

# EXHIBIT B

## Part V



01/17/2007

LMARASCO

**Transaction**

Ref No.: 6328955 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. The end of december, 2004, I purchased an item and when my transaction was finished I was offered free discounts with making travel arraignment or car rental. I foolishly clicked yes but NEVER EVER gave a credit card number or ANY authorization to buy ANYTHING. I started getting billed \$9 a month for "reservation Rewards" It took me a while to figure out what was going on and who was responsible but I did my research and the are THOUSANDS of people this STEALING company has done his too. They STEAL you creditcard info from the previous website and run through this fee without EVER getting an autorizaton from the consumer. I was told the sent me an e-mail saying my "FREE TRIAL" was over but it mush have gone into my spam file, I NEVER gave them my credit card number and I am shocked that tey were able to sneak this info from me and that they are still in business doing it to THOUSANDS of people

Created By: IFCC Created Date: 05/29/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: External Agency Complaint Date: 05/29/05

Initial Contact: Internet/E-mail Transaction Date: 05/28/05

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: HOLLAND

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49

First:

(b)(6)

State: PA Zip:

(b)(6)

**Company**

Company: webloyalty.com

Address: 101 merriitt Seven, 7th Floor

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email: customerservice@reservationrewards.com URL:

Phone: (203) 8463310 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 6152192 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I knew nothing about this company untill Friday after getting my credit card bill. There was a 9.00 payment to "Wli\*reservationrewards 800-7327031 Ct" after calling the 800 number, and doing a web search I have found uncountable people with the same problem. This company begins charging my account (I do not know how they got my account number) with the hope the consumer will not notice a small charge. When I called the company they said that they sell coupons-- something I have no desire to purchase.

Created By: MPHILLIPS Created Date: 05/24/05

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: 9.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 05/22/05

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.: (b)(6)

Last name:

First:

Address:

City: Menominee

State: MI Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range: 50 - 59



01/17/2007

LMARASCO

**Company**

Company: Webloyalty.com, Inc

Address: 101 Merritt Seven, 7th Floor

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.: 6108823 Contact Type: Complaint Source: Consumer TCS? Y

Comments: This company is a travel discount company, but it does it subscriptions after you buy off of other sites like bizrate.com and other sites. They have been on several of my credit cards at several different times, and I think these guys have probably quietly bilked me out of \$100 - \$200 worth of monthly \$7.00 fees.

please let me know what happens.

(b)(6)

Created By: RLOPER Created Date: 05/13/05  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 7.00  
 Amt Paid: 7.00 Payment Method: Visa Credit Card  
 Agency Contact: Internet Complaint Date: 05/11/05  
 Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Travel\Vacations

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**Complaining  
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: San Mateo

State: CA Zip:

Country: UNITED STATES

Work phone:

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 30 - 39



01/17/2007

LMARASCO

**Company**

Company: Webloyalty.com \* TRAVELVALUESPLUS.CO

Address: 101 Merritt 7, Seventh floor

City: Norwalk

State: CT Zip: 06851

Country: UNITED STATES

Email: bizdev@webloyalty.com

URL:www.webloyalty.com

Phone: (203) 846-3300 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 6160188 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. I have had reoccurring charges from this company appearing on my credit card every 8th of the month September 2004 - May 2005. The charges are apparently for a rewards program which I never agreed to participate in. I am not entirely sure how this company received my credit card information, while it appears that the charges started occurring after one of the following online purchases I made: Expedia 8/2/2004 or Ticketweb.com on 8/9/2004I have since cancelled both my credit card and my so called "membership" with this organization via their website (www.reservationrewards.com) on 5/10/2005.

Created By: IFCC Created Date: 05/11/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 63.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 05/11/05

Initial Contact: Internet Web Site Transaction Date: 09/08/04

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

**Consumer**

Complaining

Company/Org.: (b)(6)

Last name:

First: (b)(6)

Address:

City: SAN FRANCISCO

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29



01/17/2007

LMARASCO

**Company**

Company: Webloyalty.com, Inc.

