

EXHIBIT B

Part I

159912

[REDACTED]

TELEPHONE 630.428.1876

E-Mail [REDACTED]

August 4, 2006

Illinois Attorney General
Attn: Consumer Fraud Department
100 West Randolph Street
Chicago, IL 60601

ATTORNEY GENERAL'S
OFFICE

AUG 08 2006

CONSUMER FRAUD
• CHICAGO •

Re: wli*shopperdiscount

Dear Ms. Attorney General:

My son was reviewing his checking account register and several entries for \$9.00 were listed showing debits for the above listing. He never authorized any automatic withdrawals. He looked into the listing and found the information below on a web site:

http://leblog.exuberance.com/2006/03/why_does_wlisho.html

http://adam.rosi-kessel.org/weblog/the_man/webloyalty_aka_wli_reservations_is_a_scam.html

My son thinks that he probably bought something from one of the businesses listed. He is a student at the University of Illinois in Champaign. I would appreciate it if you would look into this scam. Please feel free to contact me if you have any questions or if we can help you. Thank you.

Very truly yours,

[REDACTED SIGNATURE]

RAB/pb

cc: Joseph Brom



01/17/2007

LMARASCO

Transaction

Ref No.: 9675166 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: Reservations Rewards) WLI Reservation Rewards has been charging my Visa Debit Card \$10 a month since May 24, 2006 without my authorization or knowledge.

I called the company to dispute the charge, and they insisted that I had signed up for some kind of rewards service when I purchased clothing online from Chadwick's. I insisted that I had never signed up for any such service, but they claimed they had sent me emails confirming the service, which apparently is a monthly subscription which gives you discounts on some products or services online. I never received the e-mails. Their e-mails must of went to my spam folder.

They canceled the service but refused to give me a full refund.

I researched Reservation Rewards online and found out I am not the only person that has been scammed by this company.

Below is a link to an article from Consumer Reports-
<http://www.consumerwebwatch.org/dynamic/ecommerce-investigation-webloyalty.cfm>

Please click on the link below to a blog that will show you thousands of customers' experiences with Webloyalty.
http://adam.rosi-kessel.org/weblog/the_man/webloyalty_aka_wli_reservations_is_a_scam.html

How can their business practices be legal?
Please investigate this company.

Created By: JKIGHT Created Date: 12/29/06
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested:
Amt Paid: 80.00 Payment Method: Bank Account Debit
Agency Contact: Internet Complaint Date: 12/28/06
Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



01/17/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.: (b)(6)
Last name:
Address:

First: (b)(6)

City: Newark
Country: UNITED STATES
Work phone: () Ext:
Fax Number: ()
Home Number: (b)(6)
Email:
Age Range: 20 - 29

State: DE Zip: (b)(6)

Company

Company: webloyalty.com
Address: P.O. Box 855

City: SHELTON State: CT Zip: 06484
Country: UNITED STATES
Email: customerservice@reservationrewards.com URL:http://home.reservationrewards.com/
Phone: (800) 732-7031 Ext:

Company Representative

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9783596 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0612210847388601:Checking Online Statements at my Bank, and noticed the \$10 transaction which upset since I have never heard of such a site or service. I printed out the Banking information from the web page for my records. The Bank Statement indicates it was transacted on the Dec 11, 2006. (just over 1 week)

Created By: IFCC Created Date: 12/21/06
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 10.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 12/21/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: NEWFANE
Country: UNITED STATES

State: NY Zip: (b)(6)

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)
Email:
Age Range:



01/17/2007

LMARASCO

Company

Company: Webloyalty INC Reservation Rewards

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9766833 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0611131213460411:Honestly, I can't be too specific. I have been charged a \$10 fee every so often for probably a year or more. Up until now I never took much interest in what I was being charged for, but I have been charged by pay-webjtcharge without consent and I finally thought maybe this is the same thing. The latest charge I have received was \$10 on 10/16/06. I typed in their company name and found a website that allows people to write in about rip-offs. A lady had been charged illegally as well and has pressed charges against the CEO, the pres., and the director. The only documentation I have is my bank statement, and I'm not sure exactly how much they have charged me. Whatever they are charging me for is, however, not authorized. Apparently this company has grossed over \$800 mil in the last year scamming people.

