

COMPLAINT # 37043388

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Deborah Alford	DAY PHONE:	615 449-2334
ADDRESS:	105 Bay CT.	EVE PHONE:	-
	Lebanon, TN		
	37087	EMAIL:	dalford@kraftcpas.com
\$ VALUE:	\$0.00	FAX:	-

DETAILS

CONCERNING: **Sales Practice Issues**

OPENED **22 February 2013**

CLOSE CODE: **150 - Answered**

CLOSED **27 February 2013**

CLOSED BY: **REM**

ENTERED BY:

ASSIGNED TO: Dispute Resolution Department

NATURE OF DISPUTE: Customers receiving mis-leading mailings pertaining to filing of their annual minutes. Customers of our company have been receiving mailings marked "IMPORTANT" Annual Minutes Requirement Statement. The format of the envelope and instructions are such that the he recipient is under the impression that they must file the annual minutes form with Corporate Records Service. Since they are forwarding the forms to our office we are advising them that they are not required to file these specific forms.

DESIRED RESOLUTION: No settlement requested

BUSINESS RESPONSE: We apologize that you are not satisfied with our explanation. We are a legitimate company and provide a service that many companies do appreciate.

Thanks Again,

Corporate Records Service

DECISION:

ACTIVITY:

02/22/2013 web BBB Case Received by BBB

02/22/2013 REM BBB Case Reviewed by BBB

02/22/2013 Otto EMAILSend Acknowledgement to Consumer

02/22/2013 Otto EMAILNotify Business of Dispute

02/25/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare a high quality annual minutes book for your company and return it to you. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, that we are NOT a government agency and we do not have a contract with the government to provide our service and does explain different options for minute preparation other than our services. Many companies find our service to be of great value and very fairly priced as compared to some minute preparation alternatives, such as corporate attorneys. We apologize for the misunderstanding.

Sincerely,
Corporate Records Service

02/25/2013 REM EMAILForward Business response to Consumer

02/26/2013 WEB BBB BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

Regardless of how the company represents itself the practices are misleading and according to the BBB the company was issued a warning regarding their business practices. It also appears that the company does not have a legitimate business office where their work is conducted. We will continue to advise our customers not to use this firm for processing of corporate minutes.

02/26/2013 REM EMAILForward Consumer Rebuttal to Business

02/27/2013 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : We apologize that you are not satisfied with our explanation. We are a legitimate company and provide a service that many companies do appreciate.

Thanks Again,

Corporate Records Service

02/27/2013 REM EMAILSend Consumer Rebuttal - No New Offer - AJR

02/27/2013 Otto EMAILInform Business - Case ADMINISTRATIVELY CLOSED

02/27/2013 Otto BBB Case ADMINISTRATIVELY CLOSED

COMPLAINT # 37043372

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **KTM Associates, Inc.**
ADDRESS: 400 S Houston Levee Rd
Eads, TN
38028
\$ VALUE: \$0.00

DAY PHONE: -
EVE PHONE: -
EMAIL: -
FAX: -

DETAILS

CONCERNING: **Advertising Issues**
OPENED 05 February 2013
CLOSED 04 March 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 150 - Answered
CLOSED BY: OttOtto

NATURE OF DISPUTE: See Attachment.

DESIRED RESOLUTION:

BUSINESS RESPONSE: Corporate Records Service is a document preparation service which prepares all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

DECISION:

ACTIVITY:

02/04/2013 TSS BBB Case Received by BBB
02/05/2013 REM BBB Case Reviewed by BBB
02/05/2013 Otto MAIL Send Acknowledgement to Consumer
02/05/2013 Otto EMAIL Notify Business of Dispute
02/06/2013 REM BBB MORE INFO RECEIVED FROM THE BUSINESS : Hello,

We have received this complaint. However, there is no explanation as to what the complaint is regarding. Please respond with details to enable our company to respond accordingly.

Thank You,
CRS

02/18/2013 OttO BBB No response to first notice to business
02/18/2013 OttO EMAIL Reminder of Dispute to Business
02/18/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Corporate Records Service is a document preparation service which prepares all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this

service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

02/18/2013 REM MAIL Forward Business response to Consumer

03/04/2013 OttO BBB No Consumer Response- Assumed Resolved with Letter

03/04/2013 OttO EMAIL Inform Business - Case Closed ASSUMED RESOLVED

03/04/2013 OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043391

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: Ralph Bard	DAY PHONE: 931 454-2296
ADDRESS: 710 Kings Lane	EVE PHONE: 931 703-0561
Tullahoma, TN	
37388	EMAIL: rmbard@charter.net
\$ VALUE: \$0.00	FAX: 9314555081

DETAILS

CONCERNING: **Advertising Issues**

OPENED 03 July 2013	CLOSE CODE: 150 - Answered
CLOSED 22 July 2013	CLOSED BY: OttOtto
ENTERED BY:	

ASSIGNED TO: Dispute Resolution Department

NATURE OF DISPUTE: Advertisement designed to look like an actual government document requesting payment and the annual report as required by the State of TN. Document arrived in my law office and my wife's medical practice that in appearance looked like the annual report form required by the state for corporations and LLC's. Forms enclosed designed to look like official forms from the TN Department of State. Intent is obviously designed to extort money from small businesses to provide a service that can be easily and cheaply completed by the small business owner. This looks like a scam to me.

DESIRED RESOLUTION: This business needs to be required to state on its papers in big bold letters, that this is not a state document and is a private business. A busy office might fill out the form and send in money not realizing that this is not required. All disclaimers should be in large bold letters.

BUSINESS RESPONSE: We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added THE PEDIATRIC CENTER OF TULLAHOMA PC, (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

DECISION:

ACTIVITY:

07/02/2013 web BBB Case Received by BBB
07/03/2013 BJT BBB Case Reviewed by BBB
07/03/2013 Otto EMAILSend Acknowledgement to Consumer
07/03/2013 Otto EMAILNotify Business of Dispute
07/05/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service.

This is stated clearly in bold throughout our mailings. We have added THE PEDIATRIC CENTER OF TULLAHOMA PC, (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

07/09/2013 REM EMAILForward Business response to Consumer

07/22/2013 OttO BBB No Consumer Response- Assumed Resolved with Letter

07/22/2013 OttO EMAILInform Business - Case Closed ASSUMED RESOLVED

07/22/2013 OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37062484

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Scott Blake	DAY PHONE:	901 523-0235
ADDRESS:	671 Jefferson Ave.	EVE PHONE:	-
	Memphis, TN		
	38105	EMAIL:	monty@design500.us
\$ VALUE:	\$0.00	FAX:	-

DETAILS

CONCERNING: **Billing or Collection Issues**

OPENED 07 January 2016
CLOSED 07 January 2016
ENTERED BY:
ASSIGNED TO: Gail Bowman

CLOSE CODE: 600 - Letter of Experience
CLOSED BY: Diane VanderMark

NATURE OF DISPUTE: Official looking annual records solicitation form for business.
Official looking annual records solicitation form for business. Wanting us to send in \$125.

DESIRED RESOLUTION: No more contact from them.

BUSINESS RESPONSE:

DECISION:

ACTIVITY:

01/06/2016 web BBB Case Received by BBB
01/07/2016 10DV BBB Case Determined to be INFO ONLY - No Wait
01/07/2016 Otto EMAILInform Consumer - Case Closed INFO ONLY
01/07/2016 Otto EMAILInform Business of Case Closed INFO ONLY
01/07/2016 Otto BBB Case Closed INFO ONLY
01/08/2016 BBB MORE INFO RECEIVED FROM THE BUSINESS : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added DESIGN 500, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

COMPLAINT # 37043381

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Mary Branch**
ADDRESS: **99 Bridgeway Ave**
Old Hickory, TN
37138
\$ VALUE: **\$0.00**

DAY PHONE: **615 847-2396**
EVE PHONE: **-**
EMAIL: **-**
FAX: **6158472396**

DETAILS

CONCERNING: **Sales Practice Issues**
OPENED **30 January 2013**
CLOSED **25 February 2013**
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: **150 - Answered**
CLOSED BY: **OttOotto**

NATURE OF DISPUTE: See attachment.

DESIRED RESOLUTION:

BUSINESS RESPONSE: Corporate Records Service is a document preparation service who offers to prepare all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

Thank You,

Corporate Records Service

DECISION:

ACTIVITY:

01/30/2013 TSS BBB Case Received by BBB
01/30/2013 REM BBB Case Determined to be INFO ONLY - Wait
01/30/2013 Otto MAIL Inform Consumer - Case Closed INFO ONLY
01/30/2013 Otto MAIL Inform Business of Case Closed INFO ONLY
01/30/2013 Otto BBB Case Closed INFO ONLY
01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto MAIL Send Acknowledgement to Consumer
01/30/2013 Otto MAIL Notify Business of Dispute
02/11/2013 Otto BBB No response to first notice to business
02/11/2013 Otto EMAIL Reminder of Dispute to Business
02/12/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Corporate Records Service is a document preparation service who offers to prepare all of the necessary documents to

fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

Thank You,

Corporate Records Service

02/12/2013 REM MAIL Forward Business response to Consumer

02/25/2013 OttO BBB No Consumer Response- Assumed Resolved with Letter

02/25/2013 OttO EMAIL Inform Business - Case Closed ASSUMED RESOLVED

02/25/2013 OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043395

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Kirsten Damphier**
ADDRESS: 1101 Brentwood Lane
Brentwood, TN
37027
\$ VALUE: \$0.00

DAY PHONE: 615 376-6057
EVE PHONE: -
EMAIL: beginningsphotos@gmail.com
FAX: 6153765203

DETAILS

CONCERNING: **Billing or Collection Issues**

OPENED 20 June 2013
CLOSED 09 July 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 150 - Answered
CLOSED BY: OttOOtto

NATURE OF DISPUTE: This company is sending annual minute forms for a fee of \$125.00
The state dept. associated with this stated that this was a scam.

2013 annual minutes form.
yearly mailers charging a fee - done with state online.
I feel they are scamming TN businesses.

DESIRED RESOLUTION: stop sending these forms to businesses.
acknowledge that this is a scam.

