

EXHIBIT 10



Terry Goddard
Attorney General

Office of the Attorney General
State of Arizona

Consumer Information & Complaints
602-542-5763
(In-State Toll Free Outside of the
Phoenix and Tucson Metro areas)
800-352-8431

November 16, 2009

GOOGLE INC
1600 AMPHITHEATRE PKWY
MOUNTAIN VIEW, CA 94043

RE: CIC 09-25078

Dear Sir or Madam:

We have recently received the enclosed complaint against your firm from the above-referenced party.

We recognize that there can be two sides to every problem. We would, therefore, appreciate receiving your written explanation of all the facts concerning this dispute **within ten (10) days**. We would also appreciate receiving your views and intentions concerning a satisfactory resolution of this complaint.

Unless you indicate to the contrary, we will make a copy of your response available to the complainant.

Thank you for your cooperation.

Sincerely,

Pamela L. Crabtree

PAMELA L. CRABTREE
LEGAL ASSISTANT

CPA:AI

From: <nobody@pubsrv10.azag.gov>
To: <online.complaints@azag.gov>
Date: 10/21/2009 9:47 AM
Subject: Online Consumer Complaint

09-25078

Below is the result of your feedback form. It was submitted by
() on Wednesday, October 21, 2009 at 09:47:44

subject: Online Consumer Complaint

01age: 60andOver

02contact_yesno: Yes

03media_yesno: Yes

04govt_yesno: Yes

05military: Veteran

06HowHeard: Went onto AG Website

07OtherHowHeard:

08Cust_First_Name:

09Cust_Last_Name:

10Cust_Address:

11Cust_City:

12Cust_State:

13Cust_Zip:

14Cust_HomePhone_Area:

15Cust_HomePhone:

16Cust_WorkPhone_Area:

17Cust_WorkPhone:

18Cust_FAX_Area:

19Cust_FAX:

20Cust_Email:

21PV_Name: Home Listing Pro

22PV_Address: unknown

RECEIVED

OCT 21 2009

CPA/CIC

REDACTED

23PV_City: unknown

24PV_State: unknown

25PV_Zip:

26PV_Phone_Area: 866

27PV_Phone: 617-3538

28PV_2ndPhone_Area:

29PV_2ndPhone:

30PV_Email:

31PV_Website: Google.com ?

32Circumstances: After retiring I went on line to look over the possibilities of work from home. I went on Google's web site I saw the add to receive information on the Home Pro. On September 10, 2009 I did ask for the information soft ware for a special price of \$ 1.95. Then on September 30, 2009 My account was charged \$79.80.

I also ordered the information companion S4P SCHPROFIT for \$1.97. Then on September 13, 2009 my account was charged \$69.97. I called both and was informed that I signed up for some program. They said it was the fine print. I was so fine that I never saw it. At any rate they would not refund my money. This part of the program has the following phone number. 866-617-3538. I believe it is a scam because if they were not they would have released me from the charges.

33complain_yesno: Yes

34ComplaintResponse: No way they would return my money.

35warranty_yesno: No

36sign_yesno: No

37Trans_Date_Month: September 0

38Trans_Date_Day: 10 0

39Trans_Date_Year: 2009

40Trans_Place: Home

41Damages: \$149.77

42SalesPerson: none

43Witness: none

44ad_yesno: Yes

45Advertised: On Google web site

46attorney_yesno: No

47Attorney:

48action_yn: No

49Agencies:

50Comments:

51Name:

52Date: October 21, 2009

submit: Submit

)

REDACTED

--- Forwarded message -----

From: **ATG MI Seattle CRC** <SeaCRC@atg.wa.gov>

Date: Tue, Sep 22, 2009 at 15:17

Subject: 348875 : A notice from the Washington State Attorney General's Office

To: [@google.com](mailto:>@google.com)

Rob McKenna

ATTORNEY GENERAL OF WASHINGTON

Consumer Protection Division

800 Fifth Avenue, Suite 2000 ? Seattle, WA 98104 ? (206) 464-6686

9/22/2009

Google Incorporated

Attention: :

720 4th Ave

Kirkland, WA 98033

RE:

File #: 348875

Dear :

This office has received the enclosed complaint from : regarding your firm.

May we please have your reply so that we may determine how to proceed with this matter.