Created By: IFCC Created Date: 11/13/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 70.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 11/13/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

Address:

City:

KNOXVILLE

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

First:

(b)(6)

State: TN Zip:

(b)(6)

Company

Company: Webloyalty INC Reservation Rewards

Address: 101 Merritt 7, 7th Floor

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9760870 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0611071615050492:Dear FBI: This is a case of criminal activity. I am being charged \$10 per month for a service I never signed up for--it is not one of those incidents where I have simply forgotten. I have never associated with the company listed below--information according to my bank account. I have a bank account with Wells Fargo. CHECK CRD PURCHASE 09/19 WLI*RESERVATIONREWARDS 800-732-7031 CT 432378XXXXXX5600 264640005049431 ?MCC=5968 123006800DA I have already contaced my bank, and I have contacted WLI Reservationrewards and I am providing the information that they relayed to me over the phone. The supervisor's name was Steven Dennis at the 8007327031. He and another kept asking for personal information--bank account information, check card number, my name, my current and all past addresses, my exact location, my e-mail address, and everything else. I am not worried about the money, and I am not worried about cancelling a service that I never signed up for in the first place. I want to know who did this. I am in the process of filing for a legal separation from some of my family members, specifically my sister (b)(6) (b)(6) for reasons related to identity theft and other problems--I need to do my part to assist law enforcement. I am not sure who is behind all this, but I need your help in isolating the criminal who is responsible for this. Most sincerely, (b)(6)

Created By: IFCC Created Date: 11/07/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 20.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 11/07/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

First:

Address:

City:

ALHAMBRA

State: CA Zip:

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

Company

Company: webloyalty.com

Address: 101 Merit Seven, 7th Floor

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone:

(203) 8463300

Ext:

Company Representative

Rep Name: Dennis, Steven

Title:

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9629566 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0610311749234731:On 10/06/06 I saw a \$10 charge on my online bank statement from WLI*RESERVATIONREWARDS. I hadn't ever heard of this company, and I have been disputing this charge with my bank. Another \$10 charge showed up on 10/30/06, and I have asked my bank to put a stop order on any charges from this company. I did a Google search of this company today and found the Ripoff Report about this company. Apparently they buy credit card information (in my case, debit card) from other companies and begin charging you for a supposed service they offer on their website. I want these charges to stop. I am a student and don't have much money in the bank to begin with.

Created By: IFCC Created Date: 10/31/06
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 20.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 10/31/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: SEATTLE

State: WA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)
Email:

Age Range:



01/17/2007

LMARASCO

Company

Company: Webloyalty INC Reservation Rewards

Address: 101 Merritt 7 Floor 7

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9267007 Contact Type:Complaint Source:Consumer TCS? N

Comments: (Product Name: reservation rewards) Complaint Description:
I got this rebate check in the mail for \$10 and had no idea why, so I looked up the website and learned it was from some kind of discount club. I never willing join these things, and the best I am imagine is that I was back ended into this when made another transaction. I think it may have been a people search site I used once. I recall some kind of rebate to come from them, but I had no idea it would cause me to be part of this club.

Desired Resolution:

I want any and all moneys charged to my credit card returned right away, and I want this membership to be canceled right away. I do not wish to be a part of this, I never wished to be a part of it and I did not knowingly give them any permission to charge my credit card.

Created By: RLOPER Created Date: 10/30/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 10.00

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 10/28/06

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule: FTC Act Sec 5 (BCP)



01/17/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First: (b)(6)

Address:

City: Mesa

State: AZ Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 30 - 39

Company

Company: Webloyalty.com, Inc.

Address: P.O Box 855

City: Shelton

State: AZ Zip: 06484

Country: UNITED STATES

Email: customerservice@reservationrewards.com URL: http://www.reservationrewards.com/

Phone: (800) 732-7031 Ext:

Company Representative

Rep Name: Unknown, Unknown

Title:

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9626130 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0610251317099731: This company charged my credit card with an unauthorized charge of \$10.00. From what I understand they are doing this to thousands of Americans. This may be small but it is fraud and from what I understand they are making millions. President's name Vincent R. D'Agostino CEO's name Richard J Fernandes Director's name Stephen L. Green

Created By: IFCC Created Date: 10/25/06

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 10.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 10/25/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: JACKSONVILLE

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range:



01/17/2007

LMARASCO

Company

Company: Webloyalty INC Reservation Rewards

Address: 101 Merritt 7 Floor 7

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: (800) 7327031 Ext:

Company Representative

Rep Name: D'Agostino, Vincent

Title:

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9621067 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0610161602441711:On October 16 I checked my Wachovia checking account balance. I was informed that I had been charged ten dollars to my account by WLI ReservationRewards. This transaction took place without my consent. I had not had any interaction with this company to my knowledge. Nether had I made a purchase from them.

Created By: IFCC Created Date: 10/16/06
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 10.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 10/16/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining Company/Org.:

Last name: (b)(6)
Address:

First: (b)(6)

City: CAMPOBELLO
Country: UNITED STATES

State: SC Zip: (b)(6)

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)
Email:

Age Range:



01/17/2007

LMARASCO

Company

Company: Webloyalty INC Reservation Rewards

Address: 45 Turkey Hill rd.