BUSINESS RESPONSE: We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added BEGINNINGS, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

DECISION:

ACTIVITY:

06/20/2013 web BBB Case Received by BBB

06/20/2013 REM BBB Case Reviewed by BBB

06/20/2013 Otto EMAIL Send Acknowledgement to Consumer

06/20/2013 Otto EMAIL Notify Business of Dispute

06/27/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added BEGINNINGS, INC.,

(same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

06/27/2013 REM EMAILForward Business response to Consumer

07/09/2013 Otto BBB No Consumer Response- Assumed Resolved with Letter

07/09/2013 Otto EMAILInform Business - Case Closed ASSUMED RESOLVED

07/09/2013 Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043379

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Daryl Dennison	DAY PHONE:	-
ADDRESS:	7105 Crossroads BLVD, STE 104 Brentwood, TN 37027	EVE PHONE:	-
\$ VALUE:	\$0.00	EMAIL:	ddennison@cornerstonetechnical.com
		FAX:	-

DETAILS

CONCERNING: **Advertising Issues**

OPENED 25 January 2013

CLOSE CODE: 150 - Answered

CLOSED 13 February 2013

CLOSED BY: REM

ENTERED BY:

ASSIGNED TO: Dispute Resolution Department

NATURE OF DISPUTE: Basically it is the exact same complaint as this company has done in other states.
See this link:

<http://www.bbb.org/central-illinois/business-reviews/records-management/corporate-records-service-in-springfield-il-90020738>

DESIRED RESOLUTION: No settlement requested, just warning the BBB to warn others and perhaps shut down this practice.

BUSINESS RESPONSE: Hello,

As previously explained, we do offer a product and service that is both valuable and legitimate, which is NOT a scam. We have removed your company from our contact list. You will not receive any additional offers from our company. Thank You.

Sincerely,

Corporate Records Service

DECISION:

ACTIVITY:

01/25/2013 web BBB Case Received by BBB

01/25/2013 REM BBB Case Determined to be INFO ONLY - Wait

01/25/2013 Otto EMAILInform Consumer - Case Closed INFO ONLY

01/25/2013 Otto MAIL Inform Business of Case Closed INFO ONLY

01/25/2013 Otto BBB Case Closed INFO ONLY

01/30/2013 REM BBB ReOpen the Complaint

01/30/2013 REM BBB Case Reviewed by BBB

01/30/2013 Otto EMAILSend Acknowledgement to Consumer

01/30/2013 Otto MAIL Notify Business of Dispute

02/08/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

We apologize for the confusion. We have removed your company from our contact list. Please see below for the purpose of our mailing.

Corporate Records Service is a document preparation service which prepares all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

Thank You,
Corporate Records Service

02/08/2013 REM EMAILForward Business response to Consumer

02/11/2013 WEB BBB BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

The explanation about the "service" offered may be accurate but it is being sold in a very deceitful way. The forms they send attempt to deceive the recipient that the forms are required.

The Tennessee Secretary of State has issued a warning about this scam (their word, not mine). Please see this link.

<http://tnsos.org/Press/story.php?item=476>

Simply removing me from their mailing list is not an acceptable solution to this scam.

02/11/2013 REM EMAILForward Consumer Rebuttal to Business

02/12/2013 REM BBB RECEIVE BUSINESS RESPONSE : Hello,

As previously explained, we do offer a product and service that is both valuable and legitimate, which is NOT a scam. We have removed your company from our contact list. You will not receive any additional offers from our company. Thank You.

Sincerely,
Corporate Records Service

02/12/2013 REM EMAILFORWARD BUSINESS RESPONSE TO CONSUMER : Hello,

As previously explained, we do offer a product and service that is both valuable and legitimate, which is NOT a scam. We have removed your company from our contact list. You will not receive any additional offers from our company. Thank You.

Sincerely,
Corporate Records Service

02/13/2013 WEB BBB BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

The Tennessee Secretary of State has called this a scam (<http://tnsos.org/Press/story.php?item=476>). The Illinois Secretary of State has called this a scam (<http://www.bbb.org/central-illinois/business-reviews/records-management/corporate-records-service-in-springfield-il-90020738>).

The product/service you offer may very well be legitimate, I can not speak to that fact but that it not my complaint. Your mailings however are designed to look like the official state forms and are purposefully intended to fool people that these are the actual state forms. Your goal is clearly to deceive people into paying your fee by convincing them they are filling out the state form when they are not.

02/13/2013 REM BBB Bureau Judged Case AJR

02/13/2013 Otto EMAILInform Consumer Case Closed Answered

02/13/2013 Otto EMAILInform Business - Case ADMINISTRATIVELY CLOSED

02/13/2013 Otto BBB Case ADMINISTRATIVELY CLOSED

COMPLAINT # 37043393

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Terry Doria	DAY PHONE:	-
ADDRESS:	573 Grand Oaks Dr	EVE PHONE:	-
	Brentwood, TN		
	37027	EMAIL:	terrydoria@comcast.net
\$ VALUE:	\$0.00	FAX:	-

DETAILS

CONCERNING: **Billing or Collection Issues**
OPENED 09 July 2013
CLOSED 22 July 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 150 - Answered
CLOSED BY: OttOOtto

NATURE OF DISPUTE: Received solicitation from Corporate Record Services to collect \$125 for Annual Minutes for our business.

n/a

DESIRED RESOLUTION: no settlement just a complaint

BUSINESS RESPONSE: We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added TND ENTERPRISES, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

DECISION:

ACTIVITY:

07/05/2013 web BBB Case Received by BBB
07/09/2013 REM BBB Case Reviewed by BBB
07/09/2013 Otto EMAILSend Acknowledgement to Consumer
07/09/2013 Otto EMAILNotify Business of Dispute
07/10/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added TND ENTERPRISES, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.
07/10/2013 REM EMAILForward Business response to Consumer
07/22/2013 Otto BBB No Consumer Response- Assumed Resolved with Letter
07/22/2013 Otto EMAILInform Business - Case Closed ASSUMED RESOLVED

07/22/2013 **OttO BBB** Case closed - ASSUMED RESOLVED

COMPLAINT # 37043389

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Laura Durden	DAY PHONE:	615 833-6329
ADDRESS:	4937 Stillwood Drive	EVE PHONE:	615 833-6329
	Nashville, TN		
	37220		
\$ VALUE:	\$0.00	EMAIL:	laura.durden@att.net
		FAX:	-

DETAILS

CONCERNING: **Billing or Collection Issues**

OPENED 15 February 2013

CLOSE CODE: 150 - Answered

CLOSED 04 March 2013

CLOSED BY: OttOOtto

ENTERED BY:

ASSIGNED TO: Dispute Resolution Department

NATURE OF DISPUTE: They contacted me and are saying that I must pay \$125.00 to submit my annual minutes. This is a scam.

This company is running a scam and trying to collect \$125 for filling Corporation Annual Minutes.

DESIRED RESOLUTION: None. I just want these people to be charged with fraud.

BUSINESS RESPONSE: Hello,

Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare a high quality annual minutes book for your company and return it to you. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, that we are NOT a government agency and we do not have a contract with the government to provide our service. Many companies find our service to be of great value and very fairly priced as compared to some minute preparation alternatives, such as corporate attorneys. Our documents do not say that we offer any filing services with the government. Our documents also do not ask for any filing fees. We apologize for the misunderstanding.

Sincerely,

Corporate Records Service

DECISION:

ACTIVITY:

02/14/2013 web BBB Case Received by BBB

02/15/2013 REM BBB Case Reviewed by BBB

02/15/2013 Otto EMAIL Send Acknowledgement to Consumer

02/15/2013 Otto EMAIL Notify Business of Dispute

02/18/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare a high quality annual

minutes book for your company and return it to you. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, that we are NOT a government agency and we do not have a contract with the government to provide our service. Many companies find our service to be of great value and very fairly priced as compared to some minute preparation alternatives, such as corporate attorneys. Our documents do not say that we offer any filing services with the government. Our documents also do not ask for any filing fees. We apologize for the misunderstanding.

Sincerely,
Corporate Records Service

02/18/2013 REM EMAILForward Business response to Consumer

03/04/2013 OttO BBB No Consumer Response- Assumed Resolved with Letter

03/04/2013 OttO EMAILInform Business - Case Closed ASSUMED RESOLVED

03/04/2013 OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043396

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Adam Fleming**
ADDRESS: 3048 Sulphur Springs Rd
Murfreesboro, TN
37129
\$ VALUE: \$0.00

DAY PHONE: 615 427-9085
EVE PHONE: -
EMAIL: adamflem@gmail.com
FAX: -

DETAILS

CONCERNING: **Billing or Collection Issues**

OPENED 27 June 2013
CLOSED 03 July 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 110 - Resolved
CLOSED BY: OttOotto

NATURE OF DISPUTE: This is mail fraud. Billing for a non-existent service.

Please tell me how in the heck this Corporate Records Service, (5133 Harding Rd B-10 #102, Nashville, TN 37205-2823 - ph 888-408-0886) is still in business? (it's a UPS store or something similar, I researched it)

This is the second time in the last 6 months I have received this scam paperwork in the mail. I can imagine how many people fall for their ploy, since we are only talking about \$125.

Something should really be done to shut these people down.

DESIRED RESOLUTION: I want this company to be shut down. I have contacted the secretary of state and local media to get this company to cease their existence.

BUSINESS RESPONSE: We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added SCOTT BENNETT CONSTRUCTION, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

DECISION:

ACTIVITY:

06/27/2013 web BBB Case Received by BBB
06/27/2013 REM BBB Case Reviewed by BBB
06/27/2013 Otto EMAILSend Acknowledgement to Consumer
06/27/2013 Otto EMAILNotify Business of Dispute
07/01/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a

government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added SCOTT BENNETT CONSTRUCTION, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

07/01/2013 REM EMAILForward Business response to Consumer

07/02/2013 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

And that's why you have an "F" rating with the BBB, and a warning from the TN secretary of state on their website. Say what you will. This is still a scam service.

07/03/2013 OttO EMAILInform Business - Case Closed RESOLVED

07/03/2013 OttO BBB Case Closed RESOLVED

COMPLAINT # 37043392

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Tim Green**
ADDRESS: 641 Ermac Dr
Nashville, TN
37214
\$ VALUE: \$0.00

DAY PHONE: 615 414-3387
EVE PHONE: -
EMAIL: tgreen@greenspctn.com
FAX: -

DETAILS

CONCERNING: **Advertising Issues**

OPENED 21 June 2013
CLOSED 09 July 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 150 - Answered
CLOSED BY: OttOotto

NATURE OF DISPUTE: Misleading information leaving one to believe this form is required when it is not. I have forms to attach to email for BBB but currently don't see address for email.

