

EXHIBIT B

Part XII

can't cancel it. They gave my credit card number to other companies and I have numerous other companies doing the same thing. They have no right to give my credit card number to anyone. I believe this is a scam. I am getting numerous other bills now for this. This company should not be able to access my credit card in the first place. These companies are trying to make unauthorized charges. I contacted my credit card company about this. It is Fleet. I spoke with employee 4202. This is fraud in my opinion. These people have devised a way to access credit cards without authorization. Thank-you. My primary concern is these people are giving out my credit card number to other companies. You can't speak with this company because they either don't answer the phone or their website doesn't work.

Additional Information

Loss Information

Item Description:

These people took my credit card number and gave it to other people.

Contact Information:

This company said if I didn't cancel the account I had with them they would charge my credit card with a payment in 30 days. They don't answer

the phone to cancel it, and their website doesn't work so you can't cancel it. They gave my credit card number to other companies and I have numerous other companies doing the same thing. They have no right to give my credit card number to anyone. I believe this is a scam. I am getting numerous other bills now for this. This company should not be able to access my credit card in the first place. These companies are trying to make unauthorized charges. I contacted my credit card company about this. It is Fleet. I spoke with employee 4202. This is fraud in my opinion. These people have devised a way to access credit cards without authorization. Thank-you. My primary concern is these people are giving

out my credit card number to other companies

Loss

Contact Description:	Phone
Contact Date:	11/25/2001
Amount Lost:	\$0.00

57819

RECEIVED
OFFICE OF THE ATTORNEY GENERAL
2003 NOV 15 5 11 PM

Celeste M. Baines
959 Iglehart Ave.
St. Paul, MN 55104
(651) 646-3068

November 12, 2002

Consumer Protection Div.
Atty. Generals Office
200 St. Paul Place
Baltimore, MA 21202

Dear Consumer Protection,

This letter is in regard to a company in Maryland called:

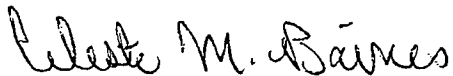
Shoppers Discount/EMI Corp.
4501 Forbes Blvd.
Lanham, MA 20706
1-888-238-0640

On my last billing statement of my visa charge account I was billed \$96.00. I contacted Shoppers Discount at 1-888-238-0640 to inquire regarding this charge. I was told by a representative (Kimba/Jeri), that it was a membership fee. I indicated that I **NEVER** signed-up for this membership and asked how they obtained my credit card information. I was told that through the internet I had signed-up, I **NEVER** gave any **authorization** to Shoppers Discount to become a member or charge my account any fees. On October 29, 2002, I requested that my charge account be credited back the \$96.00, to date my account has not been credited. I inquired as to when the account would be credited and have been told that within 7 to 10 working days and possibly 1 to 2 billing cycles, which means 30 or 60 days. I was given two different cancellation numbers: **041276344** and **W1ppi00042** and contacted my visa account company to dispute the \$96.00 charge. The Shoppers Discount representative directed me to give these numbers to credit card company to verify the dispute of this charge; visa will not take any action until they here from Shoppers Discount. Due to the \$96.00 **unauthorized** charge to my account I have been charged \$25.00 for OVERLIMIT FEE and \$25.00 for PAST DUE FEE, putting me out \$146.00.

The website address for Shoppers Discount that I was given over the phone by a representative is: www.shoppersdiscount.com . Enclosed is a copy of my billing statement, their web page, which would not print, and other consumer complaints regarding Shoppers Discount unauthorized charges to unsuspecting consumers, and information about how they purchase lists with consumer information. I am extremely concerned as to how Shoppers Discount obtained my name, address, and visa account information.

Thank you in advance for your assistance in addressing this matter. I can be reached at (651) 646-3068 if you have any questions. Please help to stop Shoppers Discount from scamming other consumers.

Sincerely,



Celeste M. Baines

cc: Shoppers Discount/EMI Corp.
4501 Forbes Blvd.
Lanham, MA 20706
1-888-238-0640

Capital One

SEP 21 - OCT 20, 2002

VISA ACCOUNT

Page 1 of 1

Payments, Credits and Adjustments

Your scheduled payment has not been received. Please remit the amount due appearing on this statement. If you have already made your payment, please accept our thanks.