City: SOUTH WESTPORT

State: CT Zip: 06880

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Rep Name: D'Agostino, Vincent

Title:

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9154738 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: shopper discounts & rewards) On Feb3,2006 I purchased flowers on FTD.COM during the checkout process I was presented a link to a Shoppers Discount program. Under the guise of a shoppers discount program that offered cash-back discounts with a no obligation free trial, I was opted into paying \$10 a month, where I thought I was entering a program that would help me save on future purchase. After realizing unauthorized charges on my American Express Card, I contacted customer service for Webloyalty.com, I was informed that I failed to opt-out of the program after 30 days, after which I was charged on a monthly basis. To date, I have been charged \$80 and I have not recieved any services or discounts. This is a consumer rip-off program with a cleverly disguised automatic opt-in designed to allow this "vendor" to take money from my account without providing any service. I contact FTD's customer service and they acknowledge that the this vendor is linked to thier website for the purpose of a cash-back program. I feel that they are apart of this scam, as they knowingly allow thier customer to fall prey to webloyalty.com. I would be delighted to provide any additional details you require. I hope to hear from you.

Created By: DBRAHLEK Created Date: 10/11/06
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: .00
 Amt Paid: 80.00 Payment Method: American Express Credit Card
 Agency Contact: Internet Complaint Date: 10/10/06
 Initial Contact: Internet (Other) Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



01/17/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Plano

State: TX Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

40 - 49

Company

Company: webloyalty.com a.k.a Shopper Discounts and Rewards

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

Shopper Discounts & Rewards
Customer Service
[customerservice@shopperdiscoun
tsandrewards.com]

URL:webloyalty.com

Phone:

(800) 8898776

Ext:

Company Representative

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9067374 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (UPDATE) Two unauthorized charges on my credit card on August 22nd and September 22nd, 2006.

Created By: NSHOUSE Created Date: 09/26/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: 20.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 09/25/06

Initial Contact: Unknown Transaction Date:

Initial Response:

Product/Service: Unauthorized Debits or Charges for Unknown Products

Statute/Rule: Telemarketing Sales Rule

Law Violation: TSR: Unauthorized billing

Consumer

Complaining Company/Org.:

Last name:

(b)(6)

Address:

City:

YONKERS

State: NY Zip:

(b)(6)

Country:

UNITED STATES

Work phone

(b)(6)

Fax Number:

Home Number:

Email:

Age Range:

50 - 59



01/17/2007

LMARASCO

Company

Company: WEBLOYALTY.COM INC.

Address: 101 MERRITT SEVEN
7TH FLOOR (CORPORATE OFFICES)

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email: customerservice@reservationrewards.com

URL:www.reservationrewards.com

Phone: (800) 732-7031 Ext:

Company Representative

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9610960 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0609230019264211:Business ID # 0612948 9/12/06 I noticed a charge on my credit card summary from WLI*ReservationRewards.com for \$10.00 that I did not recognize. I have no idea where they got my information and how they got permission from me to charge. I will be calling tomorrow 9/23/06 within office hours to find out from them who gave them my information. I have contacted the credit card company and they refunded the money. After researching this issue on the internet I realized filing a complaint was an option. I have the names and addresses of the executive officers: President Vincent R. D'Agostino 45 Turkey Hill Rd South Westport, CT 06880 Richard J. Fernandes (CEO) 129 Quarter Horse Lane Fairfield, CT 06430 Stephen L. Green (Director) 10 Chalmers Landing Westport, CT 06880 This is deceitful and needs to be STOPPED IMMEDIATELY! Being under the United States of America's government I am amazed this has not been dealt with yet!

Created By: IFCC Created Date: 09/23/06
Updated By: Updated Date:
Org Name: Internet Fraud Complaint Center
Amt Requested:
Amt Paid: 10.00 Payment Method: Not Reported
Agency Contact: External Agency Complaint Date: 09/23/06

Initial Response:
Product/Service: Other (Note in Comments)
Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)

Last name:

[Redacted]

First: (b)(6)

Address:

City: LARAMIE

State: WY Zip:

(b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

[Redacted]

Email:

Age Range:

Company

Company: Webloyalty INC Reservation Rewards

Address: 101 Merritt 7 Floor 7

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: (800) 7327031 Ext:

Company Representative

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9037705 Contact Type:Complaint Source: Consumer TCS? Y