We request your response within 21 business days. If you are unable to provide your response during that timeframe, please contact this office to make alternate arrangements; please address it to me and reference our file number 348875.

MICHELLE A. MCBEATH
Complaint Analyst
Consumer Protection Division
(206) 464-6686

REDACTED

Enclosure(s)

COMPLAINT SUMMARY

Consumer Information

Name:

Address:

Day Phone:

Evening Phone:

E-mail Address:

Age Group (optional):

59+

Do you want the Attorney General's Office to send this business a copy of your complaint-

Yes

Business Information

Name of business that I am complaining about:

Google Incorporated

Address:

720 4th Ave

Kirkland, WA 98033

Phone:

(425) 739-5600

Toll-Free:

(650) 214-3482

Fax:

REDACTED

E-mail:

Name of owner or manager (if known):

Names and addresses of any other businesses involved in your complaint:

Item or service purchased:

Cost of item or service:

Did you sign a contract-

No

Date of transaction:

Salesperson's name:

Was an advertisement involved-

Yes

Date and source of advertisement:

About Your Complaint

Have you complained to the business-

Yes

If YES, to whom (include position)-

What response did you receive-

If you have not contacted the business, explain why:

Have you filed a complaint about this business with the Attorney General's Office before-

REDACTED

No

If yes, list the file number assigned to that complaint:

Have you contacted a private attorney-

No

If YES, identify the name and address of the attorney:

Is there a court or other legal proceeding pending-

No

If YES, please explain:

Explain your complaint in detail:

I am complaining about a Google scam. On a Google website, a statement was presented that money could be made by running Google ads on your website. In order to enroll it would cost \$2.95. I do not even have a website but thought if I could make some money I might establish one. I gave them my credit card number for the \$2.95 to find out what this was all about.

On the same date that the \$2.95 was deducted from my credit card account, an amount for \$79.90 was also deducted to the same Google account. I protested to my credit card company about the \$79.90 charge and to date have not heard from them.

I checked online about this problem and found that other people are being fleeced in this same manner. According to this online report, the people are being told that the \$79.90 is a monthly charge that will be deducted each month from your credit card.

There was nothing about this \$79.90 charge on the website that I saw this offer. I certainly would not have signed up this if I had known such a charge existed.

I called one number adjacent to the Google entry on my credit card charge and they stated they would not refund the \$79.90 charge on my card. This phone number is 1-800-497-4988.

I called another number that was on the online website where other people were complaining about this scam which some people said was helpful in getting a refund.

When I called this number the person I talked to said they had no record of mine and would not help me.

I feel that other people out there, especially senior citizens like myself, should be warned about this Google scam so that they will not be taken by these scam artists.

Thanks.

What do you think the business should do to resolve your complaint- (circle one)

RFD

Explain if you have circled 'Other':

SIGNATURE

I declare, under penalty of perjury under the laws of the State of Washington, that the

information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals.

I understand that my complaint and the related documents will become a 'public record' and under state law can be subject to a public records disclosure request and thus be seen by other people.

Signature _____ Date September 9, 2009
Received via the Internet
City and State where signed _____ WA

REDACTED



STATE OF INDIANA
OFFICE OF THE INDIANA ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION

302 W. WASHINGTON STREET, 5TH FLOOR • INDIANAPOLIS, IN 46204-2770

www.IndianaConsumer.com

rcvd
9/14/09

GREG ZOELLER
INDIANA ATTORNEY GENERAL

PHONE: 317.232.6330

FAX: 317.233.4393

August 31, 2009

Google, Inc.
1600 Amphitheatre Parkway
Mountain View, CA 94043

Re: File No. 09-CP-59633

vs. Google, Inc.

Dear Google, Inc.:

Enclosed is a complaint received by the Consumer Protection Division. Indiana law requires the Division to investigate and mediate complaints. In order to effectively mediate this complaint, we require your *written* response within fourteen (14) days. We cannot take your response by phone.

Please include the following information in your reply:

1. The file number shown above;
2. My name, _____;
3. Your explanation of what happened;
4. A copy of all documents relating to the complaint; and
5. An explanation of what, if any, action you would be willing to take to resolve the dispute.