Account Summary	
Previous Balance	\$358.09
Payments, Credits and Adjustments	\$0.00
Transactions	\$146.00
Finance Charges	\$6.14
New Balance	\$510.23
Minimum Amount Due	\$110.23
Payment Due Date	November 20, 2002
Total Credit Line	\$400
Total Available Credit	\$0.00
Credit Line for Cash	\$400
Available Credit for Cash	\$0.00

Transactions

1	24 SEP	SHOPPERS DISCOUNT 888-238-0640	\$96.00
2	25 SEP	OVERLIMIT FEE	\$25.00
3	20 OCT	PAST DUE FEE	\$25.00

Reversed Discharge
Back to my account 0412 16344

Semi-annual Disc

called 10-29-02

Kimba

Unauthorized charges

7-10 day

Customer Relations
Cindy

Call 10-17-02

At your service

To call Customer Relations or to report a lost or stolen card:
1-800-903-3637

For free online account service and special customer offers, log on to:
www.capitalone.com

Send payments to:
Attn: Remittance Processing
Capital One Services
P.O. Box 60000
Seattle, WA 98190-6000

Send inquiries to:
Capital One Services
P.O. Box 85015
Richmond, VA 23285-5015

EVAN

Nov 17 2002 St Paul Place
leg

Atty Gen.
1 877 261 8807

Consumer Protection Div.
14105 576-6550

1811111111
Lance Nation #
W1111111111

Atty Gen.
Maryland

EVAN

27W 8 JEMI Corp.
4501 Forbes Blvd
Landham MA 30
1 833-238-0640

File a Complaint

Finance Charges

	Balance rate applied to	Periodic rate	Corresponding APR	FINA/CHAI
PURCHASES	\$469.02	.04362% F	15.92%	
CASH	\$0.02	.04362% F	15.92%	

ANNUAL PERCENTAGE RATE applied this period

PLEASE RETURN PORTION BELOW WITH PAYMENT.

Capital One

New Balance	\$510.23
Minimum Amount Due	\$110.23
Payment Due Date	November 20, 2002
Total enclosed	\$ <input type="text"/>

Please print address changes below using blue or black ink.

Street _____ Apt # _____
 City _____ State _____ ZIP _____
 Home Phone _____ Alternate Phone _____







Capital One Services
P.O. Box 60000
Seattle, WA 98190-6000

#9029393172756113# MAIL ID NUMBER
CELESTE M BAINES
959 IGLEHART AVE
SAINT PAUL MN 55104-5427

Please write 4121-7414-9168-6205 on your check or money order made payable to Capital One Services and mail in the enclosed envelope.

Shoppers Discount Web page
 * would not print


HOME JOIN SHOP BENEFITS CONTACT US

DEALS	
 <p>PC Controlled CD Organizer</p> <p>\$129.99 less \$30 mail-in rebate, 5% discount at checkout</p>	 <p>More than 500 recipes and video instruction.</p> <p>Only \$3.97 shipping & handling</p>
 <p>.29mm dot pitch, 1024 x 768.</p> <p>\$299.99 less 5% discount at checkout</p>	 <p>Clock Radio w/CD Player & Digital Radio</p> <p>Save \$32.00</p>
 <p>Includes 8" and 10" Non-Stick saute pans</p> <p>Save \$10.45</p>	 <p>3 Disc CD changer</p> <p>Save \$305.12</p>

1/22
 Memb

 Zip Co

 1/24
 Sign u
 Newsl



* Other Web Complaints about Shoppers Discount
Website <http://www.consumeraffairs.com/scam-derts/shoppe.html>.

Shoppers Discount

Susan of Orange Park, FL, writes:

October 3 2002

I was billed \$96.00 on my visa from **shoppers discount club** on 11/22/00. A representative said they were working in conjunction with Atlantic Communications that give them my credit card number to purchase something I did not give authorization for nor was contacted for anything at all. I have no idea how Atlantic Communications got my credit card number and then sold it to **Shoppers Discount Club**.

When I contacted **Shoppers Discount Club** they told me that they used to conduct business with Atlantic Communications as a telemarketing company who contacts people for them but I had no such contact. As a matter of fact when I spoke to the representative at **Shoppers Discount Club** she could not access me at my present address on their system until I give her my credit card number. I believe they obtained my credit card number from my old address in California, but I moved 9 months ago to Florida.