DESIRED RESOLUTION: None

BUSINESS RESPONSE: We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added GREEN'S EXTERMINATING COMPANY, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

DECISION:

ACTIVITY:

06/21/2013 web BBB Case Received by BBB
06/21/2013 REM BBB More info received from the consumer
06/21/2013 REM BBB Case Reviewed by BBB
06/21/2013 Otto EMAIL Send Acknowledgement to Consumer
06/21/2013 Otto EMAIL Notify Business of Dispute
06/27/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added GREEN'S EXTERMINATING COMPANY, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.
06/27/2013 REM EMAIL Forward Business response to Consumer
07/09/2013 OttO BBB No Consumer Response- Assumed Resolved with Letter

07/09/2013 **OttO EMAIL** Inform Business - Case Closed ASSUMED RESOLVED

07/09/2013 **OttO BBB** Case closed - ASSUMED RESOLVED

COMPLAINT # 37043374

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Rick Hollow	DAY PHONE:	-
ADDRESS:	10924 McBride Ln	EVE PHONE:	-
	Knoxville , TN		
	37932-3221		
\$ VALUE:	\$0.00	EMAIL:	r hollow@hollowlaw.com
		FAX:	-

DETAILS

CONCERNING: **Sales Practice Issues**
OPENED 31 January 2013
CLOSED 18 February 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 150 - Answered
CLOSED BY: OttOOtto

NATURE OF DISPUTE: Colonial Casualty Ceded Reinsurance Co, Inc received the attached document in the mail. Possible fraud.

DESIRED RESOLUTION: Possible fraud

BUSINESS RESPONSE:

We apologize for the confusion. Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare the documents and then return them in a high quality annual minutes book. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, we are NOT a government agency and that we do not have a contract with the government to provide our service. As with your other complaint filed, we were able to find your company information in our system based on the address and info given. We have removed your company from our contact list.

Sincerely,

Corporate Records Service

DECISION:

ACTIVITY:

01/31/2013 KLP BBB Case Received by BBB
01/31/2013 REM BBB Case Reviewed by BBB
01/31/2013 Otto EMAILSend Acknowledgement to Consumer
01/31/2013 Otto EMAILNotify Business of Dispute
02/05/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for the confusion. Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare the documents and then return them in a high quality annual minutes book. No company is

required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, we are NOT a government agency and that we do not have a contract with the government to provide our service. As with your other complaint filed, we were able to find your company information in our system based on the address and info given. We have removed your company from our contact list.

Sincerely,
Corporate Records Service

02/05/2013 REM EMAILForward Business response to Consumer

02/18/2013 Otto BBB No Consumer Response- Assumed Resolved with Letter

02/18/2013 Otto EMAILInform Business - Case Closed ASSUMED RESOLVED

02/18/2013 Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043376

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Parkes Hughes**
ADDRESS: P.O. Box 38
Collinwood, TN
38450
\$ VALUE: \$0.00

DAY PHONE: 931 724-6258
EVE PHONE: -
EMAIL: wparkes@tds.net
FAX: 9317246259

DETAILS

CONCERNING: **Sales Practice Issues**

OPENED 25 January 2013
CLOSED 15 February 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 150 - Answered
CLOSED BY: REM

NATURE OF DISPUTE: Corporate Records Service sends a very official looking form in a green envelope, just like many State of Tn official correspondence. Inside you see instructions for the completion of a legal form showing various TN codes involving "required" Corporate records. There is no number to call but instructions to submit \$125.00 and the form and you will receive your "required" records. They have no number to call or get any information about if this is a State agency or a private business offering a service, but the documentation looks like a state form and could be easily mistaken for something required from the State.

I did NOT fill out the form or send them any money but others in our organization almost did.
If you would like a copy of the forms I will be happy to furnish them.

Thank you for your attention in this matter. I would hate for some small business to think this is a requirement and send money to this business unless they would like to purchase the service.

DESIRED RESOLUTION: Just check this out and make sure others do not make a mistake in thinking this is "required" by the State.

They should at minimum have a phone number you could call to question the service.

BUSINESS RESPONSE: Hello,

Again, we apologize for the confusion. Our documents do NOT say that we are offering to file for businesses as an alternative to filing with the state for \$20. We offer annual minute preparation for businesses, not filing services. We do include a contact email on our form as it is our preferred contact method. We always give our customer service telephone number out upon request or to those who have extensive questions that would be better answered via telephone.

DECISION:

ACTIVITY:

01/24/2013 web BBB Case Received by BBB
01/25/2013 REM BBB Case Determined to be INFO ONLY - Wait
01/25/2013 Otto EMAIL Inform Consumer - Case Closed INFO ONLY
01/25/2013 Otto MAIL Inform Business of Case Closed INFO ONLY
01/25/2013 Otto BBB Case Closed INFO ONLY
01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto EMAIL Send Acknowledgement to Consumer
01/30/2013 Otto MAIL Notify Business of Dispute
02/11/2013 Otto BBB No response to first notice to business

02/11/2013 Otto EMAILReminder of Dispute to Business

02/12/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

We apologize for the confusion. Our mailing envelope and order form do explain, in bold print that we are NOT a government agency. No company is required to use our service, although they may choose to. Upon receipt of an order, we prepare the documents and then return them in a high quality annual minutes book. We do publish our email address on the order form and always give our customer service telephone number out upon request. We never received any contact from you. We can remove your company from our mailing list. Please email us at records@corp-records.com with your company name for removal.

02/12/2013 REM EMAILForward Business response to Consumer

02/13/2013 WEB BBB BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

While this response is acceptable to me as far as I have not been damaged in any way it does not address the issue of people not realizing this is NOT something they have to do. I think the company should add a phone number to the enclosure so someone could at least call and ask questions. As additional evidence that this IS confusing and unclear I spoke with my accountant and they confirmed they had received several phone calls about the paperwork and they were telling people not to fill out the paperwork. In addition the TN secretary of state has the following article on their website about the company:

Tennessee Secretary of State Tre Hargett's office has received inquiries about an official-looking notice from Corporate Records Service. It appears that these notices began arriving in mailboxes around January 22, 2013. Corporate Records Service is not registered, affiliated, or associated with the Tennessee Secretary of State.

The mailer is causing confusion for Tennessee corporations due to its appearance as an official document. Tennessee corporations are required to file annual reports with the Tennessee Secretary of State. Most corporations have also recently received annual report notices from the Secretary of State.

Corporate Records Services is requesting a \$125 fee. The standard fee to file a corporation annual report in Tennessee is only \$20.

"We can confirm that Corporate Records Service is not a business entity on file with our office," Tennessee Secretary of State Tre Hargett said. "I strongly advise corporations to exercise caution before providing their private and confidential information or credit card information to this or any company that is representing itself in this manner."

This entity is NOT operating fairly with the public.

02/13/2013 REM EMAILForward Consumer Rebuttal to Business

02/15/2013 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : Hello,

Again, we apologize for the confusion. Our documents do NOT say that we are offering to file for businesses as an alternative to filing with the state for \$20. We offer annual minute preparation for businesses, not filing services. We do include a contact email on our form as it is our preferred contact method. We always give our customer service telephone number out upon request or to those who have extensive questions that would be better answered via telephone.

02/15/2013 REM EMAILSend Consumer Rebuttal - No New Offer - AJR

02/15/2013 Otto EMAILInform Business - Case ADMINISTRATIVELY CLOSED

02/15/2013 Otto BBB Case ADMINISTRATIVELY CLOSED

COMPLAINT # 37043394

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **William Jones**
ADDRESS: 507 Memorial Blvd.
Springfield, TN
37172
\$ VALUE: \$0.00

DAY PHONE: 615 384-3501
EVE PHONE: -
EMAIL: flooringcenter@comcast.net
FAX: 6153843502

DETAILS

CONCERNING: **Billing or Collection Issues**

OPENED 19 June 2013
CLOSED 02 July 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 110 - Resolved
CLOSED BY: OttOotto

NATURE OF DISPUTE: **Solicitation of services that are unnecessary for a business. The company states that our company must send \$125.00 to file corp.minutes. Corporate Record Services states State Law 48-26-101, 48-17-101 and 48-18-201 that we must file our corp. minutes with them. The charge is \$125.00.**

DESIRED RESOLUTION: **Not requiring a settlement. No money exchanged.**

BUSINESS RESPONSE: **We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added HENRY & BELL, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.**

DECISION:

ACTIVITY:

06/19/2013 web BBB Case Received by BBB

06/19/2013 REM BBB Case Reviewed by BBB

06/19/2013 Otto EMAILSend Acknowledgement to Consumer

06/19/2013 Otto EMAILNotify Business of Dispute

06/27/2013 WEB BBB RECEIVE BUSINESS RESPONSE : **We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added HENRY & BELL, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.**

06/27/2013 REM EMAILForward Business response to Consumer

07/01/2013 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

07/02/2013 OttO EMAILinform Business - Case Closed RESOLVED

07/02/2013 OttO BBB Case Closed RESOLVED

COMPLAINT # 37043377

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Karen Jones**
ADDRESS: 3414 Lebanon Pike
Hermitage , TN
37076-2006
\$ VALUE: **\$0.00**

DAY PHONE: **615 889-0323**
EVE PHONE: **-**
EMAIL: **-**
FAX: **-**

DETAILS

CONCERNING: **Sales Practice Issues**
OPENED **30 January 2013**
CLOSED **22 February 2013**
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: **150 - Answered**
CLOSED BY: **OttOotto**

NATURE OF DISPUTE: See attached.

