



Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints

Reference Number:	48812810	Originator Reference Number:	10860090092082
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	After I received the Global Pro System from Omaha NE. I had to call several times to get a return add. they still billed my acct. \$39.95 I returned it. On 8-1-13 I ordered Global Pro System online. I received it on 8-6-13. I had tried to cancel on 8-1-13 but was told it had been sent out. I returned it on 8-17-13 and received an e-mail saying as long as I returned the system if they had billed me it would be put back in my acct. They took it out on 9-8-13. The phone # is not in service. The sales rep. name is Heidi no last name. I have nothing but an address. It is E-Business returns 14301 FNB Pkwy Omaha NE. 68154 #100. I also have the origin id: OMAA 480-563-2971 Thank You, [REDACTED] --- Additional Comments: I want my money back.		
Was the complaint resolved?:	Yes	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	9/17/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	9/17/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			

Consumer Information

Consumer

Complaining Company/Org:			
First Name:	[REDACTED]	Last Name:	[REDACTED]
Address 1:	[REDACTED]	Address 2:	[REDACTED]
City:	HENDERSON	State:	Nevada
Zip:	[REDACTED]	Country:	UNITED STATES
Home Number:	[REDACTED]	Work Number:	[REDACTED]
Fax Number:	[REDACTED]	Ext:	
Email:	[REDACTED]	Age Range:	

Military Service Branch:			Soldier Status:	
Soldier Station:				
Subject				
Subject:	Global Pro System, Inc.			
Address:	3615 S Town Center Dr Ste 110			
City:	Las Vegas	State/Prov:	Nevada	
ZIP:		Country:	United States	
Email:		URL:		
Area Code:	775	Phone Number:	8832384	
Ext:		Subject ID Type:		
Subject ID Issuer State:		Subject ID Issuer Country:		
Representative Name:		Title:		

Record # 2 / Consumer Sentinel Network Complaints			
Reference Number:	48935908	Originator Reference Number:	10860090091820
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Credit card charged \$39. I requested info, I did not like. I email K. Mueller on 8/25/13 not to charge my credit card. I returned product 8/26/13 via US Mail. My card was charged \$39. --- Additional Comments: Refund of charges to my credit card.		
Was the complaint resolved?:	y	Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	9/9/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$39.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	9/9/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	EUREKA	State:	Missouri
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		
City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:			
Area Code:	775	URL:	
Ext:		Phone Number:	8832384

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 3 / Consumer Sentinel Network Complaints			
Reference Number:	48507456	Originator Reference Number:	10860090091460
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>I asked for information on this online business. They charged me \$9.95 to ship it. Upfront that was non-refundable. That was fine. Peggy Hixon (my mentor) emailed me about an appointment she never told me I would be charged if I didn't return the package in 14 days. She showed me later the details which were 14 days to look through the information. Return it and no charges. I contacted Peggy Hixon and told her I didn't want this and she sent me an email to return it and they would refund my \$39.99. It has been delivered for 5 days and she will not contact me nor give me my refund. I have written many emails and she will not respond. I want my refund. I'm going to have to shut off my credit card so they can't charge me anything else. I've read other complaints about this company and people have been charged \$299 after they have returned the package. I really hope someone can help me get my refund from these people. Product_ Or_ Service: Online business --- Additional Comments: DesiredSettlementID: Other (requires explanation) I want my refund of \$39.99. Peggy Hixon promised me when I returned the package I would get my refund. I have not yet and she will not respond to mine.</p>		
Was the complaint resolved?:		Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	9/4/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$39.99
Payment Method:		Agency Contact:	External Agency
Complaint Date:	9/4/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	MUSCATINE	State:	Iowa
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		

City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:		Subject ID	
		Type:	
Subject ID		Subject ID	
Issuer State:		Issuer Country:	
Representative		Title:	
Name:			