I am still trying to figure out how Atlantic Communications got my credit card number. I never purchased anything on line. I have done catalog purchases before, that is the only explanation I can see. This is shocking to me. My Visa company is issuing me a new card and **shoppers Discount club** is crediting my account. But the big question again is how can I safeguard myself?

Rebecca of Decatur, GA, writes:

My checking account was deducted \$96.00 for a service that I did not authorize. I did an internet search for **Shoppers Discount** and

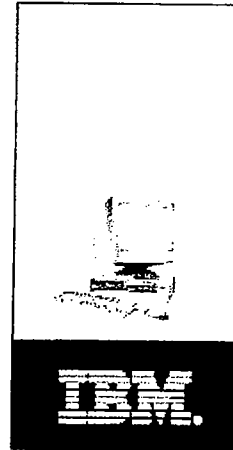
the first thing that came up was a complaint on this very site, almost identical to the one I'm describing here. Meanwhile, I could not find any contact information for customer service for **Shoppers Discount**. Fortunately, my bank was able to provide me with a phone number. Upon calling I was told that when I purchased a cleaning product called Zap (an 800 number on TV) that I had also signed up for this "service" for a free 30-day trial period, at the end of which I was to call and cancel if I was not interested in continuing this or my account would be billed \$96 for a membership. I received no paperwork regarding this at all.

I can't even recall any information verbally when I purchased the Zap cleaning product that I would be getting this "trial membership," no less an automatic deduction from my account. As I had approximately \$100 less in my checking account than previously thought, I ended up being overdrawn and had two \$28 charges placed on me by my friends at the bank (Wachovia). I am out \$142 and have nothing to show for it. **Shoppers Discount** said they would refund the \$96, and if I faxed them my transaction register from the bank, they would determine if I went into the hole based on their \$96 charge, and then consider if I should be refunded the \$56 charged to me by the bank. But I will not be faxing any information regarding my financial situation to this company at all.

Wise decision.

Your E-mail Address

Sign Me Up





ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
 Statler Towers, 107 Delaware Avenue, 4th Floor
 Buffalo, NY 14202-3473
 Tel. (716) 853-8404 Fax (716) 853-8414

COMPLAINT FORM
 Consumer Hotline For Hearing Impai
 1 (800) 771-7755 TDD (800) 788-98
<http://www.oag.state.ny.us>

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER		
YOUR NAME <i>La Rae G. Burdick</i>		HOME TELEPHONE NUMBER <i>716 465 7711</i>
STREET ADDRESS <i>1539 Bailey Ave</i>		BUSINESS TELEPHONE NUMBER
CITY/TOWN <i>Buffalo</i>	COUNTY <i>Erie</i>	STATE <i>NY</i>
		ZIP <i>14212</i>
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES <i>Shoppers Discount</i>		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
STREET ADDRESS <i>4501 Forbes Blvd</i>		STREET ADDRESS
CITY/TOWN <i>Lanham</i>	STATE <i>MD</i>	ZIP <i>20706</i>
TELEPHONE NUMBER <i>1-888 238 0640</i>		TELEPHONE NUMBER
DATE OF TRANSACTION <i>8/13/02</i>	COST OF PRODUCT OR SERVICE <i>\$ 96.00</i>	HOW PAID (Check those which apply) <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Other <i>debit card</i>
DID YOU SIGN A CONTRACT? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
WAS PRODUCT OR SERVICE ADVERTISED? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	WHERE WAS IT ADVERTISED? <i>T.V. under Richard Simmons in June</i>	DATE ADVERTISED
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) <i>Money taken out acc. causing overdrafts on account</i>		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL <input type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In Person	PERSON CONTACTED <i>no name</i>	JOB TITLE
NATURE OF RESPONSE <i>Will send money back -</i>		DATE OF RESPONSE
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
IS COURT ACTION PENDING? (Please describe as necessary) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER
ADDRESS		WARRANTY EXPIRATION DATE
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT I never order product, they said

They sent me, coupons & letters. I never received
When I order the tapes, I told them to send
any of the things they were trying to sell me,
in fliers (letters or information and I would look
over) never order anything. They over drew my bank
account 29.50 every five days from Aug 14. App 5x.
Also they hit me again in Sept for Blast in Ho which
I had canceled on 9/9. When I called 516-937-7240
They told me to keep product (a dietary supplement) I
had received and would reimburse the money - this cause
a \$95.00 over drawn, as of now no repayment receive.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back. etc.) repayment for over
drawn charges from Bank

WHO REFERRED YOU TO THIS OFFICE? I

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled check correspondence, etc.). **DO NOT SEND ORIGINALS.**

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complainin

in filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing law & design to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal right or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the busine or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/ Section 210.45 of the Penal Law.