Address: 101 Merritt Seven, 7th Floor

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: (203) 8463300 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 6080039 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. I went onto my Credit Card site to check to see if I had recieved a refund Iam expecting when I saw a charge from Shopper discount & rewards. I then called my credit card company on 04/12/2005. They tell me that this company has a popup that if you push the ok button that they sign you up and the cost is \$9.00 dollars a month and Iam not sure when it happen because on my credit card site only goes back to 12/10/2004 and they have been charging from then. I pay online so I do not get a paper statment from them. It was when I was placing an order to Lane Bryant website when this happen is what the credit card company said. I then called said company because the credit card company can not stop them from charging on it and they then closed the account and I have never been to shopper discount & reward site before I got the conformation of closing the account. I feel this is a violation of my rights and I want my money back and said company to stop this practice. Popup are comming up all the time more and more even with blockers but this one came through and they sign me up when I closed it out. I think this is stealing and want them to stop this kind of tactic. Any company that does this. They canceled the charging but did not close the account. I seen when I got ahold of the BBB that they have a bad report with them already. Thanks

Created By: IFCC Created Date: 04/13/05

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 45.00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 04/13/05

Initial Contact: Phone Transaction Date: 04/11/05

Initial Response:

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

THE DALLES

State: OR 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: 6 Corporate Drive, Suite 450

City: SHELTON

State: CT Zip: 06484

Country: UNITED STATES

Email: <mailto:customerservice@shopperdiscountsandrewards.com> URL:

Phone: (800) 8898776 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 5904482 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I made a purchase from drugstore.com and then a company called Reservation Rewards deducted two \$9.00 "fees" directly from my checking account. This is a scam, I did not give them permission nor did I have any knowledge of this company until I noticed the deductions on my checking account and called to find out what it was for. I am sure they are doing this to a lot of people. PLEASE STOP THEM. Thank you.

Created By: DBRAHLEK Created Date: 04/04/05  
 Updated By: Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested: 18.00  
 Amt Paid: 18.00 Payment Method: Bank Account Debit  
 Agency Contact: Internet Complaint Date: 04/01/05  
 Initial Contact: Internet (Other) Transaction Date:

**Initial Response:**

Product/Service: Unauthorized Debits or Charges for Unknown Products

Statute/Rule: Telemarketing Sales Rule

Law Violation: TSR: Other Deception or Abuse (note in comments)

**Consumer**Complaining  
Company/Org.:

Last name:

Address:

City: Bloomingdale

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range: 30 - 39

First:

State: NY Zip:



01/17/2007

LMARASCO

**Company**

Company: webloyalty.com and reservation rewards and drugstore.com

Address: 6 Corporate Drive

Suite 450

City: Shelton

State: CT Zip: 06484

Country: UNITED STATES

Email:

URL:webloyalty.com

Phone: (800) 732-7031 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 5897316 Contact Type: Complaint Source: Consumer TCS? Y  
 Comments: Consumer is disputing a suspicious charge on her Visa bill.  
 CC letter.  
 Created By: JBLAND Created Date: 04/01/05  
 Updated By: JBLAND Updated Date: 04/01/05  
 Org Name: Planning and Information- BCP  
 Amt Requested: 9.00  
 Amt Paid: .00 Payment Method: Unknown  
 Agency Contact: Mail Complaint Date: 04/01/05  
 Initial Contact: Mail Transaction Date:

Initial Response: Unknown

Product/Service: Internet Information &amp; Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.: (b)(6)

Last name:

First: (b)(6)

Address:

City: Alexandria

State: VA Zip: (b)(6)

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



01/17/2007

LMARASCO

**Company**

Company: Webloyalty

Address: 101 Merritt 7

Seventh Floor

City: Norwalk

State: CT Zip:

Country: UNITED STATES

Email:

URL:

Phone: (203) 8463300

Ext:

**Company Representative**

**Associated Company**

(b)(3):21(f),(b)(6)



01/17/2007

LMARASCO

**Transaction**

Ref No.: 5492698      Contact Type: Complaint      Source: Consumer      TCS? Y  
 Comments: My Wells Fargo VISA was billed a \$9 charge on Dec 06, 2004  
 and Jan 05, 2005 without my knowledge, sign-up or acceptance.  
 Created By: DCRASE      Created Date: 01/10/05  
 Updated By:      Updated Date:  
 Org Name: PUBLIC USERS - CIS  
 Amt Requested:  
 Amt Paid: 18.00      Payment Method: Visa Credit Card  
 Agency Contact: Internet      Complaint Date: 01/09/05  
 Initial Contact: Unknown      Transaction Date:

**Initial Response:**

Product/Service: Buyers Clubs (not travel or lottery)

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining

Company/Org.:

Last name:

Address:

City:

Country:

Work phone

Fax Number:

Home Number:

Email:

Age Range:

(b)(6)

First:

(b)(6)

State: WA Zip:

(b)(6)

Woodinville

UNITED STATES

(b)(6)

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:

URL:<http://www.webloyalty.com/>

Phone: (800) 7327031 Ext:

**Company Representative**

Rep Name: None, None

Title:

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 5429855 Contact Type: Complaint Source: Consumer TCS? Y

Comments: These guys charge people's credit cards without asking for credit card information.

<http://sfgate.com/cgi-bin/article.cgi?f=/c/a/2004/12/22/BUG16AFEBT1.DTL>

Created By: RLOPER Created Date: 12/28/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 12/26/04

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining Company/Org.: (b)(6)

Last name: (b)(6) First: (b)(6)

Address: (b)(6)

City: Savannah State: GA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email: (b)(6)

Age Range: 30 - 39



01/17/2007

LMARASCO

**Company**

Company: Webloyalty

Address: 101 Merritt 7

Seventh Floor

City: Norwalk

State: CT Zip:

Country: UNITED STATES

Email:

URL:

Phone: (203) 8463300

Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 5402891 Contact Type:Complaint Source:Consumer TCS? Y

Comments: On 11/2/04, I purchased airline tickets from onetravel.com.

On my credit card bill, I noticed a charge for \$9 for a transaction on 12/2 posted on 12/5 for "WLI\*RESERVATIONREWARDS 800-7327031 CT."

I had no idea what the charge was, and was certain I hadn't signed up for any such program, so I did a web search for the phone number.

Apparently, many others have had the same charge for the same item without ever having ordered it.

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 airline tickets.

I said I had never signed up for any such service, but they claimed they had sent three emails confirming the service, which apparently is a monthly subscription for \$9 per month which gives you some online discounts.

When I complained that I was sure I had never signed up for any such service, they said that they had "millions of satisfied customers" and that the complaints were just a few.

Since I maintain my own mail server, I searched back over 60 days of logs, and there was no record of any email from this company.

I am thus certain that they never sent any confirmation emails.

Finally, I threatened to contact my state attorney general, and at that point they agreed to refund the \$9 and cancel my subscription.

I checked the Connecticut Better Business Bureau website for this company, which goes under a dozen aliases, and saw that there have been many complaints along similar lines. See <http://shorl.com/gidripridykehe>

I am a computer programmer and IP attorney, and thus I am not a naive Internet consumer. I realize that some people may accidentally sign up for services they didn't intend to purchase, but I am certain that I never did this.

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.