Record # 4 / Consumer Sentinel Network Complaints			
Reference Number:	48662688	Originator Reference Number:	10860090091513
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I paid 9.95 for a packet only to find out that my card will be billed 40.00 within 14 days. The product was suppose to be FREE!! I was misled on information regarding work at home. The man on the site raves about scams and tells you he will give you FREE information and won't ask for a penny like other websites, only to ask you to pay 9.95 for an express starter package and then I find out that my card will be billed 39.95 within 14 days. So the information is not free nor does he explain what kind of work will you be doing. He also states that their company is accredited by the BBB. That's what hooked me. After I checked with the BBB, they state that this company is not accredited with them. Now I have to return the package and they won't refund me my money. 9.99. --- Additional Comments: I want my 9.99 refunded to me. I returned the package, so I should get my money back. I am not going to use it or need it.		
Was the complaint resolved?:		Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	9/3/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$9.99
Payment Method:		Agency Contact:	External Agency
Complaint Date:	9/3/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	PHOENIX	State:	Arizona
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		

City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 5 / Consumer Sentinel Network Complaints			
Reference Number:	46428813	Originator Reference Number:	10860090087955
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	See attached document. Click Here to Get the File https://odrcomplaint.bbb.org/bureaus/files/complaints9566966Givin C. Complaint.pdf --- Additional Comments: DesiredSettlementID: Other (requires explanation) See attached document.		
Was the complaint resolved?:		Complaint Resolution:	TRANSFERRED TO ANOTHER BBB. This complaint is about a business that is located in another BBB's service area.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	6/4/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	6/4/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	SAINT EDWARD	State:	Nebraska
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		
City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:		Subject ID Type:	

Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 6 / Consumer Sentinel Network Complaints			
Reference Number:	46165126	Originator Reference Number:	10860090087562
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	Global Pro Vemma Nutrition advertised online and on the radio for a program to work at home they advertised you could get started for \$40 first of all it turned out to be \$50 then when you have your phone interview they say it will be \$300 to start your training then you have to pay to have a website put up then you have to choose and pay for advertising they also say that it is possible to make six figures within a year or two after you sign up they send you a disclaimer which states only 25 percent of the company actually make that everyone else can expect approximately seven hundred and forty one dollars annually they also say that if you cancel within 30 days and return the materials they will only charge the \$10 for shipping and not the additional \$40 we sent everything back and three weeks later on April 15th 2013 they charge my credit card \$39.99 I have called twice a day everyday since in the hopes it was a clerical error today April 19th 2013 they charged my credit card for ANOTHER \$39.99 Product_ Or_ Service: nothing --- Additional Comments: DesiredSettlementID: Other (requires explanation) I want my money back and if possible I would like them formally penalized somehow so they'll quit doing this to people		
Was the complaint resolved?:		Complaint Resolution:	TRANSFERRED TO ANOTHER BBB. This complaint is about a business that is located in another BBB's service area.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	5/22/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$90.00
Payment Method:		Agency Contact:	External Agency
Complaint Date:	5/22/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	RENO	State:	Nevada
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		

City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 7 / Consumer Sentinel Network Complaints			
Reference Number:	45868009	Originator Reference Number:	10860090086585
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	This company fraudulently charged money to my debit card. Then lied and said I gave authorization, when I did no such thing. The only reason I knew I had been charged was that I happened to see an email in my spam folder. Please don't trust this so called 'online business'. They are crooks. --- Additional Comments: DesiredSettlementID: Other (requires explanation) Just let public know of these people stealing money from trusting people please, thank you.		
Was the complaint resolved?:		Complaint Resolution:	INFORMATION ONLY. This consumer communication does not require a business response.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	4/29/2013
Updated By:	BBBLVNV-USER	Updated Date:	9/26/2013
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/29/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	ROCHESTER	State:	New Hampshire
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		
City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:			