Signature: Talpa Gene Burdick Date: 12/17/02

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
Statler Towers, 107 Delaware Avenue, 4th Floor
Buffalo, NY 14202-3473

LEONARD R. LABAGH, P. C.

Attorney at Law
501 North Eighth Street, Suite 408
P. O. Box 1448
Fairfield, Iowa 52556-9020
(641) 472-6808 • Fax: (641) 472-6002
e-mail – labagh@iowatelecom.net

June 13, 2003

Iowa Attorney General Protection Division
1305 East Walnut Street
Des Moines, IA 50319

Reservation Rewards
101 Merritt 7, fifth Floor
Norwalk, CT 06851

Priceline.com (address unknown)

Dear Priceline.com, Reservation Rewards and Iowa Attorney General:

On April 28, 2003, I went online to Priceline.com to reserve a hotel room at a discount. I gave Priceline.com my personal information and charged the discounted room on my American Express credit card.

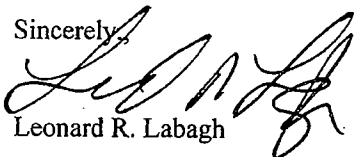
On June 12, 2003, I received my American Express statement, a copy is enclosed, reflecting a Reservation Rewards Subscription of \$7.00 for May 5 and \$7.00 for June 4. I did not order this subscription and called Reservation Rewards ("RR") regarding the error. I was advised by RR that when I contacted Priceline.com, I signed up for this service. I told them I did not sign up for this service and wanted it cancelled immediately. RR advised that they would cancel my subscription and chargeback the June 4, 2003 charge, but not the May 5, 2003 charge, i.e. I would be charged \$7.00 for something I did not order.

My concern is not the \$7.00, however, I do take exception to the blatant misuse of the information I gave Priceline.com. It would appear that Princline.com has given my personal information to Reservation Rewards.

The fact that this subscription did not show up on my credit card until June and there were two months charges is very suspicious in light of the fact that RR would only refund one month's charge. As you know, many people do not check their credit card charges closely and even if they do catch the erroneous subscription, RR keeps \$7.00. I would appreciate the Iowa Attorney General's office looking into this matter.

Thank you for your assistance in this matter.

Sincerely,


Leonard R. Labagh

03 JUN 16 PM 1:59
ATTORNEY GENERAL
IOWA ATTORNEY GENERAL PROTECTION DIV.

CONSUMER

From: chcofiowa@mchsi.com
Sent: Tuesday, June 07, 2005 2:21 PM
To: consumer@ag.state.ia.us
Subject: AG Office Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
(chcofiowa@mchsi.com) on Tuesday, June 7, 2005 at 14:20:49

name: JULIE GEPPERT

address: 325 SW BELL

city: DES MOINES

state: IA

zipcode: 50315

homephone: 515-975-1746

age: 55

respname: Reservation Rewards

respaddr: Unknown

respstate: CT

respphone: 800-732-7031

product: Illegal Bank withdrawl

contatty: No

comments: I noticed a debt for 9.00 from my checking account on 6/6/05. I called the bank, Commercial Federal this am 6/7/05 and they told me it was the above mentioned company that withdrew from my account without my permission. I called this company and they told me in order to cancel they needed my full name and address and the cc number I used when signing up, which I never signed up with any rewards company. I refused and hung up. Please help!

submit: Send in the complaint

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)

AG CONSUMER

Sent: Wednesday, December 14, 2005 1:04 PM
To: AG CONSUMER
Subject: AG Office Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
(aedwards@iastate.edu) on Wednesday, December 14, 2005 at 13:03:58

name: Ashley Edwards

address: 125 N. Franklin Ave

city: Ames

state: IA

zipcode: 50014

workphone: 641-485-4589

age: 23

respname: Reservation Rewards

respaddr: PO Box 855

respcity: Shelton

respstate: CT

respzip: 06484

respphone: 18007327031

howpay: Check Card-Visa

contbus: No

contatty: No

resolvefair: This company should be notified of fraud and that what they are doing is very unfair to many people.

