

DIAMOND SPONSOR: Jewelry Television

PLATINUM SPONSORS: Pilot Corporation, Ruby Tuesday

GOLD SPONSORS: AT & T/ A T & T Mobility, ATC (All Types Construction), Advance Auto Parts, Clayton Homes Inc., ORNL Federal Credit Union

SILVER SPONSORS: Collier Group Restaurants , MECO Corporation, Regions, The Inn at Christmas Place

BRONZE SPONSORS: Cabins USA, Champion Chevrolet-Cadillac, LLC, Fowlers Furniture Inc., Free Service Tire Co.Inc., LLC, Hidden Mountain Resort, Knology Inc., Mattress Direct/Beds To Go, Mountain Laurel Chalets, Northwestern Mutual financial Network / Allen Whilhoit, Paul E. Ownby Painting, LLC: Phil Bachman Toyota/Scion, The Mountain Press

PHISHING SCHEME

We have just been alerted to a phishing scheme that is going around to our members all over the United States. The notice looks very much like the actual notice you get from our system, but it is not coming from us and opening it could cause damage to your computer system. Remember if there is any doubt in your mind about whether or not it came from us please feel free to call Jerry, Jeanie or Rose at 692-1616 -x102, x106, or x109, they will be glad to verify whether or not it is from us. If it is from another BBB we will call and verify that they sent it to you and let you know if it is alright to open it. So far the customer name has been only- **JAMES HARLOW** but we are sure they will try more.

HERE IS WHAT YOU SHOULD SEE IF A COMPLAINT IS ACTUALLY FROM US:

BBB of Greater East Tennessee
255 N. Peters Road, Suite A
Knoxville, TN 37923
Tel: 865-692-1600 Fax: 865-692-1590

July 27, 2010

Mr. XXXXX
XXXXXXXXXXXXX Co.
53 Your Street
Knoxville, TN 37XXX

RE: Case # seven digit number beginning in 8: Customers name

The BBB offers you the opportunity to preserve consumer goodwill by addressing the issues presented in the complaint on the reverse side.

The BBB takes no position as to the validity of the complaint. Our goal is to help you and the consumer resolve this issue in a mutually satisfactory manner.

In accordance with your BBB membership agreement, we are requesting a written response to this complaint by **August 10, 2010**. If we are unable to satisfactorily resolve the dispute through our complaint conciliation process, our mediation/arbitration services are also available to you. Your prompt response greatly enhances the chances for a successful resolution.

We encourage you to use our ONLINE COMPLAINT system to respond to this complaint. The following URL (website address) below will take you directly to this complaint and you will be able to enter your response directly on our website:

<http://www.knoxville.bbb.org/complaint/view/8XXXXXX/b/4a8cc5>

If you are unable to respond using the internet, then please respond in writing to the address above.

We look forward to your prompt attention to this matter.

Sincerely,
BBB employee name
BBB employee title
BBB Complaint Department

HERE IS WHAT IS BEING SENT TO MEMBERS BY SOMEONE ELSE:

From: Better Business Bureau [mailto:seatac@bbb.org]
Sent: Friday, July 23, 2010 7:04 PM

To: xxxxxxx

Subject: [1] BBB Complaint Case #900579054 (Ref #96-3183008-50683892-5-164)

BBB CASE #891632334

Complaint filed by:	Jason Harlow
Complaint filed against:	Business Name: xxxxCompany Contact: James xxxxxxxs BBB Member: YES
Complaint status:	Open
Category:	Contract Issues
Case opened date:	07/23/2010
Case closed date:	Pending

[Please click here to access the complaint](#)

On July 23 2010, the consumer provided the following information: (The consumer indicated he/she DID NOT received any response from the business.)

The form you used to register this complaint is designed to improve public access to the Better Business Bureau of Consumer Protection Consumer Response Center, and is voluntary. Through this form, consumers may electronically register a complaint with the BBB. Under the Paperwork Reduction Act, as amended, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. That number is 360-733.

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REMEMBER WHEN IN DOUBT PLEASE CONTACT US...

NEW LAW TO PROTECT TENNESSEE HOMEOWNERS

Knoxville, TN -- July 7, 2010 A Press Conference was held on July 7, 2010 at the BBB of Greater East Tennessee. Representative Bill Dunn and Subcommittee Chairman Harry Tindell, met with local media to discuss the passing of House Bill 2625 which will protect Tennessee homeowners against unscrupulous contractors.