		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 8 / Consumer Sentinel Network Complaints			
Reference Number:	45926371	Originator Reference Number:	10860090086181
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	See Attached Document. Click Here to Get the File https://odrcomplaint.bbb.org/bureaus/files/complaints9506868Taylor, J. Complaint.pdf --- Additional Comments: DesiredSettlementID: Other (requires explanation) See Attached Document.		
Was the complaint resolved?:	n	Complaint Resolution:	TRANSFERRED TO ANOTHER BBB. This complaint is about a business that is located in another BBB's service area.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	4/17/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/17/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	KENEFIC	State:	Oklahoma
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		
City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:		Subject ID Type:	

Subject ID		Subject ID Issuer	
Issuer State:		Country:	
Representative		Title:	
Name:			

Record # 9 / Consumer Sentinel Network Complaints			
Reference Number:	45867977	Originator Reference Number:	10860090085956
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>Global Pro System / Income at Home is an internet business scam with high profile people giving them testimonials. Thier products that they sell take a back seat to the 'system'. The system makes them the real money where they promiise you a real business oppotunity which will cost \$299 plus around \$78 a month for a website, and want to charge you for it immediately. When you follow their directions, which they insist on, then decide that this is not for you, you are required to ship their worthless materials back to them within 14 days. You are on the hook as soon as you give them your credit card number,as they have no intention in acknowledging return of a brochure and a DVD, which neither contain any specific information on the product, 'Vemma', which is descibed as a health drink, the DVD contains a lot of testimonials. Both are practically worthless except for the conditions and instructions you must follow. If they do not acknowledge return of the information packet, you pay \$39.95. You have paid \$9.95 already to ship out an envelope, supposedly to be received by you next day, but doesnt arrive until three days after ordering The clock is ticking on the packet. That is how they get you. To ship it back FEdEx is a minimum \$23.95, I mailed mine 'priority mail'. The billing of \$39.95 was automatic, 14 days later. Thays their 'system' for making money.Product_ Or_ Service: Internet Business Opportunity --- Additional Comments: DesiredSettlementID: Other (requires explanation) To help protect people from falling in to this trap. I am already contesting the charges. Call these people and let them know that their should be no cost for a brochure. If your travel agent gave you a brochure and you decided against booking a trip, and they billed you \$39.95 for the brochure, would this agent ever stay in business? Put his company on the top of the sneaky scammer list!</p>		
Was the complaint resolved?:	n	Complaint Resolution:	INFORMATION ONLY. This consumer communication does not require a business response.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	4/15/2013
Updated By:	BBBLVNV-USER	Updated Date:	9/26/2013
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$39.95
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/15/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	WOODSTOCK	State:	Illinois
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	

Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		
City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 10 / Consumer Sentinel Network Complaints			
Reference Number:	46067286	Originator Reference Number:	10860090085960
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I had a mentor named Peggy Hixon who was supposed to help me through this program. On March 27th. I called her 2x and she never returned my phone calls. then I e mailed her to let her know I was quitting this program, and that I want all my money back. and again she never responded back.If this global pro system is supposed to be legit, so You can work from home and make money well they are very poor as far as your mentor helping you to get through this. As I was told in the beginning, when I signed up for this, they tell you, you will never be alone that they are there to help guide you through this all.Product_ Or_ Service: vemma nutr. drinks & membershi --- Additional Comments: DesiredSettlementID: Other (requires explanation) My outcome of this is I want all my money back. Which is a total of \$142.96		
Was the complaint resolved?:		Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	4/15/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$142.96
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/15/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	CLEVELAND	State:	Ohio
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		
City:	Las Vegas	State/Prov:	Nevada

ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:		Subject ID	
		Type:	
Subject ID		Subject ID	
Issuer State:		Issuer Country:	
Representative		Title:	
Name:			

