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October 28, 2009

Commonwealth of Pennsylvania  
Office of Attorney General  
Bureau of Consumer Protection  
Erie Regional Office  
1001 State Street  
Suite 1009  
Erie PA 16501

RE: Don Baker (D-002036-2009)

Dear Ms. Smith,

We are in receipt of the consumer complaint referenced above and would very much appreciate any assistance you can provide in regard to mediation.

We've been in and out of contact with Mr. Baker over the past two years, mostly trying to ignore his unprofessional tirades, his seemingly mentally unstable ramblings, and his postings on his website which outright call our business "a bunch of liars." We've finally come to the point where we can no longer tolerate his actions, and have asked him to retract statements made online accusing our business of lying to the public about our status as a manufacturer. While he has retracted some statements, he persists in trying to seriously damage the character of our business. He has gone so far as to contact one of our customers who had previously requested a quote from him and badger him about the products he received. We've enclosed a copy of his e-mail thread (posted on his website without our customer's knowledge) along with the unedited version of the same e-mail thread and our customer's reaction to being used in this way.

We have been on the receiving end of countless e-mails from Mr. Baker that can only be considered as harassment or even cyber bullying. We choose not to respond to his tirades, but he inevitably sends along more of the same just to make sure we haven't forgotten about him.

We've also been in contact with one of our competitors who is currently testifying against Mr. Baker in a cyber bullying case. We're providing a copy of our competitor's e-mail asking for assistance, as well as a copy of the front page of a website Mr. Baker has established that states many federal agencies are neglecting their duties or are just plain "out to get him" in regards to this matter. Mr. Baker chooses to defame any and all companies that have the audacity to state that they "manufacture cast bronze plaques." I'm not sure how Mr. Baker knows the exact nature of every bronze plaque business in the country, but he states on his website that any business, with the exception of a select few, that states they are a manufacturer is lying to the public and should not be trusted. We have invited Mr. Baker to our location on many occasions, offering him a tour of our

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facilities, so that he may see for himself that we are what we say we are... a manufacturer of bronze plaques.

We are enclosing a sampling of the e-mails that we have received from Mr. Baker. They are long and rambling, and sometimes difficult to understand. These are not by any means the entire lot of e-mails we have had to deal with. But each one is more and more unprofessional, rude, and very simply full of unfounded malicious rantings. Along with copies of his e-mails he provided with his complaint to the FTC are copies of the actual e-mails sent/received showing the details he edited out in order to make himself not seem so ridiculous or fanatical over his whole unfounded tirade. There are also copies of e-mails between himself and Robert Barber where he is clearly making assumptions about our business and passing them off as "facts" in his own mind.

There is enough business available to ensure healthy competition amongst all the businesses in our area of commerce. There is simply no reason for Mr. Baker to try to defame every single one of them, and there is no reason why we should have to sit back and allow it.

We respectfully request that you review the enclosed materials and would appreciate any suggestions you might have related to ending Mr. Baker's vicious attacks on our business, as well as the others he has chosen to smear on his website.

Respectfully,

Cynthia Linnon  
President