DESIRED RESOLUTION:

BUSINESS RESPONSE: Hello,

Corporate Records Service is a document preparation service who, upon request, prepares all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

Thank You,

Corporate Records Service

DECISION:

ACTIVITY:

01/30/2013 TSS BBB Case Received by BBB
01/30/2013 REM BBB Case Determined to be INFO ONLY - Wait
01/30/2013 Otto MAIL Inform Consumer - Case Closed INFO ONLY
01/30/2013 Otto MAIL Inform Business of Case Closed INFO ONLY
01/30/2013 Otto BBB Case Closed INFO ONLY
01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto MAIL Send Acknowledgement to Consumer
01/30/2013 Otto MAIL Notify Business of Dispute
02/08/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

Corporate Records Service is a document preparation service who, upon request, prepares all of the necessary documents to fulfill certain corporation annual minute keeping

requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

Thank You,

Corporate Records Service

02/08/2013 REM MAIL Forward Business response to Consumer

02/22/2013 OttO BBB No Consumer Response- Assumed Resolved with Letter

02/22/2013 OttO EMAIL Inform Business - Case Closed ASSUMED RESOLVED

02/22/2013 OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043390

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Kar Plus, Inc. Kar Plus, Inc.	DAY PHONE:	-
ADDRESS:	P O Box 1605 Brentwood, TN 37024-1605	EVE PHONE:	-
\$ VALUE:	\$0.00	EMAIL:	katkisson@karplusmidas.com
		FAX:	-

DETAILS

CONCERNING: **Sales Practice Issues**

OPENED 21 June 2013

CLOSE CODE: 150 - Answered

CLOSED 09 July 2013

CLOSED BY: OttOotto

ENTERED BY:

ASSIGNED TO: Dispute Resolution Department

NATURE OF DISPUTE: Scam mail. Soliciting a service to file a corporate annual report to the State of Tennessee for a fee of \$125.00. It only cost me \$20.00 to file.

They sent me a form, with my State of Tennessee Corporation number, name and address preprinted on it. They ask me to fill form out (it only requires about four names, with titles to be filled in). Then they ask to return the form with \$125.00. The State of Tennessee already sends Corporations this form, which I fill out each year and send the \$20.00 back. SAME FORM, EXTRA \$105.00 FOR NOTHING!!!

DESIRED RESOLUTION: They are crooks and just needed to be reported!

BUSINESS RESPONSE: We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added Kar Plus, Inc., (however, at 2503 CRUZEN ST, NASHVILLE, TN 37211-2110), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

DECISION:

ACTIVITY:

06/21/2013 web BBB Case Received by BBB

06/21/2013 REM BBB Case Reviewed by BBB

06/21/2013 Otto EMAILSend Acknowledgement to Consumer

06/21/2013 Otto EMAILNotify Business of Dispute

06/27/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service.

This is stated clearly in bold throughout our mailings. We have added Kar Plus, Inc., (however, at 2503 CRUZEN ST, NASHVILLE, TN 37211-2110), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

06/27/2013 REM EMAILForward Business response to Consumer

07/09/2013 OttO BBB No Consumer Response- Assumed Resolved with Letter

07/09/2013 OttO EMAILInform Business - Case Closed ASSUMED RESOLVED

07/09/2013 OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37067934

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Mark LePera	DAY PHONE: 239 940-8977
ADDRESS:	548 Tobylynn Drive	EVE PHONE: 239 940-8977
	Nashville, TN	
	37211	
\$ VALUE:	\$0.00	EMAIL: lepera@comcast.net
		FAX: 2399408977

DETAILS

CONCERNING: **Billing or Collection Issues**

OPENED 14 October 2016
CLOSED 27 October 2016
ENTERED BY:
ASSIGNED TO: Germaine Parker

CLOSE CODE: 150 - Answered
CLOSED BY: OttOOtto

NATURE OF DISPUTE: Like many others that have written complaints, this company is committing FRAUD. Sending out official looking bills that look like government issues. You can read the many of other complaints in your files. Using look-alike government forms to trick people into sending them \$150. Shameful. And we expect you, the BBB, to do something. Are we wrong. Isn't that what you do or that's not your job either?

DESIRED RESOLUTION: Arrest these people, fine them, close them down, put them in jail, and return all the money they stole from businesses.

BUSINESS RESPONSE: We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold on the outside of the envelope and in caps within our mailings. The only way someone would be confused by our mailing is if they did not read it. Our service is not to be confused with the annual renewal of the corporation. Renewal of the corporation is still necessary along with complying with the corporate record keeping requirements. Both actions are needed each year a corporation is active. We do regret any misunderstanding or any inconvenience that may have occurred.

DECISION:

ACTIVITY:

10/10/2016 web BBB Case Received by BBB

10/14/2016 10DV BBB Case Reviewed by BBB

10/14/2016 Otto EMAILSend Acknowledgement to Consumer

10/14/2016 Otto EMAILNOTIFY BUSINESS OF DISPUTE : RH - Operator note instructs that Mr. Michael Bishop, General Manager does not need a phone call.

10/18/2016 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated

clearly in bold on the outside of the envelope and in caps within our mailings. The only way someone would be confused by our mailing is if they did not read it. Our service is not to be confused with the annual renewal of the corporation. Renewal of the corporation is still necessary along with complying with the corporate record keeping requirements. Both actions are needed each year a corporation is active. We do regret any misunderstanding or any inconvenience that may have occurred.

10/18/2016 10DV **EMAIL**Forward Business response to Consumer

10/27/2016 Otto BBB No Consumer Response- Assumed Resolved with Letter

10/27/2016 Otto EMAILInform Business - Case Closed ASSUMED RESOLVED

10/27/2016 Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043398

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Hal Mandelman**
ADDRESS: 4536 Horn Lake Rd.
Memphis, TN
38109
\$ VALUE: \$0.00

DAY PHONE: 901 785-7150
EVE PHONE: -
EMAIL: info@newpark.net
FAX: 9017850101

DETAILS

CONCERNING: **Sales Practice Issues**
OPENED 20 June 2013
CLOSED 12 July 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 150 - Answered
CLOSED BY: OttOOtto

NATURE OF DISPUTE: Sends out a mailing that looks "official" for corporation to file a 2013 Annual Minutes Form Shareholders, Directors and Officers.

Sends out a mailing that looks "official" for corporation to file a 2013 Annual Minutes Form Shareholders, Directors and Officers. The form looks like a form from and states the company name as CORPORATE RECORD SERVICES on envelope. It does state on it in print. "this is not a government document" yet gives all appearance that it is and already has your Corporate name, Incorporation date etc pre filled out.

This companies real name is the one found here, but does not list that anywhere. THIS IS SOMETHING THAT COULD EASILY JUST GO TO ACCOUNTS PAYABLE at a company and have a check issued looking like its a required state filed form.

This needs to be put out to WARN ALL BUSINESS OF THIS.

DESIRED RESOLUTION: THEY NEED TO STOP SUCH MAIL OUTS. THEY NEED TO SEND OUT A CLEAR STATEMENT TO ALL THOSE WHO THEY MAILED INFORMING THEM THIS IS NOT A NECESSARY FORM.

THIS IS JUST A RIP OFF ATTEMPT AT BUSINESS.

I can email scanned copies of what they mailed out to show how they tried to make it look OFFICIAL!!

BUSINESS RESPONSE: We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added NEW PARK CEMETERY, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

DECISION:

ACTIVITY:

06/19/2013 web BBB Case Received by BBB
06/20/2013 REM BBB Case Reviewed by BBB
06/20/2013 Otto EMAIL Send Acknowledgement to Consumer
06/20/2013 Otto MAIL Notify Business of Dispute

06/28/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a third party document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold throughout our mailings. We have added NEW PARK CEMETERY, INC., (same address as above), to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

06/28/2013 REM EMAILForward Business response to Consumer

06/28/2013 BBB MORE INFO RECEIVED FROM THE BUSINESS : Business supplied email: records@corp-records.com

Use this address for this or any future complaints, but nothing else

07/12/2013 OttO BBB No Consumer Response- Assumed Resolved with Letter

07/12/2013 OttO EMAILInform Business - Case Closed ASSUMED RESOLVED

07/12/2013 OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043397

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Susan Masie	DAY PHONE:	615 377-1623
ADDRESS:	1880 General George Patton Dr. Suite 202B	EVE PHONE:	-
	Franklin, TN		
	37067	EMAIL:	susan@pediatrictherapies.com
\$ VALUE:	\$0.00	FAX:	-

DETAILS

CONCERNING: **Sales Practice Issues**

OPENED **29 January 2013**

CLOSE CODE: **150 - Answered**

CLOSED **01 March 2013**

CLOSED BY: **REM**

ENTERED BY:

ASSIGNED TO: **Dispute Resolution Department**

NATURE OF DISPUTE: I own a small business in TN. I received an official-looking document from Corporate Records Service with "Annual Minutes Requirement Statement" across the front making it look "official" and, required. Upon doing an on-line search, it became immediately clear this company is attempting to scam hard-working TN business owners and tax payers. The BBB of IL has issued an alert regarding this company and has given them a grad of "F". Secretary of State, Jesse White, is warning business owners about the company. The form looks remarkably like an annual report form. I urge the TN BBB to follow suit and issue a similar alert and grade.

DESIRED RESOLUTION: While they may not be technically involved in illegal activity, clearly, their practices are unethical. They should be given a grade of "F" with an alert going out to all TN businesses. Running a business is complicated and demanding enough without yahoos such as these taking advantage of others. I WILL be contacting the Secretary of State in the morning as well.

BUSINESS RESPONSE: Hello,

We apologize for the confusion. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form and mailing envelope do clearly state in bold print, that we are NOT a government agency. Many companies find our service to be of great value and very fairly priced as compared to some minute preparation alternatives, such as corporate attorneys. We apologize for the misunderstanding. We were able to find your company in our system based on the address given. We have removed your corporation from our contact list. Sincerely,

Corporate Records Service

DECISION:

ACTIVITY:

01/28/2013 web BBB Case Received by BBB
01/29/2013 REM BBB Case Determined to be INFO ONLY - Wait
01/29/2013 Otto EMAILInform Consumer - Case Closed INFO ONLY
01/29/2013 Otto MAIL Inform Business of Case Closed INFO ONLY
01/29/2013 Otto BBB Case Closed INFO ONLY
01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto EMAILSend Acknowledgement to Consumer
01/30/2013 Otto MAIL Notify Business of Dispute

02/08/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

We apologize for the confusion. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form and mailing envelope do clearly state in bold print, that we are NOT a government agency. Many companies find our service to be of great value and very fairly priced as compared to some minute preparation alternatives, such as corporate attorneys. We apologize for the misunderstanding. We were able to find your company in our system based on the address given. We have removed your corporation from our contact list.