Record # 11 / Consumer Sentinel Network Complaints

Reference Number:	46067288	Originator Reference Number:	10860090085961
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	<p>My husband and I watched Mikes video regarding working from home only paying a one time fee of \$9.95 with the video being visual it made my husband a believer without researching as he normally would do; but we believed in Mike's video. Only to learn that the home business has additional expense and that my husband would be charged \$39.95 after receiving the training packet. All of this not shared in the introduction to the business; because we would have never agreed to proceed. We are a one income family and have no additional funds to lose. I received a phone call from Earlene Coats to confirm my shipping address and even then I verbally said to her that the websites Mike had emailed all cost additional money that I'm unable to do; she hesitated (first red flag) and never replied to me. She only shared with me after I received my training packet and an email from Mike that spoke of additional expense. I was not pleased and my husband really was angry! He had me email Earlene immediately to cancel and receive a refund. I received an email stating the shipping address to return the training packet and that if it was not returned within 14 days that my husband would receive an additional charge on his credit card of \$39.95 NEVER was it mentioned to me that the \$9.95 was non refundable for the training packet. Why would this not be refunded because it has no use if not proceeding with the home business, as well as, an additional cost to return of \$14.02 This to me is 100% PURE SCAM!!!! Stealing money. I was given a contact website http://contactobs.com/ which I completed requesting a refund of my training packet with a reply from them that everything went through my coach (Earlene Coats) nothing stated from either the customer support agent or Earlene that my husband would not receive a refund from Global Pro Systems only the threat of an additional charge if return was not received before day 14. After my request of a refund and to not proceed is when Earlene Coats shared all additional information with me via emails ~ after the fact is unfair and dishonest. They had already made \$9.95 and scammed yet another person. Why should my husband be without a total of \$23.97 ?? Its one thing to be without \$9.95 but an additional expense to return unused literature and DVD when I could have easily thrown the folder in the trash! Global Pro System (not so pro) , Mike J (per emails) and Earlene Coats needed to be honest and upfront before shipping out the training packet instead of taking advantage of us and stealing hard earned money from my husband. Harassment and Stealing in the USA is Illegal Shame on all of them ! Looking back through my emails my husband and I discovered that the home business website is not even available to view any longer the only thing that appears is Thank You. So again who is being dishonest and nothing but a SCAM! Additional information: Card charge: 02/24/13 EARLENE COATS \$9.95/24/13 was the evening I signed up I did not speak with Earlene till 2/25/13 Additional information via emails started 2/26/13 I have all emails with dates so the only one being honest here is myself, [REDACTED] Product_ Or_ Service: Training Packet folder w/DVD Order_ Number: # [REDACTED] -CS per email Account_ Number: None of this given t --- Additional Comments: Desired Settlement ID: Other (requires explanation) A check paid to the order of my husband [REDACTED] in the amount of \$23.97 Figured amount for the training packet (that was returned within the first 9 days) and the expense of shipping the training packet back to Global Pro System</p>		
Was the complaint resolved?:	Complaint Resolution: ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.		
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	4/15/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$23.97
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/15/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau -	

		Resolved to Satisfaction?:
Member of armed forces or dependent?:		
Consumer Information		
Consumer		
Complaining Company/Org:		
First Name:		Last Name:
Address 1:		Address 2:
City: TOLEDO		State: Ohio
Zip:		Country: UNITED STATES
Home Number:		Work Number:
Fax Number:		Ext:
Email:		Age Range:
Military Service Branch:		Soldier Status:
Soldier Station:		
Subject		
Subject:	Global Pro System, Inc.	
Address:	3615 S Town Center Dr Ste 110	
City: Las Vegas	State/Prov:	Nevada
ZIP:	Country:	United States
Email:	URL:	
Area Code: 775	Phone Number:	8832384
Ext:	Subject ID Type:	
Subject ID Issuer State:	Subject ID Issuer Country:	
Representative Name:	Title:	