comments: I realized that my checking account has had unatherized electronic withdrawls for the amount of \$9 for the past two months. I called the company that my bank said was making these tranactions and they said that I signed up for their "automatic rewards" when I was purchasing a gift on PetCo.com. I signed up for no such "rewards" and have been charged a total of \$18 from these people. I think it is very unfair for companies such as PetCo to give out such valuable information such as Credit Card information for someone. When calling the Reservation Rewards company they said that they will credit my account for the charges they've made. But someone should really be aware of what they are doing to comsumers.

Thank you!

submit: Send in the complaint

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1)

AG CONSUMER

Sent: Wednesday, December 28, 2005 9:28 AM
To: AG CONSUMER
Subject: AG Office Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
(RBloomq993@aol.com) on Wednesday, December 28, 2005 at 09:28:17

name: Robert Bloomquist
address: 2817 Capitol Ave
city: Des Moines
state: IA
zipcode: 50317
homephone: 515-262-3025
workphone: 515-557-2757
age: 55
respname: Reservation Rewards
respaddr: PO Box 855
respcity: Shelton
respstate: CT
respzip: 06484
respphone: 800-732-7031
product: unknown product
amtpurch: \$9.00
amtpaid: \$9.00
howpay: debit card
contbus: Yes
contatty: No
resolvefair: They need to refund my money and stop this scam. Since it is a small amount of money, a lot of consumers get charged and don't even know it!
comments: They have been charging my account an unauthorized fee of \$9.00 a month. A quick search of the web turned up 1000's of complaints for this company! Here's how it works - shopping cart providers (like VirtualCart) have an agreement with this company (Webloyalty, aka WLI Reservations Rewards) whereby when a customer gets to the confirmation page of a transaction in a store that uses a VirtualCart shopping cart, they see a little box saying: "Your purchase is complete. Click here to claim your \$10 Cash Back Reward on your next purchase!"
It looks, for all intents and purposes, as though it's part of the store that you're on but underneath the "Continue" button that you can click, in small print, it says "By clicking above, you can claim your reward from the reward provider, Reservation Rewards."

It basically banks on the assumption that customers trust the site they're on, THINK they're getting \$10 back from that store, and so they click on it. Once you click on it, it pulls your credit card information from the site you just used, and signs you up for this "Rewards" program!

submit: Send in the complaint

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.0.3705)

RECEIVED
05 MAR --6 PM 2:13
CONSUMER PROTECTION DIV.

March 1, 2006

MS BARBARA BLAKE, INVESTIGATOR
CONSUMER PROTECTION DIVISION
STATE OF IOWA DEPARTMENT OF JUSTICE
HOOVER BUILDING 1305 E WALNUT
DES MOINES IA 50319

RE: Robert Bloomquist, File #2006-62827

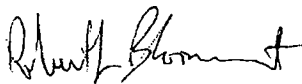
Dear Ms Blake,

Thank you for your investigation into the matter regarding webloyalty.com. I have several problems with their response.

The response appears to be a form letter response, indicating that they have had several problems with this in the past and now respond with pre-packaged brochure to each complaint. My name did not even appear on the exhibits they provided.

My main complaint is that I did not receive any of the emails they purported to send, and the fine print on the offer is too hard and complicated to read. I believe the fact that they will be pulling in your bank and credit card information should be proximately displayed, and the fact that they will be debiting your account should be proximately displayed. The activity as they do it is misleading and should not be allowed to continue.

Sincerely,



Robert L Bloomquist

Consumer Protection Complaint Form

Tom Miller
Attorney General of Iowa
515-281-5926
515-281-6771 fax

Consumer Protection Division
Hoover State Office Building
1305 E. Walnut, Des Moines, Iowa 50319
e-mail: consumer@ag.state.ia.us
www.IowaAttorneyGeneral.org

Instructions. To help us handle your complaint —

1. Please print or type. Answer all questions fully and correctly.
2. Please mail in **photocopies** of all documents that may relate to your complaint claim (contracts, advertisements, correspondence, proof of payment, etc.).
3. Return the information to the Consumer Protection Division (address above).
4. You may also file a complaint online. Be sure to also mail in all relevant documents.