Sincerely,
Corporate Records Service

02/08/2013 REM EMAILForward Business response to Consumer

02/11/2013 WEB BBB BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

While true, "no company is required to use our service", when you put "IMPORTANT" and "Requirement Statement" and "Time Sensitive" on the front of your green envelop, you and I both know that your intent is to intimidate and confuse the message. Not to mention that the accompanying letter is not a description of a service you'd like to sell to informed potential clients, but rather an instruction sheet for how to fill out the form. This is further confusion of the truth. As you know, while annual minutes are required for corporations to keep, it is not required to send them in with a fee, unless you are being audited (and even then there is no fee). So your assertion that "our service...very fairly priced as compared to some minute preparation alternatives" is not completely accurate either. It is beyond frustrating to work, worry, and problem solve day and night in an attempt to run an ethical business that contributes to the common good, only to have your organization straddle the line of legal and leap over the line of ethical to squeeze money out of hardworking tax payers. I STRONGLY urge the BBB in Tennessee to give you a rating of "F", as other states have, so that businesses have a full accounting of your practices. I also intend to continue following this up with the Tennessee Secretary of State's office, which I have already been in touch with. Perhaps you do offer a "service of great value" and maybe your apology "for the misunderstanding" is sincere. I will believe that when you take action to edit your materials to be more forthcoming so that misunderstandings stop occurring. I'm sure I am not the only one with difficulty understanding this. In the meantime, shame on you for making my day just a little more difficult than it really needed to be and for forcing me to take my eye off the ball.

02/11/2013 REM MAIL Manually Forward Consumer Response

02/22/2013 Otto BBB No Response from Business re: Consumer Rebuttal

02/25/2013 REM BBB PHONE CALL OR TIME EXTENSION : Called company and spoke with receptionist explained that I was calling in reference to the complaint that was filed. We have not received a business response, so I was following up to make sure your company received the complaint. He left message for Anne indicating I have not received a additional business response.

03/01/2013 Otto BBB No Response from Business re: Consumer Rebuttal

03/01/2013 REM BBB BUREAU JUDGED CASE AJR : AJR

03/01/2013 Otto EMAILInform Consumer Case Closed Answered

03/01/2013 Otto EMAILInform Business - Case ADMINISTRATIVELY CLOSED

03/01/2013 Otto BBB Case ADMINISTRATIVELY CLOSED

03/01/2013 REM BBB BUREAU JUDGED CASE AJR : closed AJR

03/01/2013 Otto EMAILInform Consumer Case Closed Answered

03/01/2013 Otto EMAILInform Business - Case ADMINISTRATIVELY CLOSED

03/01/2013 Otto BBB Case ADMINISTRATIVELY CLOSED

COMPLAINT # 37043375

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Ruby McBride	DAY PHONE:	865 218-4855
ADDRESS:	10923 McBride Ln	EVE PHONE:	-
	Knoxville , TN		
	37932-3251	EMAIL:	WICHYWMTN@aol.com
\$ VALUE:	\$0.00	FAX:	-

DETAILS

CONCERNING: **Sales Practice Issues**
OPENED 31 January 2013
CLOSED 18 February 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 150 - Answered
CLOSED BY: OttOOtto

NATURE OF DISPUTE: McBride Trucking Company received the attached document.

DESIRED RESOLUTION: Possible fraud

BUSINESS RESPONSE: We apologize for the confusion. Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare the documents and then return them in a high quality annual minutes book. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, we are NOT a government agency and that we do not have a contract with the government to provide our service. We were able to find your company information in our system based on the address and info given. We have removed your company from our contact list.

Sincerely,

Corporate Records Service

DECISION:

ACTIVITY:

01/31/2013 KLP BBB Case Received by BBB

01/31/2013 REM BBB Case Reviewed by BBB

01/31/2013 Otto EMAILSend Acknowledgement to Consumer

01/31/2013 Otto EMAILNotify Business of Dispute

02/05/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for the confusion. Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare the documents and then return them in a high quality annual minutes book. No company is

required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, we are NOT a government agency and that we do not have a contract with the government to provide our service. We were able to find your company information in our system based on the address and info given. We have removed your company from our contact list.

Sincerely,
Corporate Records Service

02/05/2013 REM EMAILForward Business response to Consumer

02/18/2013 Otto BBB No Consumer Response- Assumed Resolved with Letter

02/18/2013 Otto EMAILInform Business - Case Closed ASSUMED RESOLVED

02/18/2013 Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043382

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Gary McCormack	DAY PHONE:	-
ADDRESS:	392 Warfield Boulevard Ct	EVE PHONE:	-
	Clarksville , TN		
	37043-5678	EMAIL:	-
\$ VALUE:	\$0.00	FAX:	-

DETAILS

CONCERNING: **Advertising Issues**

OPENED 29 January 2013

CLOSE CODE: 150 - Answered

CLOSED 22 February 2013

CLOSED BY: OttOotto

ENTERED BY:

ASSIGNED TO: Dispute Resolution Department

NATURE OF DISPUTE: See attached flier.

DESIRED RESOLUTION:

BUSINESS RESPONSE: Hello,

Corporate Records Service is a document preparation service who offers to prepare all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

Thank You,

Corporate Records Service

DECISION:

ACTIVITY:

01/29/2013 TSS BBB Case Received by BBB
01/29/2013 REM BBB Case Determined to be INFO ONLY - Wait
01/29/2013 Otto MAIL Inform Consumer - Case Closed INFO ONLY
01/29/2013 Otto MAIL Inform Business of Case Closed INFO ONLY
01/29/2013 Otto BBB Case Closed INFO ONLY
01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto MAIL Send Acknowledgement to Consumer
01/30/2013 Otto MAIL Notify Business of Dispute
02/08/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

Corporate Records Service is a document preparation service who offers to prepare all of the necessary documents to fulfill certain corporation annual minute keeping

requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

Thank You,

Corporate Records Service

02/08/2013 REM MAIL Forward Business response to Consumer

02/22/2013 OttO BBB No Consumer Response- Assumed Resolved with Letter

02/22/2013 OttO EMAIL Inform Business - Case Closed ASSUMED RESOLVED

02/22/2013 OttO BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37043380

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **KENNETH MCFARLEN** DAY PHONE: 931 388-2455
ADDRESS: 102 NASHVILLE HWY EVE PHONE: -
Columbia, TN
38401 EMAIL: kenny@columbianeon.net
\$ VALUE: \$0.00 FAX: 9313882456

DETAILS

CONCERNING: **Sales Practice Issues**
OPENED 25 January 2013
CLOSED 13 February 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 110 - Resolved
CLOSED BY: REM

NATURE OF DISPUTE: Our company, Columbia Neon Co. Inc., received a notice from Corporate Records Service titled "2013-Annual Minutes Form". The envelope read "Important-Annual Minutes Requirement Statement". This document leads one to believe that this is required documentation and that there is a \$125 filing fee that must be enclosed with the form when returned. My research on the internet lead me to find out that this company is pulling this scam all over the United States and there are BBB complaints in other states. Our company files the required Annual Report with the State of TN each October. To their credit, they do disclose on the envelope and in the form that they are not associated with a government agency, but I find the offical looking nature and wording of the form to be misleading.

DESIRED RESOLUTION: None

BUSINESS RESPONSE: We apologize for the confusion. Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company does not any filing services. We offer document preparation only. Our forms do not claim to offer filing services of any sort.. Upon receipt of an order, we prepare the documents and then return them in a high quality annual minutes book. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, we are NOT a government agency and that we do not have a contract with the government to provide our service. We were able to find your company in our system based on the information given. We have removed your company from our contact list.

Sincerely,

Corporate Records Service

DECISION:

ACTIVITY:

01/24/2013 web BBB Case Received by BBB
01/25/2013 REM BBB Case Determined to be INFO ONLY - Wait
01/25/2013 Otto EMAILInform Consumer - Case Closed INFO ONLY
01/25/2013 Otto MAIL Inform Business of Case Closed INFO ONLY
01/25/2013 Otto BBB Case Closed INFO ONLY
01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto EMAILSend Acknowledgement to Consumer

01/30/2013 Otto MAIL Notify Business of Dispute

02/11/2013 Otto BBB No response to first notice to business

02/11/2013 Otto EMAILReminder of Dispute to Business

02/12/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for the confusion. Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company does not offer filing services. We offer document preparation only. Our forms do not claim to offer filing services of any sort.. Upon receipt of an order, we prepare the documents and then return them in a high quality annual minutes book. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, we are NOT a government agency and that we do not have a contract with the government to provide our service. We were able to find your company in our system based on the information given. We have removed your company from our contact list.

Sincerely,

Corporate Records Service

02/12/2013 REM EMAILForward Business response to Consumer

02/13/2013 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

While I accept this text book response from this business, I am also well aware that the State of Tennessee has been notified of this companies questionable tactics as have numerous other states who have posted warnings to business consumers regarding this company. This response is standard and accurate in the fact that the forms do say that Corporate Records service is not a government agency, however, I am concerned with the overall general language of the form and the presentation of the document. Even being a seasoned business executive, I had to look and read very closely to see that this was not required documentation and a quick internet search threw up red flags as I saw that multiple states and business owners had made complaints about this company. I am afraid a new business was easily fall prey to these tactics. I appreciate them removing our company from their mailing list.

02/13/2013 REM EMAILInform Business - Case Closed RESOLVED

02/13/2013 Otto BBB Case Closed RESOLVED

COMPLAINT # 37043386

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Karen McGhe	DAY PHONE:	615 739-6532
ADDRESS:	4 Buchi Court Nashville, TN 37204	EVE PHONE:	-
\$ VALUE:	\$0.00	EMAIL:	wbg@wholebakedgoodness.com
		FAX:	-

DETAILS

CONCERNING: **Sales Practice Issues**

OPENED	13 February 2013	CLOSE CODE:	150 - Answered
CLOSED	01 March 2013	CLOSED BY:	OttOotto
ENTERED BY:			

ASSIGNED TO: Dispute Resolution Department

NATURE OF DISPUTE: Official looking form requesting \$125 to Corporate Annual Minutes record keeping. Form seems as if it is from the State of Tennessee, but no phone, webpage, or email contact information seemed suspicious.