Created By:

RLOPER

Created Date: 12/27/04



01/17/2007

LMARASCO

Updated By: Updated Date:  
Org Name: PUBLIC USERS - CIS  
Amt Requested: 9.00  
Amt Paid: 9.00 Payment Method: MasterCard Credit Card  
Agency Contact: Internet Complaint Date: 12/24/04  
Initial Contact: Internet Web Site Transaction Date:

Initial Response:  
Product/Service: Travel\Vacations  
Statute/Rule: FTC Act Sec 5 (BCP)  
Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Roslindale

State: MA Zip:

Country: UNITED STATES

Work phone:

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 20 - 29

**Company**

Company: WebLoyalty.com aka WLI Reservation Rewards

Address: 101 Merritt Seven, 7th Floor

City: Norwalk

State: CT Zip: 06851

Country: UNITED STATES

Email: bizdev@webloyalty.com

URL: <http://www.webloyalty.com>

Phone: (203) 846

Ext:

**Company Representative**

Associated Company



01/17/2007

LMARASCO

**Transaction**

Ref No.: 5440132 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. Some time in July 2004, I signed on to use the on-line movie purchasing service called Fandango.com. They hold my personal and credit card information on file for every time I purchase movie tickets from them. Upon buying my first set of tickets at fandango.com a pop up window came up on my browser offering me \$10 off my next movie tickets purchased at fandango.com. I had no reason to believe this pop up ad was not from fandango as it had no details other than the offer of a future discount at fandango.com. At some point during this transaction I added my e-mail address so I could get to the next page of information and then became aware that this ad was NOT from fandango so I closed the window and never thought about it again. Low and behold, six months later I learned that my credit card had been charged an unassuming \$9/month. I never received any e-mails regarding impending or processed charges from webloyalty.com nor did I ever once receive an inquiry from them as to why I had not logged into my so called "membership" for six months. They obviously have no regard for customer care or trust. While my money was refunded finally after much discussion with an reservation rewards operator and subsequent e-mail I sent to their office, I am very disturbed by the advertising practices and methods in which reservation rewards/ webloyalty.com obtained my personal information including my credit card. To simply say that people should read the fine print is hardly justification for such deceptive advertising practices. I was told twice by two different representatives at webloyalty.com that using my e-mail address twice to sign on was justification enough for them to start billing my credi

Created By: IFCC Created Date: 12/08/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 12/08/04

Initial Contact: Phone Transaction Date: 12/07/04

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

**Consumer**

Complaining

Company/Org.:

Last name:

Address:

City:

Country:

Work phone

Fax Number:

Home Number:

Email:

Age Range:

(b)(6)

WEST CHESTER

UNITED STATES

()

()

(b)(6)

40 - 49

First:

(b)(6)

State: PA Zip:

(b)(6)

Ext:

**Company**

Company: WebLoyalty.com, Inc

Address: 101 Merritt Seven

7th Floor

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email: customerservice@reservationrewards.com URL:

Phone: (203) 8463300 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 5298743 Contact Type: Complaint Source: Consumer TCS? Y

Comments: After making a purchase on Fandango, an audio file told me I was entitled to 10.00 off my next Fandango purchase if I just clicked "yes" below. Before clicking "yes," I read the fine print which did -- vaguely -- tell me that I would be charged 9.00 monthly for taking advantage of this "entitlement." This is highly deceptive.

Created By: DBRAHLEK Created Date: 11/29/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 9.00

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: Internet Complaint Date: 11/27/04

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Internet Web Site Design\Promotion

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

**Consumer**

Complaining  
Company/Org.:

Last name: (b)(6)

First: (b)(6)

Address:

City: Livermore

State: CA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 40 - 49



01/17/2007

LMARASCO

**Company**

Company: Webloyalty.com (dba Reservation Rewards?)

Address: 101 Merritt 7

City: Norwalk

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:https://one-time-  
offer.com/sol3/fandango/sb21316/pro  
mo.asp?sid=c6d81a5b7e828836b12693f7  
1cd76611&ci=86E6165606CA6181F0A0D0F  
19140916BE767574767CB6080F1179747D7  
B67787B78C60AC07A7D6474666D7F696C75  
D81B12151216161A131FDB57524254535A4  
B42554AE52226

Phone: (203) 846-3300

Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 5404743 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.