Your prompt reply is required for our investigation and the resolution of this complaint. You may mail it to the address shown above or fax it to my attention at (317) 233-4393.

Sincerely,

Anthony Simons
Consumer Mediator
Anthony.Simons@atg.in.gov

Enclosure(s)

REDACTED



CONSUMER COMPLAINT FORM

Office of the Indiana Attorney General

AUG 21 2009

To prevent delay, please be sure to complete **both sides** of this form in full. Please print clearly or type. **DO NOT** include your **Social Security Number** on this form or in any accompanying documents.

ATTORNEY GENERAL OF INDIANA
CONSUMER PROTECTION

1. YOUR INFORMATION

Mr. Mrs. Miss Ms. Dr.

Name _____

Address _____

City _____

Zip _____

Age 25-34 35-44 45-54 55-64 65+

Phone _____ Day _____ Evening _____

E-mail _____

2. WHO IS YOUR COMPLAINT AGAINST?

Name/Firm Google via Internet

Address See Attached

City _____ State _____

ZIP _____ County _____

Phone 800 497-4988

E-mail Candeo - 6/22/09

Person you dealt with Melissa

3. WHEN DID TRANSACTION/INCIDENT OCCUR? Date 3/23/09 Time 2:42 AM PM MD

4. WHERE DID THE TRANSACTION/INCIDENT YOU ARE COMPLAINING ABOUT TAKE PLACE? (Check box when applicable)

At the firm's place of business

My home

Away from the firm's place of business (work, convention, etc.)

Other _____

By Mail

By Internet/e-mail

By telephone

5. WHAT WAS THE VERY FIRST CONTACT BETWEEN YOU AND THE FIRM?

I telephoned the firm

I responded to a TV/radio ad

A person came to my home

I received information by e-mail

I received information in the mail

I went to the firm's place of business

I received a telephone call from the firm

I responded to an offer on the Internet

I responded to a printed advertisement

Other _____

6. DO YOU CONSENT TO DISCLOSING THE FOLLOWING TO THE PUBLIC?

The nature and status of your complaint and the name of the firm? Yes No

Your name? Yes No

Your phone number? Yes No

7. WHAT WAS THE TRANSACTION FOR?

My business

My family/household

My farm

8. HOW DID YOU PAY?

Cash Credit Card Medicaid Private Insurance

Check Installment Loan Medicare Other Debit CARD

9. DID YOU SIGN ANY WRITTEN AGREEMENT? IF YES, PLEASE ATTACH A COPY OF THE AGREEMENT. Yes No

For Office Use Only:

Ind	Prac	PL	<u>MO</u>	NL	NJ	OA:	Inv.	Sec	File #
188	16								-CP-

REDACTED

10. HAVE YOU COMPLAINED TO THE BUSINESS? (Check box when applicable) Yes No
 When? 6/22/09 Action taken? I WAS TOLD THAT

11. WITH WHAT OTHER AGENCY HAVE YOU FILED THIS COMPLAINT?
 When? _____ Action taken? _____

12. HAVE YOU CONTACTED A PRIVATE ATTORNEY? Yes No

13. HAVE YOU STARTED A COURT ACTION? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS. Yes No

14. HAVE YOU BEEN SUED OVER THIS ISSUE? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS. Yes No

15. DOLLAR AMOUNT ASSOCIATED WITH YOUR LOSS, IF ANY. \$ _____

16. PLEASE DESCRIBE YOUR COMPLAINT IN DETAIL (ATTACH ADDITIONAL PAGES IF NECESSARY)

Please attach a copy of all papers involved (order blank, warranty, credit card receipt and statement, invoice, contract or written agreement, advertisement, cancelled check, correspondence and all other related documents). Please print clearly or type. DO NOT INCLUDE YOUR SOCIAL SECURITY NUMBER.

3-23-09 I submitted to an offer from Google for a kit to make money at home - I paid shipment fee of \$2.95 for an info. pkg. to be delivered. I NEVER received anything, however my checking acct. was being debited for the amt. of 69.90 in March '09, April '09, May '09 & again twice in June '09 - Amounts to \$1349.50. I haven't received July statement as of yet - when I finally reached a real person concerning this situation it was on 6-22-09, person name Melissa Agrees to cancel the transaction; I understood

17. HOW WOULD YOU LIKE YOUR COMPLAINT RESOLVED? to be a shipment -

I would appreciate a complete return re - turned to me for something I never received.