Rep. Bill Dunn stated contractors who leave homeowners high and dry, by taking money and doing little or no work can be prosecuted. This applies to licensed and unlicensed contractors. The new law treats the offense as theft. These criminals can be arrested and potentially face jail time. "If someone takes \$5,000 away from you with a gun or with a promise on your front porch, they have still stolen from you. The State of Tennessee will put you in jail."

Prior to this law, which went into effect on July 1, 2010, victims only recourse was to attempt to recoup losses through civil court, received judgments, which were difficult, if not impossible to receive. Unscrupulous contractors were then free to move on to the next job and the next victim.

Representative Dunn credited House Budget Subcommittee Chairman, Harry Tindell for being instrumental in the passage and crafting of this bill. Mr. Tindell stated our hope is that this law will deter these types of crimes.

For more information: <http://state.tn.us/sos/acts/106/pub/pc1055.pdf>

2010 BBB GOLF TOURNAMENT RESULTS

I just wanted to take this opportunity to thank each and everyone that contributed to this year's BBB Golf Tournament. Without your continued support, this would not be a success.

For the first time in our tournament history, all three top teams had identical scores of 53! After handicapping, the winners were:

**First Place: Temp Systems, Inc.
Second Place: Fountain City Finance Company, Inc.
Third Place: Tilley-Lane, Inc.**

Again, thank you so much for all your support! If we can ever be of service to you, please do not hesitate to call on us.

**Respectfully,
Jerry A. Tipton
President/CEO**







New Online Members June-July
2010

Company

URL

Custom Design Construction	www.customdesigntn.com
Tennessee Insurance Agency, Inc.	www.tiaknox.com
Gent Heating & Cooling	www.gentheatandcool.com
MK Heating & Air	www.cleanaircomfort.com
Power Quality Solutions, Inc.	www.pqsi.com
Roger That, LLC	www.rogerthatandyman.com
Smoky Mountain Traders, Inc.	www.smokymountaintraders.com
Secure Wealth Services	www.securewealthservices.com
Ace Electric Service Company, LLC	www.aceelecservice.com
J & C Billing Service	www.jcbilling.com
The Career Coach Online	www.thecareercoachonline.com
The Law Offices of Mayer & Newton	www.richardmayer.com
Champion Chevrolet-Cadillac, LLC	www.championjc.com
Lyon Roofing, Inc.	www.wesellmetalroofing.com
Christmas Place	www.christmasplace.com
The Partridge & Pear at Christmas Place	www.partridgeandpear.com

June – July 2010 New BBB
Accredited Businesses

Company	Street Address	City	County	ST.	Zip
Auto Body of Oak Ridge	100 Melton Lake Drive	Oak Ridge	Anderson	TN	37830
DayBreak Personal Services	110 Newton Lane	Oak Ridge	Anderson	TN	37830
Koda Systems	40 N. Jefferson Circle	Oak Ridge	Anderson	TN	37830
Full Service BBQ	113 S. Washington Street	Maryville	Blount	TN	37804
Residential Roofing Systems	618 Aquam Circle	Crossville	Cumberland	TN	38572
Hiscall, Inc.	1001 Gentry Circle	Dickson	Dickson	TN	37055
Edward H. Moody, Jr., DDS, PC	920 W. Main Street	Morristown	Hamblen	TN	37814
Law Enforcement Publications	2348 W. Andrew Johnson Hwy	Morristown	Hamblen	TN	37814
Lazy Days RV Sales & Repair	3506 E. Andrew Johnson Hwy	Morristown	Hamblen	TN	37814
PLP & Associates, Inc.	4265 Leslie Drive	Morristown	Hamblen	TN	37814
Porter Tire Stores, Inc.	P. O. Box 68	Morristown	Hamblen	TN	37815
The Nail Shoppe	2307 W. Andrew Johnson Hwy	Morristown	Hamblen	TN	37814
Bell's Irrigation Systems	8868 Northshore Drive	Knoxville	Knox	TN	37922
Catalyst Technology Group USA.	P. O. Box 31747	Knoxville	Knox	TN	37930
Cedar Bluff Coin Laundry	402 N. Cedar Bluff Road	Knoxville	Knox	TN	37923
Gent Heating & Cooling	5635 Maloneyville Road	Corryton	Knox	TN	37721
Harold C. Ward, Jr., CPA, PC	P. O. Box 51143	Knoxville	Knox	TN	37912
Karen's Katering	3825 Proffitt Lane	Knoxville	Knox	TN	37931
Manorhouse Assisted Living	8501 S. Northshore Drive	Knoxville	Knox	TN	37922
MK Heating & Air	P. O. Box 30197	Knoxville	Knox	TN	37930
Power Quality Solutions, Inc.	12529 Coral Reef Circle	Knoxville	Knox	TN	37922
Premier Electrolysis Clinic	301 Gallaher View Road, #107	Knoxville	Knox	TN	37919
Regas Restaurant	318 N. Gay Street	Knoxville	Knox	TN	37917
Robert M. Kelso, DDS	6311 Kingston Pike, #3E	Knoxville	Knox	TN	37919
Roger That, LLC	11234 Hawkstone Lane	Knoxville	Knox	TN	37934
Roth Land Surveying	6718 Kern Road	Knoxville	Knox	TN	37918
T. Master's Painting	103 Cox Street	Knoxville	Knox	TN	37919
Tennessee Insurance Agency, Inc.	7557 Barnett Way	Powell	Knox	TN	37849
The Career Coach Online	5433 Glenhill Drive, #406	Knoxville	Knox	TN	37919
The Law Offices of Mayer & Newton	1111 Northshore Drive, #S-570	Knoxville	Knox	TN	37919
Woodcraft Supply	8023 Kingston Pike	Knoxville	Knox	TN	37919
Custom Design Construction	1352 Cloyds Church Rd.	Greenback	Loudon	TN	37742
Howard Electric & Construction	1931 Riley Dr	Lenoir City	Loudon	TN	37771
Smoky Mountain Traders, Inc.	11840 Highway 321 South	Lenoir City	Loudon	TN	37772