Created By: IFCC

Created Date: 11/21/04

Updated By:

Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00

Payment Method: Not Reported

Agency Contact: External Agency

Complaint Date: 11/21/04

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

**Consumer**

Complaining

Company/Org.: (b)(6)

Last name:

First:

Address:

City: TOPEKA

State: KS Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29

**Company**

Company: Webloyalty.com, Inc.

Address: 101 Merritt Seven

7th Floor

City: NORWALK

State: CT Zip:

Country: UNITED STATES

Email:

URL:

Phone: (203) 8463300

Ext:



01/17/2007

LMARASCO

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 5142395 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. During a purchase for movie theatre tickets through www.fandango.com on 7/19/04, a pop up appeared asking for me to complete a survey. In return, I would have access to something called ReservationsRewards. This promotion gave me the impression that it was free in return for the completed survey. I then was billed on the credit used to purchase the movie tickets \$9 in Aug and Sept before I caught this charge. I attempted to contact ReservationsRewards on 9/21/04 using their 800 number listed on the credit card. I navigated through voice prompts and believed I was getting to a live person when I was disconnected. I called my credit card company on 9/21/04, AT&T Universal, who conferenced AT&T, ReservationsRewards and myself. I then was able to connect these charges to my movie ticket purchase. I made it clear to the ReservationsRewards representative that this was extremely deceptive. ReservationsRewards did say they would credit me for the \$18.00 and would stop further charges. I did a search on the Internet and have found this company has tricked others in the same way. The CT BBB has a reported on this company relative to deceptive selling practices at <http://www.connecticut.bbb.org/commonreport.html?compid=77000102>.

Created By: IFCC Created Date: 09/21/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: .00 Payment Method: Not Reported

Agency Contact: External Agency Complaint Date: 09/21/04

Initial Contact: Internet Web Site Transaction Date: 07/19/04

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:



01/17/2007

LMARASCO

Law Violation:

**Consumer**

Complaining

Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City:

SHERMAN

State: CT Zip:

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range:

50 - 59

**Company**

Company: Webloyalty.com, Inc. ReservationsRewards

Address: 101 Merrit Seven, 7th Flr.

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: (203) 8463300

Ext:

**Company Representative**

Associated Company



01/17/2007

LMARASCO

**Transaction**

Ref No.: 4748610 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. i don't know how they got my debit card number, they had my E-mail address and i had no password to get into the member site, so thsy sent it to me!! i have asked them to remove my card number from there files!

Created By: IFCC Created Date: 07/07/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 9.00 Payment Method: Not Reported

Initial Contact: Internet/E-mail Transaction Date: 07/06/03

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:

KAKE

State: AK Zip:

(b)(6)

Country:

UNITED STATES

Work phone

()

Ext:

Fax Number:

()

Home Number:

(b)(6)

Email:

Age Range: 65 - 69



01/17/2007

LMARASCO

**Company**

Company: webloyalty.com

Address:

City:

State: CT Zip:

Country: UNITED STATES

Email:

URL:

Phone: (888) 6885995

Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 4722337 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. Found unauthorized debit on my credit card statement. Apparently a monthly 'membership fee'. Unrequested, not authorized.

Created By: IFCC Created Date: 06/23/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 9.00 Payment Method: Not Reported

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: HOUSTON

State: TX Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

(b)(6)

Email:

Age Range: 60 - 64



01/17/2007

LMARASCO

**Company**

Company: WebLoyalty.com, Inc

Address: 101 Merritt 7, Fifth Floor

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email: customerservice@reservationrewards.com URL:

Phone: ()

Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 4648026 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. Visited the web site of Half.com, never authorized charge which appeared on my credit card statement.