18. CONSENT AND VERIFICATION

I affirm, under the penalties for perjury, that the foregoing representations, and those in all attachments, are true. The information I have provided in this complaint form is based upon my personal knowledge. I consent to the Consumer Protection Division obtaining or releasing any information in furtherance of the disposition of this complaint. I understand that I should not include my Social Security Number in any information submitted to the Consumer Protection Division. If I do provide my Social Security Number, I expressly consent to the disclosure of my Social Security Number in accordance with Indiana Code § 4-1-10-5(2).

Your signature _____ Date 8/18/09

WHAT WILL HAPPEN NOW? WHAT ELSE SHOULD YOU DO?

The Consumer Protection Division will send a copy of your complaint to the respondent firm or licensed professional. This office cannot disclose your complaint against a licensed professional to the public unless this office files a disciplinary action against the licensed professional. This office represents the State of Indiana and is limited in the remedies it can pursue. You may be entitled to compensation or other rights that we cannot pursue for you. In addition to filing this complaint, you may want to consider contacting a private attorney or your local small claims court.

MAIL COMPLETED FORMS TO:

Attorney General Greg Zoeller
 Consumer Protection Division
 Government Center South, 5th floor
 302 West Washington Street
 Indianapolis, IN 46204
 PH: 317-232-6330 • FAX: 317-233-4393
 www.IndianaConsumer.com

IP ADDRESS

Google

Acct

67.163.84.71 / 3-23 14:42 : 475e

MOT

\$2.95

DR1 800-497-4988

username -

P.WORD (~~41234 j.s.~~)

3089

JA 1995

I'm not sure if there was a print Deouted for March - see ATTACHED!

MARCH
APRIL
MAY
June + 2

69.90
+ 5
\$ 349.50

11/0/22/09/11

1-800-597-4988

~~Cancel/Advised~~

A 1034

~~821634~~

~~Confidential~~

~~Confidential~~

~~Apple Hill~~

10/00

redits

Date	Description	Amount
06/24		
06/25		
06/26	24692164T002Lfgb4 06/03/0, 9 NC CheckCard Trans.	69.90
07/09		
07/13		
07/13		
07/16		

Total: 7 items for \$



Checks and Converted Checks

Check Number	Amount	Description	Date Paid
--------------	--------	-------------	-----------



Online Bill Payments/Electronic Payments

Date	Description	Amount
------	-------------	--------



CheckCard/ATM Transactions

Date	Description	Amount
------	-------------	--------

Continued

REDACTED

96631

Interim Statement

Page 1

05/08/09

Beginning Balance:

Date	Description	Checks/Debits	Deposits/Credits	Balance
------	-------------	---------------	------------------	---------

05/04/09

VISA CHECK CARD TRANSACTION

-69.90

REDACTED

2026

An update on your disputed transaction.



June 25, 2009

Account number ending in: 7

Case Number:

Dear _____

We wanted to update you on our investigation for the disputed transaction from **Dri*Google** for \$69.90 charged to your CheckCard account.

We have temporarily credited your account pending the completion of our investigation.

On 6/25/09, we issued a provisional credit to your bank account for \$69.90. This includes the amount in dispute plus an interest adjustment if your account is interest bearing. You will have full use of these funds throughout the investigation of your claim.

When your claim is resolved, we will notify you of our findings and provide you with information about any resulting adjustments, which may include:

- Making the provisional credit permanent if we determine that an error occurred.
- Removing the provisional credit from your account if we determine there was no error.
- Making a final adjustment; for example, because a different error occurred than what was originally reported or to compensate you for bank fees resulting from the error.

Please take a minute to let us know if we met your expectations in handling your dispute by answering our survey. Visit www.nationalcitydisputefeedback.com. Simply enter pass code : _____ when prompted. Your information will help us continue to provide the highest quality service.

If you have any questions, please call us at 1-800-925-2752. As always, thank you for banking with National City.

Sincerely,
Dispute Resolution Specialist
Dispute Resolution Department

QUESTIONS? 1-800-925-2752
Hours: Monday - Friday 8 a.m. to 6:30 p.m. EST.

REDACTED