



March 16, 2009

Complaint against the Better Business Bureau of Metro Atlanta

Sent Via Email fred@atlanta.bbb.org

Dear Fred,

Please recall Dottie Callina told our firm in an email dated Mon, March 02, 2009 1:21 pm that we would have to provide "*an independent survey company to substantiate your advertised claim*". This is all over our web site claiming "Mechanic's has become the most trusted name in Air Conditioning". For this, your BBB has chosen to slap our firm with an "F" rating.

In a similar way, your Company (BBB), claims to be the place to "Start With Trust". Where is the "*independent survey company to substantiate*" this claim? Please provide me with the documentation ASAP.

Thank you for your help.

J.R. Adams

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