DESIRED RESOLUTION: n/a

BUSINESS RESPONSE: Hello,

Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare a high quality annual minutes book for your company and return it to you. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, that we are NOT a government agency and we do not have a contract with the government to provide our service. Many companies find our service to be of great value and very fairly priced as compared to some minute preparation alternatives, such as corporate attorneys. Our documents do not say that we offer any filing services with the government. Our documents also do not ask for any filing fees. We apologize for the misunderstanding.

Sincerely,

Corporate Records Service

DECISION:

ACTIVITY:

02/13/2013 web BBB Case Received by BBB
02/13/2013 REM BBB Case Reviewed by BBB
02/13/2013 Otto EMAILSend Acknowledgement to Consumer
02/13/2013 Otto EMAILNotify Business of Dispute
02/15/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare a high quality annual

minutes book for your company and return it to you. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, that we are NOT a government agency and we do not have a contract with the government to provide our service. Many companies find our service to be of great value and very fairly priced as compared to some minute preparation alternatives, such as corporate attorneys. Our documents do not say that we offer any filing services with the government. Our documents also do not ask for any filing fees. We apologize for the misunderstanding.

Sincerely,
Corporate Records Service

02/15/2013 REM EMAILForward Business response to Consumer

03/01/2013 Otto BBB No Consumer Response- Assumed Resolved with Letter

03/01/2013 Otto EMAILInform Business - Case Closed ASSUMED RESOLVED

03/01/2013 Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37061379

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: Mike Mouret	DAY PHONE: 615 377-4949
ADDRESS: P.O. Box 3361 Nashville Coin & Currency, Inc.	EVE PHONE: -
Brentwood, TN	
37024	
\$ VALUE: \$125.00	EMAIL: info@nashvillecoin.com
	FAX: -

DETAILS

CONCERNING: **Advertising Issues**

OPENED	04 November 2015	CLOSE CODE: 110 - Resolved
CLOSED	10 December 2015	CLOSED BY: OttOtto
ENTERED BY:		
ASSIGNED TO:	Gail Bowman	

NATURE OF DISPUTE: **Deceptive advertising - Please see attached**

DESIRED RESOLUTION:

BUSINESS RESPONSE: Registration for a corporation with the state is an annual requirement and there are fees associated to do complete this. However, we do not register corporations as part of our services. The annual records keeping requirement imposed by the state, is also needed for each corporation to complete each year. Our service provides all of the documents that help corporations fulfill this requirement. A company will typically save money using our services if they have been using an attorney or CPA to fulfill these requirements. The envelopes and mailers are designed with the intention to NOT resemble something the state might send out. This is why we have indicated in bold and all caps on the outside of the envelope, "THIS IS NOT A GOVERNMENT DOCUMENT". We also state that the contents include an Annual Records Solicitation Form. Something sent out from the state would have neither indicated on its mailings. They would probably indicate that the information is from a government entity and would not be soliciting their services. We believe that the only way someone would be confused by any of this is if they simply did not read what they were signing and paying for. Regardless, we are sorry if anyone was confused or inconvenienced by the mailing they may have received from our company.

DECISION:

ACTIVITY:

10/30/2015 LLG BBB Case Received by BBB
11/02/2015 TSS BBB Forward to Another BBB - OTTO
11/02/2015 Otto EMAILInform Consumer Case Transferred to Another BBB
11/02/2015 Otto EMAILInform other BBB Case Transferred
11/02/2015 Otto BBB Case Closed as TRANSFERRED to another BBB
11/03/2015 BBB BBB Case Received by BBB
11/04/2015 04tg BBB Case Reviewed by BBB
11/04/2015 Otto EMAILSend Acknowledgement to Consumer
11/04/2015 Otto EMAILNotify Business of Dispute
11/09/2015 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency

and do not have a contract with the government to provide this service. This is stated clearly in bold on the outside of the envelope and in caps within the mailing itself. The only way someone would be confused would be if they did not read the mailer. Regardless, we have added NASHVILLE COIN & CURRENCY, INC. to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

11/15/2015 04tg EMAILForward Business response to Consumer

11/16/2015 WEB BBB BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

Thank you for your response. While the information mentioned is indeed required by the state, most individual businesses can complete the filing themselves for no additional charge. The fine print did state what you mentioned, however, it was fine print and not as obvious as you describe. Capitalism allows this type of activity, and I support that right, I just believe the wording should be less deceptive in nature. If you feel you are providing a time saving service for filers, great, then say that, and do not purport the form to be deceptively similar to an official state document. Thank you

11/24/2015 OttO EMAILForward Consumer Rebuttal to Business

11/27/2015 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : Registration for a corporation with the state is an annual requirement and there are fees associated to do complete this. However, we do not register corporations as part of our services. The annual records keeping requirement imposed by the state, is also needed for each corporation to complete each year. Our service provides all of the documents that help corporations fulfill this requirement. A company will typically save money using our services if they have been using an attorney or CPA to fulfill these requirements. The envelopes and mailers are designed with the intention to NOT resemble something the state might send out. This is why we have indicated in bold and all caps on the outside of the envelope, "THIS IS NOT A GOVERNMENT DOCUMENT". We also state that the contents include an Annual Records Solicitation Form. Something sent out from the state would have neither indicated on its mailings. They would probably indicate that the information is from a government entity and would not be soliciting their services. We believe that the only way someone would be confused by any of this is if they simply did not read what they were signing and paying for. Regardless, we are sorry if anyone was confused or inconvenienced by the mailing they may have received from our company.

12/07/2015 OttO EMAILSend Business' Rebuttal Response to Consumer

12/09/2015 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

OK, we agree to disagree. Thank you

12/10/2015 OttO EMAILInform Business - Case Closed RESOLVED

12/10/2015 OttO BBB Case Closed RESOLVED

COMPLAINT # 37043385

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Sue Patrick	DAY PHONE: 615 563-1328
ADDRESS:	109 Lester St Woodbury , TN 37190-1415	EVE PHONE: 615 563-1329
\$ VALUE:	\$0.00	EMAIL: - FAX: -

DETAILS

CONCERNING: **Advertising Issues**

OPENED 29 January 2013

CLOSE CODE: 150 - Answered

CLOSED 25 February 2013

CLOSED BY: OttOotto

ENTERED BY:

ASSIGNED TO: Dispute Resolution Department

NATURE OF DISPUTE: See attached.

DESIRED RESOLUTION: See attached.

BUSINESS RESPONSE: Corporate Records Service is a document preparation service which prepares all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

Thank You,

Corporate Records Service

DECISION:

ACTIVITY:

01/29/2013 TSS BBB Case Received by BBB
01/29/2013 REM BBB UNABLE TO PROCESS due to insufficient Information
01/29/2013 Otto MAIL Send notice of UNPROCESSIBLE to Consumer
01/29/2013 Otto BBB Case Closed as UNPROCESSIBLE Unpursuable
01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto MAIL Send Acknowledgement to Consumer
01/30/2013 Otto MAIL Notify Business of Dispute
02/11/2013 Otto BBB No response to first notice to business
02/11/2013 Otto EMAIL Reminder of Dispute to Business
02/12/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Corporate Records Service is a document preparation service which prepares all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to

annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

Thank You,
Corporate Records Service

02/12/2013 REM MAIL Forward Business response to Consumer

02/25/2013 Otto BBB No Consumer Response- Assumed Resolved with Letter

02/25/2013 Otto EMAIL Inform Business - Case Closed ASSUMED RESOLVED

02/25/2013 Otto BBB Case closed - ASSUMED RESOLVED

COMPLAINT # 37053793

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Harwood Habitat LLC Pope	DAY PHONE:	-
ADDRESS:	1175 Goodrum Rd Huntingdon, TN 38344-8705	EVE PHONE:	-
\$ VALUE:	\$0.00	EMAIL:	-
		FAX:	-

DETAILS

CONCERNING: **Sales Practice Issues**

OPENED **11 August 2014**

CLOSE CODE: **999 - Admin Judged Invalid**

CLOSED **11 August 2014**

CLOSED BY: **TSS**

ENTERED BY:

ASSIGNED TO: **Nancy Lundquist**

NATURE OF DISPUTE: Please see attached

DESIRED RESOLUTION:

BUSINESS RESPONSE:

DECISION:

ACTIVITY:

08/08/2014 LLG BBB Case Received by BBB

08/11/2014 TSS BBB UNABLE TO PROCESS due to insufficient Information

08/11/2014 Otto BBB Send notice of UNPROCESSIBLE to Consumer

08/11/2014 Otto BBB Case Closed as UNPROCESSIBLE Unpursuable

COMPLAINT # 37040020

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Steve Redden	DAY PHONE: 901 881-2890
ADDRESS:	8700 W Trail Lake Dr, Suite 203	EVE PHONE: -
	Memphis, TN	
	38125	
\$ VALUE:	\$0.00	EMAIL: sredden@businessadvantageinc.com
		FAX: -

DETAILS

CONCERNING: **Sales Practice Issues**
OPENED 25 January 2013
CLOSED 28 January 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 600 - Letter of Experience
CLOSED BY: Sheila Balczak

NATURE OF DISPUTE: Sent a letter having the appearance of coming from the state of Tennessee asking for business information and requesting payment.

I received a letter today with the appearance of coming from the state of Tennessee asking for confidential information. The letter stated that the information must be received by 2/13/2013. In the smaller print, it basically says it is a scam. It says that providing the information does not report the information to the state of Tennessee. In other words, paying the fee does nothing. Big Scam on the pretense of meeting a reporting requirement of the state of Tennessee

DESIRED RESOLUTION: I want to help make sure other unsuspecting companies don't fall for the scam. The company needs to be closed down.

BUSINESS RESPONSE: We apologize for the confusion. Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare the documents and then return them in a high quality annual minutes book. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, we are NOT a government agency and that we do not have a contract with the government to provide our service. We do also state on the envelope, in BOLD print that the envelope does not contain government documents. Our minute books are professionally prepared and backed with a 100% money back guarantee. We offer our service at a competitive price, especially when compared to many other common minute preparation sources, such as corporate attorneys.