Comments: (Product Name: Fraudulant Credit Card Charges) My mother purchased flowers through ftd.com and recently my father noticed \$10 charges on their credit card, and just assumed my mother was buying something. Yesterday when he was looking at the statement, she was sitting there and he asked her what it was, she did not know. He called the credit card company and they said to call the business that was charging the card, he did. It is called "Web Loyalty" a company that alledgely sends you coupons for shopping at certain other companies. They claim my mother signed up for while purchasing some flowers, but she says she did not. I called FTD to inquire why they would do this and the girl I spoke to did not even know what I was talking about, she said they do not have any promotion where they charge \$10 per month, and I said well somebody is using your name and saying that you are. So she asked her supervisor and came back to the phone and was very brief, said that they are not affiliated with this company and gave me the phone number, and also said they would have just asked for our email during our checkout process with ftd. So I said then how can you not be affiliated with them and she repeated herself very calmly, "We are not affiliated with this company" and gave me the phone number and that was that. Since the conversation with the FTD customer servcie rep took such an odd turn when she found out what I was talking about I did some research into "Web Loyalty" and to me it looks like a total scam. We never gave FTD permission to give our credit card or any other personal information to this company, and we only agreed to pay the amount due for the flowers through FTD. We will be searching for further action to get my parents money back from "Web Loyalty" because they have fraudulantly charged my parents credit card and should be liable for all credit cards they have tricked people into getting.

Created By: DBRAHLEK Created Date: 09/21/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 10.00

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 09/19/06

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Information & Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)



01/17/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

Statesboro

State: GA Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

20 - 29

Company

Company: Webloyalty.com and Ftd.com

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:webloyalty.com and ftd.com

Phone:

()

Ext:

Company Representative

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 9606226 Contact Type:Complaint Source:Consumer TCS? Y

Comments: CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICC Ref # I0609191007372021:On 9/11/06 \$10 was withdrawn from my Suntrust debit account from the company Webloyalty INC Reservation Rewards. I have never had any type of contact with this company and have only found their address through the numerous websites from other people who have had this problem.

Created By: IFCC Created Date: 09/19/06
Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 10.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 09/19/06

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining

Company/Org.: (b)(6)
Last name: (b)(6)
Address: (b)(6)

First: (b)(6)

City: GAINESVILLE

State: FL Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)
Email:
Age Range:



01/17/2007

LMARASCO

Company

Company: Webloyalty INC Reservation Rewards

Address: 101 Merritt 7 Floor 7

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



01/17/2007

LMARASCO

Transaction

Ref No.: 8985896 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Product Name: Reservation Rewards at www.reservationrewards.com) This company affiliates with legitimate companies, in my case upon placing an order with www.PETCO.com on 8/4/06, I received a PETCO.com order confirmation email that contained a link for a \$10.00 Promotion Code Award for a future PETCO.com purchase. I clicked the \$10.00 Promo. Code link and was directed to a webpage which required signing up for a www.reservationrewards.com membership to obtain the code. Against my better judgement, I signed up, as it appeared to be free. I received a membership kit via email (same date 8/4/06) and now wish at the time I had thoroughly read through the lengthy info it contained, because on 9/11/06, I reviewed my VISA bill and discovered a 9/4/06 charge for \$10.00 from "reservationrewards.com" and I called them. They won't refund the \$10.00, but did cancel the membership. My complaint is how they deceptively got me to sign up, obtained my credit card info to bill me, and the \$10.00 they ripped off. First, I never entered any credit card info during the membership sign up, so there was NO authorization for them to bill me. I went back and thoroughly read the membership kit email, and found a statement toward the bottom of the email info stating my credit card ending in 5102 would be billed. Second, this proves they must have obtained my credit card info through my PETCO.com account (which I never authorized PETCO.com to give out to ANYONE). To be fair, I did email PETCO.com informing them I was filing this complaint. Last, \$10.00 doesn't sound like a lot, but for "Webloyalty.com, Inc.", keeping that initial \$10.00 charge, which the innocent person has NO idea he or she is being charged, because it is posted a month later, adds up to a nice money-making scheme. I checked the BBB website and "Webloyalty.com, Inc." has a very UNSATISFACTORY record (639 complaints over the past 36 months for the same complaint I'm making).

Created By: WFRIDAY Created Date: 09/13/06

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: .00

Amt Paid: 10.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 09/11/06

Initial Contact: Internet/E-mail Transaction Date: 08/04/06

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: FTC Act Sec 5 (BCP)



01/17/2007

LMARASCO

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.: (b)(6)

Last name: (b)(6)

Address: (b)(6)

City: Chula Vista

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

First: (b)(6)

State: CA Zip: (b)(6)

Company

Company: Webloyalty.com, Inc.

Address: 101 Merritt Seven, 7th Floor

Corporate Offices

City: Norwalk

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:www.webloyalty.com

Phone: () Ext:

Company Representative

Associated Company