PLEASE NOTE IMPORTANT "OPEN RECORDS" INFORMATION ON THE BACK OF THIS FORM.

Your name and address: Mr. Mrs. (Ms.) (Please circle one) Name of business or person the complaint is against:

Nicole D. Stutzman Reservation Rewards
NAME NAME

1800 Watrous Ave. 14A P.O. Box 855
ADDRESS ADDRESS

Des Moines IA 50315 Shelton, CT. 06484
CITY STATE ZIP CITY STATE ZIP

(515) 281-6371 (515) 556-5672 (800) 732-7031
WORK PHONE NUMBER HOME PHONE NUMBER PHONE

CELL PHONE # nstutzm@ag.state.ia.us Customer/service@reservation
E-MAIL ADDRESS E-MAIL ADDRESS rewards.com

FOR MOTOR VEHICLE COMPLAINTS, LIST VEHICLE IDENTIFICATION # (VIN) _____

Product or service involved: _____ Product New or used? _____

Date of purchase or contract: _____ Amount of purchase or contract: _____

Actual amount paid: \$20.00 How paid (check, credit card) etc.): debit card

Have you contacted the business or person? No _____ Yes Please explain in the summary. _____

Have you contacted an attorney? No Yes _____ When: _____ Name: _____

What do you think should be done to resolve your complaint fairly? I should be refunded

Summary of your complaint — Please print or type. Use back or additional paper if necessary.

I purchased movie tickets from Fandango.com. After making my purchase w/my Visa debit card, I was forwarded to another web site which offered me free movie tickets. I did not provide this site w/my bank account information. As I was completing basic contact info. I discovered that there was a fee involved

I understand that the Attorney General's Office is not my private attorney but represents the public in enforcing laws designed to protect consumers from misleading or unlawful business practices. I also understand I may contact a private attorney for legal advice. **Please sign here.**

Signature _____ Date _____

Over, please.

Stutzman, Nicole [AG]

To: customerservice@reservationrewards.com

Subject: a debit from my account

I did not knowingly sign up for your services or provide you with my bank account information. However, a withdrawal was just made from my checking account in the amount of \$10.00 in the months of Feb and March (I will need to look into my records to verify the months previous) and I would like to stop any further withdrawals from taking place. I did not authorize these withdrawals in the first place and would like to be refunded back my money. I will be contacting my state attorney general's office if this matter is not handled to my satisfaction. I would also like to know when I supposedly signed up for your services and provided you with my information. Your immediate response is requested in this matter.

*Nicole Stutzman
Iowa Attorney General's Office
Crime Victim Assistance Division
321 E 12th Street, Room 018
Des Moines, IA 50319
(515)281-6371*

3/15/2006

Reservation Rewards

2006-6366814 Page 1 of 1

AG CONSUMER

From: AG Webteam
Sent: Tuesday, May 09, 2006 8:42 AM
To: AG CONSUMER
Subject: FW: Reservation Rewards

From: Robert Helle [mailto:rjhelle@iaisrr.com]
Sent: Tuesday, May 09, 2006 7:48 AM
To: AG Webteam
Subject: Reservation Rewards

Mr. Miller:

I would like to bring to your attention what I consider a scam.

I was checking my credit card statement on-line yesterday when I came across a charge for \$9.00 from a company called Reservation Rewards. Their phone number is 800-732-7031. I called the number and spoke to a customer service rep. Apparently when I ordered some computer equipment through Tiger Direct, I somehow automatically signed up for Reservation Rewards, at a cost of \$9.00 per month. I had no idea I had done that. When I questioned the CSR about the charge, she suggested that I cancel the "service", which I did. They would not refund my money.

I can just imagine the amount of money these people are making from unsuspecting people who order items from Tiger Direct only to discover that they also ordered Reservation Rewards without their knowledge. They charged me \$9.00. What if they are doing the same thing to 1000 people, 10,000 people. I'm sure they are happy to "cancel" the service. How about refunding the money? To me this whole process smells of a scam.

I am not going to go to court over \$9.00, maybe that is what Reservation Rewards is banking on, but I just wanted to bring this to your attention. It may not be illegal but in my book it sure is unethical.

Thank you for your time.

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