DECISION:

ACTIVITY:

01/25/2013 web BBB Case Received by BBB
01/25/2013 05sb BBB Case Determined to be INFO ONLY - No Wait
01/25/2013 Otto EMAILInform Consumer - Case Closed INFO ONLY
01/25/2013 Otto EMAILInform Business of Case Closed INFO ONLY
01/25/2013 Otto BBB Case Closed INFO ONLY
01/28/2013 05sb BBB ReOpen the Complaint
01/28/2013 05sb BBB RECEIVED BUSINESS RESPONSE SEND LETTER INFO ONLY :
We apologize for the confusion. Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation

services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare the documents and then return them in a high quality annual minutes book. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, we are NOT a government agency and that we do not have a contract with the government to provide our service. We do also state on the envelope, in BOLD print that the envelope does not contain government documents. Our minute books are professionally prepared and backed with a 100% money back guarantee. We offer our service at a competitive price, especially when compared to many other common minute preparation sources, such as corporate attorneys.

01/28/2013 Otto EMAILInform Consumer of Business Response INFO ONLY

01/28/2013 Otto BBB Case Closed INFO ONLY

COMPLAINT # 37043373

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Leigh Shaull**
ADDRESS: 1223 Mitchell St
Celina, TN
38551
\$ VALUE: \$0.00

DAY PHONE: 931 243-3315
EVE PHONE: -
EMAIL: celinalumber@twlakes.net
FAX: -

DETAILS

CONCERNING: **Billing or Collection Issues**
OPENED 25 January 2013
CLOSED 25 February 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 150 - Answered
CLOSED BY: REM

NATURE OF DISPUTE: Although the said business's address is in Nashville, the zip code it was delivered from is York, Pennsylvania.

DESIRED RESOLUTION: I did not pay anything. I immediately called to confirm the business's identity with the a government agency that seems to be similar to the one this business claims to be. They confirmed this to be a scam and requested we report this to the BBB. I only wish to stop anyone from falling for this scam.

BUSINESS RESPONSE: Hello,

Again, we are not located in Pennsylvania. We apologize for the confusion. Our documents do explain that we are offering annual minute preparation as an option and are not with the government. Our documents further explain some other options for minutes preparation other than our service.

Thank You

DECISION:

ACTIVITY:

01/24/2013 web BBB Case Received by BBB
01/25/2013 REM BBB Case judged to be Out of BBB Purview
01/25/2013 Otto MAIL Inform Consumer - Case Closed Out of Purview
01/25/2013 Otto BBB Case Closed - OUT OF PURVIEW
01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto MAIL Send Acknowledgement to Consumer
01/30/2013 Otto MAIL Notify Business of Dispute
02/11/2013 Otto BBB No response to first notice to business
02/11/2013 Otto EMAIL Reminder of Dispute to Business
02/12/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

Thank you for the email. Our mailing envelope and documents do clearly explain (in bold print) that we are NOT with the government. We NEVER claim to be with the government. Furthermore, we are not located in Pennsylvania. We apologize for the confusion. No company is required to order our service, although they may choose to. We provide annual minute preparation for corporations upon request only. We were able to find your information in our system and have removed your company from our contact list.

Thank You,
Corporate Records Service

02/12/2013 REM MAIL Forward Business response to Consumer

02/19/2013 WEB BBB BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

I kept every envelope and paper from the company.

Although the front envelope says it is not a government document, the bold print is ineffective when you realize that everything on the front is in bold print. The interior letter does state that portion more clearly, and that would be my oversight.

However, if they are not located in Pennsylvania, I find it hard to believe why my letter was mailed from Pennsylvania. The stamp says "mailed from zip code 17406" (i.e. York, Pennsylvania).

Furthermore, ABSOLUTELY NOWHERE on the envelope or in the letter does it state the service being optional. It uses phrases which imply the service being required.

Lastly, it practically screams "SCAM!" by not having a working business phone number. The only addresses you can send any information to are what appears to be an office suite in a corporate building and an email address. If this business intends on being considered legitimate, I suggest that they rectify the phone situation IMMEDIATELY.

I also suggest they alter the wording in their letter if they want to be highly understood as a legitimate business. Until that time comes, I believe they use such wording to hope to trick businesses into believing it is a requirement.

02/19/2013 REM EMAIL Forward Consumer Rebuttal to Business

02/25/2013 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : Hello,

Again, we are not located in Pennsylvania. We apologize for the confusion. Our documents do explain that we are offering annual minute preparation as an option and are not with the government. Our documents further explain some other options for minutes preparation other than our service.

Thank You

02/25/2013 REM MAIL Send Consumer Rebuttal - No New Offer - AJR

02/25/2013 Otto EMAIL Inform Business - Case ADMINISTRATIVELY CLOSED

02/25/2013 Otto BBB Case ADMINISTRATIVELY CLOSED

COMPLAINT # 37055212

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Donnee L Smith	DAY PHONE:	219 365-3927
ADDRESS:	8125 Austin Ave Schererville, IN 46375	EVE PHONE:	-
\$ VALUE:	\$0.00	EMAIL:	donnee7@comcast.net
		FAX:	-

DETAILS

CONCERNING: **Contract Issues**

OPENED	16 February 2015	CLOSE CODE:	500 - Beyond BBB Purview
CLOSED	16 February 2015	CLOSED BY:	AK
ENTERED BY:			
ASSIGNED TO:	Nancy Lundquist		

NATURE OF DISPUTE: They are still soliciting money to file a bogus form and asking for \$125.00 to register our companies with them. They already have several complaints and a law suit against them, and they are still doing business as usual.

DESIRED RESOLUTION: DesiredSettlementID: Other (requires explanation)
This company needs to be put out of business, they are totally bogus, and what they are asking for is non of their business.

BUSINESS RESPONSE:

DECISION:

ACTIVITY:

02/12/2015 web BBB Case Received by BBB
02/16/2015 AK BBB Out of Purview - Case Gone to Court
02/16/2015 Otto EMAILInform Consumer - Case In Court - OUT OF PURVIEW
02/16/2015 Otto BBB Case Closed - OUT OF PURVIEW

COMPLAINT # 37043383

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	DIANNE STROOP	DAY PHONE: 615 895-1218
ADDRESS:	1411 MARK ALLEN LANE Murfreesboro, TN 37129	EVE PHONE: 615 895-1218
\$ VALUE:	\$0.00	EMAIL: dianne@adv-chr.com FAX: 6158903997

DETAILS

CONCERNING: **Billing or Collection Issues**
OPENED 29 January 2013
CLOSED 11 February 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 110 - Resolved
CLOSED BY: REM

NATURE OF DISPUTE: OUR COMPANY RECEIVED A LETTER ON 1/28/13 ABOUT THE ANNUAL MINUTES FOR TENNESSEE CORPORATION, INDICATING THAT WE NEED TO REGISITER OUR CORPORATION MEMBERS AND THEIR SHARES WITH THE STATE AND FOR FILING THE FORM IT WAS GOING TO COST \$ 125.00. INFORMING US THAT WE HAD WITHIN 4 WEEKS TO RESPONSE, BUT LISTED TO REPLY BY 2/13/13. THEY REQUESTED CHECK OR MONEY ORDER FOR PAYMENT. THIS COMPANY HAD OUR DATE OF INCORPORATING & OUR PHYSICAL ADDRESS AS WELL AS OUR P.O. BOX. NO PHONE NUMBER WAS LISTED TO CONTACT THESE PEOPLE. .

DESIRED RESOLUTION: PEOPLE NEED TO BE WARNED OF THIS SCRAM, HAD I NOT LOOKED THIS COMPANY UP FOR MORE INFORMATION, I COULD HAVE SENT THEM THE MONEY. NOTICED THAT THERE ARE SEVERAL COMPLAINTS FROM OTHER STATES. THESE PEOPLE NEED TO BE PUT OUT OF BUSINESS.

BUSINESS RESPONSE: Hello,
We apologize for the confusion. Our company offers document preparation services to assist companies in fulfilling annual minute keeping requirements. No company is required to use our service or pay any amount of money to our company, although they may choose to. We do not offer any filing or business renewal services. In fact, our forms explain that annual minute preparation does not satisfy state filing requirements. Our mailing envelope, order forms and documents do clearly state in bold print, we are NOT a government agency and the order form does further explain that we do not have a contract with the government to provide our service. We were able to find your company in our system and have removed the company from all future contact.

Sincerely,

Corporate Records Service

DECISION:

ACTIVITY:

01/29/2013 web BBB Case Received by BBB
01/29/2013 REM BBB Case Determined to be INFO ONLY - Wait
01/29/2013 Otto EMAIL Inform Consumer - Case Closed INFO ONLY
01/29/2013 Otto MAIL Inform Business of Case Closed INFO ONLY
01/29/2013 Otto BBB Case Closed INFO ONLY
01/30/2013 REM BBB ReOpen the Complaint

01/30/2013 REM BBB Case Reviewed by BBB

01/30/2013 Otto EMAILSend Acknowledgement to Consumer

01/30/2013 Otto MAIL Notify Business of Dispute

02/08/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Hello,

We apologize for the confusion. Our company offers document preparation services to assist companies in fulfilling annual minute keeping requirements. No company is required to use our service or pay any amount of money to our company, although they may choose to. We do not offer any filing or business renewal services. In fact, our forms explain that annual minute preparation does not satisfy state filing requirements. Our mailing envelope, order forms and documents do clearly state in bold print, we are NOT a government agency and the order form does further explain that we do not have a contract with the government to provide our service. We were able to find your company in our system and have removed the company from all future contact.

Sincerely,

Corporate Records Service

02/08/2013 REM EMAILForward Business response to Consumer

02/11/2013 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

02/11/2013 REM EMAILInform Business - Case Closed RESOLVED

02/11/2013 Otto BBB Case Closed RESOLVED

COMPLAINT # 37043378

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Donna Wells**
ADDRESS: 287 Deerfield Lane
Pulaski, TN
38478
\$ VALUE: **\$0.00**

DAY PHONE: **931 363-3336**
EVE PHONE: **-**
EMAIL: **wellsdmc@aol.com**
FAX: **-**

DETAILS

CONCERNING: **Billing or Collection Issues**

OPENED **25 January 2013**
CLOSED **18 February 2013**
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: **150 - Answered**
CLOSED BY: **REM**

NATURE OF DISPUTE: I have received a bill in the mail for \$125.00 to submit my Corporation's information to a place called Corporate Records Service. After doing some research, I found out that this is a fraudulent company, with a very realistic form to fill out asking for Shareholder's names and information. If I were a new company, I would probably be fooled into thinking that this was the Annual Report form that you fill out with the State of TN each year. Of course that is only a \$20.00 fee to do that. I want to report these people as I feel a responsibility to unsuspecting business owners who feel the need to be legal and pay the necessary dues and fees associated with doing business in TN. They need to know that this is a hoax! We pay enough in taxes and fees to do business without someone coming along and duping us out of more money. These people need to be prosecuted.