Created By: IFCC

Created Date: 06/01/04

Updated By:

Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid:

9.00

Payment Method: Not Reported

Initial Response:

Product/Service: Shop-at-Home\Catalog Sales

Statute/Rule:

Law Violation:

**Consumer**

Complaining

Company/Org.: (b)(6)

Last name:

First:

Address:

City: HAYMARKET

State: VA Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: (b)(6)

Home Number:

Email:

Age Range: 40 - 49

**Company**

Company: WebLoyalty.com

Address: 101 Merritt 7, Seventh floor

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: (203) 9295668

Ext:



01/17/2007

LMARASCO

Company Representative

Associated Company



01/17/2007

LMARASCO

**Transaction**

Ref No.: 4670462 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. On 5/6/04, I purchased a plane ticket from www.priceline.com. When I had completed my transaction from priceline, a window popped up and asked if I'd like an extra \$20 off of my next ticket purchase. I clicked yes because I frequently purchase tickets from priceline.

Created By: IFCC Created Date: 05/31/04

Updated By: Updated Date:

Org Name: Internet Fraud Complaint Center

Amt Requested:

Amt Paid: 9.00 Payment Method: Not Reported

Initial Contact: Internet Web Site Transaction Date: 05/13/04

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: LADSON

State: SC Zip: (b)(6)

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: (b)(6)

Email:

Age Range: 20 - 29



01/17/2007

LMARASCO

**Company**

Company: Webloyalty.com, Inc.

Address: 101 Merritt Seven, 7th Floor - Corp

City: NORWALK

State: CT Zip: 06851

Country: UNITED STATES

Email:

URL:

Phone: (203) 8463300

Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 4350213 Contact Type: Complaint Source: Consumer TCS? Y

Comments: On April 21, 2004 I received an email from reservation rewards explaining that my account had been cancelled and my credit card was being refunded. Upon calling the customer service line I was informed the name on the account was Beverly Rohlf, and the charges were being put on the Shady Dell Elementary School Visa. The emails were being sent to me, Carly White, also a school employee. Neither Beverly Rohlf or myself ordered or authorized any charges from Reservation Rewards or any of their affiliate companies to our school credit card. In addition I am still receiving spam mail from this company and am unable to get it stopped.

Created By: BKEENE Created Date: 04/26/04

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 9.00

Amt Paid: .00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 04/22/04

Initial Contact: Internet/E-mail Transaction Date: 04/21/04

Initial Response:

Product/Service: Internet Access Services

Statute/Rule: CAN-SPAM Act

Law Violation: SPAM: Other\general annoyance

**Consumer**Complaining  
Company/Org.:

Last name:

(b)(6)

First:

(b)(6)

Address:

City: Springfield

State: MO Zip:

Country: UNITED STATES

Work phone:

(b)(6)

Fax Number:

Home Number:

Email:

Age Range: 20 - 29



01/17/2007

LMARASCO

**Company**

Company: WebLoyalty.com, and Reservation Rewards

Address: 6 Corporate Drive

Suite 450

City: Shelton

State: CT Zip: 06484

Country: UNITED STATES

Email: customerservice@reservationrewards.com URL:reservationrewards.com

Phone: (1888) 6885995 Ext:

**Company Representative**

**Associated Company**



01/17/2007

LMARASCO

**Transaction**

Ref No.: 4350182 Contact Type:Complaint Source:Consumer TCS? Y

Comments: (Please keep in mind I am a professional computer programmer and am generally quite careful about online transactions ; making this all the more dangerous for non-savvy internet consumers)

After ordering business 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 button 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 transferred to another site and used to sign me up for ReservationRewards, what ever that is. Luckily, I noticed this and cancelled my ;new membership; After some research on the internet, many were not so lucky. If you type ;webloyalty.com scam internet; into Google you will find similar complaints posted on the net.

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 forward 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!

Created By: BKEENE

Created Date: 04/26/04

Updated By: .

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 9.00

Amt Paid: .00

Payment Method: American Express Credit Card

Agency Contact: Internet

Complaint Date: 04/22/04

Initial Contact: Internet Web Site

Transaction Date:

Initial Response:

Product/Service: Internet Information &amp; Adult Services

Statute/Rule: FTC Act Sec 5 (BCP)