Kingston Dental, LLC	820 N. Kentucky Street	Kingston	Roane	TN	37763
Christmas Place	2470 Parkway	Pigeon Forge	Sevier	TN	37868
J & C Billing Service	3335 Bell Road	Sevierville	Sevier	TN	37862
Property Relief, LLC	P. O. Box 5050	Sevierville	Sevier	TN	37864
The Partridge & Pear at Christmas Place TN	2480 Parkway	Sevierville	Sevier		37868
J & J Motors	2820 N. John B. Dennis Hwy	Kingsport	Sullivan	TN	37660
Mr. Rooter of Northeast Tennessee	P. O. Box 3604	Johnson City	Washington	TN	37602

AD REVIEW

Mori Luggage & Gifts
Knoxville, TN 37919

The BBB contacted this company about “Up to 50% Advertising claim

Savings or price reduction claims covering a group of items with a range of savings should state both the minimum and maximum savings without undue or misleading display of the maximum. The number of items available at the maximum savings should comprise a significant percentage, typically 10%, of all the items in the offering, unless local or state law requires otherwise.

This company did respond and stated they would consider the guidelines for their future advertising efforts. This was closed as meeting our BBB Code of Advertising standards.

Leisure Products
Kingsport, TN 37663

It was brought to the BBB’s attention that the Comparison chart on the website has incorrect information on competitors, also the digital fan and audio are not reflected as an additional charge of \$199 under the Listing price. This company promptly made any and all changes. Leisure Products is an Accredited Business since February 2010 with an A- rating.

Brown Squirrel
Knoxville, TN 37930

The BBB contacted this company about the following advertising claim:

We undersell the other stores 10 to 30% ALWAYS

Superiority Claims-Comparatives

- (a) Truthful comparisons using factual information may help consumers make informed buying decisions, provided: (1) all representations are consistent with the general rules and prohibitions against false and deceptive advertising; (2) all comparisons that claim or imply, unqualifiedly, superiority to competitive products or services are not based on a selected or limited list of characteristics in which the advertiser excels while ignoring those in which the competitors excel; (3) the advertisement clearly discloses any material or significant limitations of the comparison; and (4) the advertiser can substantiate all claims made. (b) Advertising which deceptively or falsely disparages a competitor or competing products or services should not be used.

We received no response from this company and closed as unadjusted. Company does not meet BBB Advertising Standards.

BBB “ACCREDITED BUSINESSES” BUYING PROGRAM

The BBB of Greater East Tennessee is pleased to offer its “Accredited Businesses” Buying Program which is available to BBB accredited businesses and the general public. This program will allow you to reach thousands of prospective customers free!

Auto Body of Oak Ridge

100 Melton Lake Drive
Oak Ridge, TN 37830
865-685-0137

15% off on any detail service on automobiles, ATV's, and boats.

ECI (Educator Concepts, Inc.)

1260 Gallaher Road, Suite B
Kingston, TN 37763
865-376-7247

10% off on regular priced items.

Full Service BBQ

113 S. Washington Street
Maryville, TN 37804
865-981-4414

10% off on entire order.

Gent Heating and Cooling

5635 Maloneyville Road
Corryton, TN 37721
865-603-4328

*5% off on total bill for senior citizens;
20% off on service call (normal \$85).*