DESIRED RESOLUTION: I want these people investigated and made to stop this fraud they are doing in TN and in other States.

BUSINESS RESPONSE: Hello,

Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare a high quality annual minutes book for your company and return it to you. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, that we are NOT a government agency and we do not have a contract with the government to provide our service. Many companies find our service to be of great value and very fairly priced as compared to some minute preparation alternatives, such as corporate attorneys. Our documents do not say that we offer any filing services with the government. Our documents also do not ask for any filing fees. We apologize for the misunderstanding.

Sincerely,

Corporate Records Service

DECISION:

ACTIVITY:

01/24/2013 web BBB Case Received by BBB
01/25/2013 REM BBB Case Determined to be INFO ONLY - Wait
01/25/2013 Otto EMAIL Inform Consumer - Case Closed INFO ONLY
01/25/2013 Otto MAIL Inform Business of Case Closed INFO ONLY

01/25/2013 Otto BBB Case Closed INFO ONLY
01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto EMAILSend Acknowledgement to Consumer
01/30/2013 Otto MAIL Notify Business of Dispute
02/11/2013 Otto BBB No response to first notice to business
02/11/2013 Otto EMAILReminder of Dispute to Business
02/12/2013 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for the confusion. We do not send out bills, only order forms. We do clearly state one every mailing envelope and document (in bold print) that we are not with the government. The documents also explain that we are NOT offering filing services, but rather annual minute document preparation. Upon receipt of an order, minute documents are professionally repaired and returned to the company compiled within a high quality annual minutes book. We do offer a product and service that is of value to many which is not fraud. We were able to locate your company in our system based on the address given. We have removed you from all future contact.

Thank You,
CRS

02/12/2013 REM EMAILForward Business response to Consumer

02/13/2013 WEB BBB BBB REVIEWS CONSUMER RESPONSE : (The consumer indicated he/she DID NOT accept the response from the business.)

I am happy that the company has taken me off of their mailing list, but what about all the other companies like mine that are still be targeted? I notified the BBB to alert other businesses about this SCAM. Over the last 20 years I have worked for Corporations and I have never seen any

need for a place that compiled your companies minutes for a annual minutes book. What purpose does that actually serve? They can flower it up all they want to, but in the end it still stinks.

My hope is that the BBB will continue to investigate just exactly what is going on with this company and hold them accountable for their actions. Fraud is a crime in the State of TN.

02/15/2013 REM EMAILForward Consumer Rebuttal to Business

02/18/2013 WEB BBB RECEIVED BUSINESS' REBUTTAL RESPONSE : Hello,

Our company does provide a legitimate product and service. We are a document preparation service. The state does deem it necessary for corporations to retain certain documentation regarding annual corporate meetings including corporate officers, directors and shareholders. Our company offers document preparation services to assist companies in fulfilling these requirements. Upon receipt of an order, we prepare a high quality annual minutes book for your company and return it to you. No company is required to use our service or pay any amount of money to our company, although they may choose to. Our order form does clearly state in bold print, that we are NOT a government agency and we do not have a contract with the government to provide our service. Many companies find our service to be of great value and very fairly priced as compared to some minute preparation alternatives, such as corporate attorneys. Our documents do not say that we offer any filing services with the government. Our documents also do not ask for any filing fees. We apologize for the misunderstanding.

Sincerely,
Corporate Records Service

02/18/2013 REM EMAILSend Consumer Rebuttal - No New Offer - AJR

02/18/2013 Otto EMAILInform Business - Case ADMINISTRATIVELY CLOSED

02/18/2013 Otto BBB Case ADMINISTRATIVELY CLOSED

COMPLAINT # 37043384

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME: **Katie Wyrosdick**
ADDRESS: 9830 Dutchtown Rd
Knoxville, TN
37923
\$ VALUE: \$0.00

DAY PHONE: 865 670-0256
EVE PHONE: -
EMAIL: katie@proscapestn.com
FAX: -

DETAILS

CONCERNING: **Sales Practice Issues**
OPENED 29 January 2013
CLOSED 13 February 2013
ENTERED BY:
ASSIGNED TO: Dispute Resolution Department

CLOSE CODE: 110 - Resolved
CLOSED BY: REM

NATURE OF DISPUTE: Thankfully, my Office Manager forwards all of this type of paperwork to my desk, because someone could easily assume the document they sent was "required" by the State of TN. I don't think they are doing anything illegal but it is definitely misleading. Who would actually pay another company to "prepare and provide their corporate minutes?"

I noticed a company by the same name in IL has a BBB alert on their file.

I would be happy to send a copy of the document if you need to research it further.

DESIRED RESOLUTION: No settlement required, I just would like for you all to look further into this company.

BUSINESS RESPONSE: Corporate Records Service is a document preparation service who offers to prepare all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

We have removed your company from our mailing list.

Thank You,

Corporate Records Service

DECISION:

ACTIVITY:

01/29/2013 web BBB Case Received by BBB
01/29/2013 REM BBB Case Determined to be INFO ONLY - Wait
01/29/2013 Otto EMAIL Inform Consumer - Case Closed INFO ONLY
01/29/2013 Otto MAIL Inform Business of Case Closed INFO ONLY
01/29/2013 Otto BBB Case Closed INFO ONLY

01/30/2013 REM BBB ReOpen the Complaint
01/30/2013 REM BBB Case Reviewed by BBB
01/30/2013 Otto EMAILSend Acknowledgement to Consumer
01/30/2013 Otto MAIL Notify Business of Dispute
02/11/2013 Otto BBB No response to first notice to business
02/11/2013 Otto EMAILReminder of Dispute to Business
02/12/2013 WEB BBB RECEIVE BUSINESS RESPONSE : Corporate Records Service is a document preparation service who offers to prepare all of the necessary documents to fulfill certain corporation annual minute keeping requirements. These requirements pertain to annual corporate meetings including officers, directors and shareholders. CRS is not a government agency and does not have a contract with the government to provide this service. Upon request, Corporate Records Service's documentation specialists will prepare what is needed for your business compiled within a high quality Minutes Book.

Our Minutes Books are professionally prepared and fully backed with a 100% satisfaction guarantee. We offer our service and product at a competitive price, especially when compared to many other minute preparation alternatives, such as corporate attorneys. Any information disclosed to our company is kept completely confidential.

We have removed your company from our mailing list.

Thank You,
Corporate Records Service

02/12/2013 REM EMAILForward Business response to Consumer

02/13/2013 WEB BBB DISPUTE RESOLVED- WITH LETTER : (The consumer indicated he/she ACCEPTED the response from the business.)

I appreciate them removing us from their mailing list. Their response is satisfactory.

02/13/2013 REM EMAILInform Business - Case Closed RESOLVED

02/13/2013 Otto BBB Case Closed RESOLVED

COMPLAINT # 37068557

COMPANY INFO

NAME: **LLPS, Inc.**

CONSUMER INFO

NAME:	Lynn Cothron	DAY PHONE: 615 666-5034
ADDRESS:	1203 Scottsville Rd P.O. Box 236 Lafayette, TN 37083	EVE PHONE: 615 644-0100
\$ VALUE:	\$0.00	EMAIL: ljcdentist@gmail.com FAX: 6156668881

DETAILS

CONCERNING: **Sales Practice Issues**
OPENED 15 November 2016
CLOSED 28 November 2016
ENTERED BY:
ASSIGNED TO: Germaine Parker

CLOSE CODE: 150 - Answered
CLOSED BY: OttOOtto

NATURE OF DISPUTE: The letter I received made it sound like this was required and from a government office and that it is required. Very misleading. I received a letter from this company in a form that led the receiver to think the letter was sent from a government office and that the service they are selling is required by law. I felt I was mislead to think I had to send this company money and the enclosed form completed or there would be sever action taken against my corporation if I didn't follow thru. I paid them \$150 for something not needed.

DESIRED RESOLUTION: A refund of my money and to state in the letter that this service in not needed.

BUSINESS RESPONSE: We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold on the outside of the envelope and in caps within our mailings (see attached). Regardless, we have a full refund policy for any of our products that are returned. Once the book(s) have been returned, we will process a full refund. We have added LYNN J. COTHRON, D.M.D. FAMILY DENTISTRY, P.C., to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

DECISION:

ACTIVITY:

11/14/2016 web BBB Case Received by BBB
11/15/2016 10DV BBB Case Reviewed by BBB
11/15/2016 Otto EMAILSend Acknowledgement to Consumer
11/15/2016 Otto EMAILNotify Business of Dispute
11/17/2016 WEB BBB RECEIVE BUSINESS RESPONSE : We apologize for any confusion. It is deemed necessary by the state that all corporations actively doing business within the state to retain certain documentation regarding annual corporate meetings. The documentation includes current corporate officers, directors and shareholders. This needs to be done on an annual basis. We are a document preparation service that prepares all of the necessary documents to fulfill that obligation. This same service may be obtained from an attorney or accountant but generally for a higher cost. We are not a government agency and do not have a contract with the government to provide this service. This is stated clearly in bold on the outside of the envelope and in caps within our mailings (see attached).

Regardless, we have a full refund policy for any of our products that are returned. Once the book(s) have been returned, we will process a full refund. We have added LYNN J. COTHRON, D.M.D. FAMILY DENTISTRY, P.C., to our Do Not Contact list so that future mailings will be halted. We do regret any misunderstanding or any inconvenience that may have occurred.

11/17/2016 BBB MORE INFO RECEIVED FROM THE BUSINESS : ***Document Attached***

11/17/2016 10DV EMAILForward Business response to Consumer

11/28/2016 Otto BBB No Consumer Response- Assumed Resolved with Letter

11/28/2016 Otto EMAILInform Business - Case Closed ASSUMED RESOLVED

11/28/2016 Otto BBB Case closed - ASSUMED RESOLVED