that has been taken out.</p>	

Attach copies of any receipts, cancelled checks, contracts, or other documents pertaining to this complaint.

Haumann VT

From: Jeremy [pslycle@cox.net]
Sent: Thursday, December 01, 2005 11:00 AM
To: Al and Barbara Haumann
Cc: Haumann, Alan
Subject: FW: Membership Cancel Confirmation

I do not believe that I signed up for this service and I am not sure how they got the card info. I did send them an e-mail stating that I want to be removed from their lists and that I shouldn't be charged. The following is what I received in reply.

Jeremy

From: Reservation Rewards Customer Service [mailto:customerservice@reservationrewards.com]
Sent: Wednesday, November 30, 2005 2:54 PM
To: pslycle@cox.net
Subject: Membership Cancel Confirmation

This notice confirms that your membership in Reservation Rewards has been canceled as of 11/30/2005.

Your cancel confirmation number is: 10655358.

Please let us know if your request was resolved to your satisfaction. All responses submitted will go to our Customer Service Director for review because your feedback is important to us.

If you would like to provide feedback, please [click here](#).

Sincerely,

The Reservation Rewards Team
customerservice@reservationrewards.com
1-800-732-7031

3000.11-04.v1