



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
DIVISION OF CONSUMER AFFAIRS
500 JAMES ROBERTSON PARKWAY, FIFTH FLOOR
NASHVILLE, TENNESSEE 37243-0600

(615) 741-4737

TN TOLL FREE 1-800-342-8385
FAX 615-532-4994

October 6, 2009

Don Baker
3205 Arthur Drive
Ruston, LA 71270

RE: Sign Letters on the Web
File Number 09-03878 SB

Dear Mr. Baker:

Thank you for contacting the Tennessee Division of Consumer Affairs in the Department of Commerce and Insurance. I want to acknowledge receipt of your complaint against Sign Letters on the Web and let you know we are happy to intervene on your behalf. We attempt to mediate a solution to the problem which is fair to both the consumer and business whenever possible. Please read the enclosed brochure, The Consumer Complaint Process, which explains what you may expect during our mediation process.

A Consumer Protection Specialist has been assigned to handle your complaint and you will be contacted in writing as soon as we have any information to share. Meanwhile, if you reach a settlement with Sign Letters on the Web, please let us know in writing. If you need to contact us, feel free to do so, preferably in writing, so we may have documentation for your file.

Sincerely,

Mary Clement
Director

3IF YOU HAVE A CONSUMER COMPLAINT YOU MUST CONTACT THE BUSINESS FIRST...

Try talking to a manager. Most problems are resolved at this level. If you are still not satisfied, try contacting the owner of the business or the business's corporate headquarters. If you are still not satisfied after contacting the business, then you may file a Consumer Complaint Questionnaire with the Tennessee Division of Consumer Affairs.

WHAT IS THE FIRST STEP TO FILING A COMPLAINT?

Follow these four steps to help prevent delays in processing your complaint:

1. The consumer must live in Tennessee OR the business must be located in Tennessee.
2. Answer all questions in the complaint questionnaire. Briefly describe your complaint and include all important facts. Either type or print clearly and legibly.
3. Provide copies of any documents that would support your complaint. DO NOT mail original documents; these will not be returned.
4. Don't forget to date and sign the complaint questionnaire before mailing it back to us.

WILL YOU NOTIFY ME WHEN YOU RECEIVE MY COMPLAINT?

After we receive your complaint questionnaire, it takes about two weeks to fully set up your file. We will then notify you through the mail, by postcard, when your file as been created. At that time, your complaint will be assigned to a Specialist.

HOW LONG WILL IT TAKE BEFORE I HEAR ANYTHING AFTER THAT?

The specialist who has been assigned to your case will send a copy of your complaint to the business. The business will be given fifteen (15) business days to respond to this office.

WHAT IF THE BUSINESS DOES NOT RESPOND TO MY COMPLAINT?

The Tennessee Division of Consumer Affairs was established in 1977 with the intent of enforcing the Tennessee Consumer Protection Act and assisting consumers who have suffered loss as a result of deceptive business practices. If a business does not respond, a second notice is given before placing this business on our Buyer Beware List. You may view our Buyer Beware List on our web page at www.state.tn.us/consumer.

MAY I CALL FOR AN UPDATE ON MY COMPLAINT?

It is not necessary to call and check on the status of your complaint; you will be notified by mail when we receive any information regarding your case.

WHAT IF I NEED TO CONTACT MY SPECIALIST ABOUT AN UPDATE TO MY COMPLAINT?

If you need to provide us additional information, please do so in writing. You must include your full name and your file number on all correspondence to our office or you may email at Consumer.Affairs@state.tn.us. Please make sure to include your full name and file number in the subject field of the email.

WHAT HAPPENS NEXT?

When the business does reply, we will send you a copy of their response.

WHAT IF I AM NOT SATISFIED WITH THE RESPONSE I RECEIVED FROM THE BUSINESS?

You may send a written notification to the Specialist handling your case requesting further mediation. The Specialist will determine on a case by case basis what further action, if any, the Division may take to help resolve the dispute.

WHAT IF I AM STILL NOT SATISFIED?

This Division, by law, cannot force a business to satisfy your complaint. The mediation process that we provide relies on the voluntary cooperation of both the consumer and the business.

SHOULD I CONTACT ANOTHER GOVERNMENT AGENCY?

Our Agency cooperates and works closely with other government agencies. If appropriate, we will forward your complaint to another agency for assistance. If your complaint is referred to another agency, we will advise you of the referral. In any event, we will keep your complaint on file so that we can monitor the complaint history.

All complaints submitted to the Tennessee Division of Consumer Affairs will become part of our permanent records and are subject to the Public Records Act.