Record # 12 / Consumer Sentinel Network Complaints			
Reference Number:	45949896	Originator Reference Number:	10860090085958
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I heard the advertisement while listening to the radio at work. Later that day i went to the provided website where i signed up for the information packet and was charged for shipping only. The website states that you have two weeks to view without being charged more than the shipping then after that they charge you 39.99 which is refundable minus shipping within 90 days. I returned the item back and the usps tracking number says that they received the item on march 27th. i contacted customer service on April 1st to inquire about the status of my return and they said someone should call me back but to also submit a email inquiry too. I have done both no one responds to my emails and they dont return calls. Product_ Or_ Service: Training Package Order_ Number: N/A Account_ Number: N/A --- Additional Comments: Desired Settlement ID: Other (requires explanation) i would like a refund in the amount of 39.99 credited back to the credit card used to receive the items		
Was the complaint resolved?:		Complaint Resolution:	ASSUMED RESOLVED. The business addressed the issue, but the consumer has not verified with the BBB that the complaint is settled nor requested additional BBB assistance.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	4/15/2013
Updated By:		Updated Date:	
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$39.99
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/15/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	LAKE ELSINORE	State:	California
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		

City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:		Subject ID	
		Type:	
Subject ID		Subject ID	
Issuer State:		Issuer Country:	
Representative		Title:	
Name:			

Record # 13 / Consumer Sentinel Network Complaints


Reference Number:	45867981	Originator Reference Number:	10860090085957
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	On Friday 04/05/2013 I went to their website to cancel my account. I followed their online instructions and their system told me the cancelation would be Sunday 04/07/2013. The account was not cancelled and I was billed \$59.99. I have called their 1800 number for customer service and all I get is someone who cannot do anything but take my information and tell me that someone will call me back. Nobody has called me back. I have even tried the e-mail route. Got a responding e-mail saying someone will get in touch with me. Nobody has. --- Additional Comments: DesiredSettlementID: Other (requires explanation) I want my money back and my account cancelled.		
Was the complaint resolved?:	y	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	4/15/2013
Updated By:	BBBLVNV-USER	Updated Date:	9/26/2013
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$358.99
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/15/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	BAYVILLE	State:	New Jersey
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		
City:	Las Vegas	State/Prov:	Nevada
ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384

Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 14 / Consumer Sentinel Network Complaints

Reference Number:	45867987	Originator Reference Number:	10860090085959
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N
Comments:	I am seeking refund of 49.99 for subscription that was cancelled , membership was cancelled on april 1st Payment was not due until April 4th. I was spicific when cancelled stating 'Cancel Immediatly' DO NOT DEBIT ANOTHETR PAYMENTMy account was debited within 1 hour of cancelling . 4 phone calls and 6 emails were sent requesting refund with NO response AT ALL. the following is AS STATED IN GPS TERMS'I acknowledge that if for any reason I decide to terminate my GPS membership and service, I may receive a refund for my membership up to 7 days after the initial membership charge. It is MY responsibility to log into my GPS account and click the My Account > 'cancel account' button to stop all further monthly billing. My last monthly billing charge may be reimbursed if it was incurred within 7 days of closing my GPS account.' I cancelled because their service is shameful. and their marketing is misleading.Product_ Or_ Service: subscription --- Additional Comments: DesiredSettlementID: Other (requires explanation) Refund.....		
Was the complaint resolved?:	y	Complaint Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
Entered By:	BBBLVNV-USER	Entry Date:	4/15/2013
Updated By:	BBBLVNV-USER	Updated Date:	9/26/2013
Complaint Source:	BBB NV Las Vegas	Product Service Code:	Business Opportunities\Work-At-Home Plans
Amount Requested:		Amount Paid:	\$49.99
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/15/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
Consumer Information			
Consumer			
Complaining Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	CONCORD	State:	New Hampshire
Zip:		Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
Subject			
Subject:	Global Pro System, Inc.		
Address:	3615 S Town Center Dr Ste 110		
City:	Las Vegas	State/Prov:	Nevada

ZIP:		Country:	United States
Email:		URL:	
Area Code:	775	Phone Number:	8832384
Ext:		Subject ID	
		Type:	
Subject ID		Subject ID	
Issuer State:		Issuer Country:	
Representative		Title:	
Name:			

 Provided by the Federal Trade Commission