

B.K.



# CUSTOMER EXPERIENCE RECORD

"A Better Business Bureau Service Form"

TO THE CUSTOMER: (YOU MUST RETURN ALL COPIES) You have reported an unsatisfactory business transaction. If your problem falls within the areas of activity indicated by the check list below, we will refer this report to the company for special review and reply.

**BEAR DOWN PLEASE --- YOU ARE MAKING 4 COPIES** BO

DATE OF TRANSACTION 11-12-77 DATE YOU COMPLAINED TO COMPANY 4-10-70 TO WHOM MANAGEMENT

SALES PERSON \_\_\_\_\_ IDENTIFY PRODUCT OR SERVICE Book IF ADVERTISED, WHEN \_\_\_\_\_

WHERE (ENCLOSE AD) \_\_\_\_\_ FORM COMPLETED BY CUSTOMER  BUREAU  RECEIPT OR CONTRACT NUMBER \_\_\_\_\_

COMPANY URANTIA FOUNDATION  
(PLEASE PRINT)  
ADDRESS 533 DIVERSEY PARKWAY  
CITY CHICAGO, ILLINOIS 60614  
ZONE STATE

YOUR NAME ALFRED AARON  
ADDRESS 2404 69<sup>th</sup> AVE  
CITY OAKLAND, CALIF. 94605  
ZONE STATE

**IMPORTANT!-WRITE FIRMLY**

YOUR PHONE NO. \_\_\_\_\_

CHECK CAUSE(S) OF COMPLAINT AND EXPLAIN BRIEFLY.

- 1.  Advertised but not as advertised.
- 2.  Defective merchandise.
- 3.  Guarantee or contract not fulfilled.
- 4.  Non-delivery of merchandise.
- 5.  Misrepresentation-Oral.
- 6.  Non-delivery of merchandise.
- 7.  Promised adjustment not received.
- 8.  Unsatisfactory installation or service.
- 9.  Other (indicate below).

CHARGING A LARGE SUM OF MONEY (\$15) FOR THEIR PRODUCT "THE URANTIA BOOK," WHICH THEY CLAIM IS OF NON-TERRESTRIAL ORIGIN, AND REFUSED TO SUPPLY CONCRETE PROOF TO SUCH A CLAIM, WILL NOT EXACTLY STATE HOW IT ABOUT, OR WHO THE AUTHORS ARE, OR WHO WAS INITIALLY RESPONSIBLE FOR THE CONTENTS OF THE BOOK. IF THE BOOK IS EXTRA-TERRESTRIAL WHO (ON EARTH RECEIVED IT); IF IT IS OF HUMAN ORIGIN WHO WROTE IT AND WHY. \$15 IS A QUITE A SUM OF MONEY AND I HAVE (RAATHER ALL CONSUMERS) THE RIGHT TO KNOW THE TRUE ABOUT MY PURCHASE.

WHAT ADJUSTMENT DO YOU CONSIDER MUTUALLY FAIR? right to know the true about my purchase.

Alfred Aaron YOUR SIGNATURE 11-12-77 DATE

DO NOT WRITE BELOW THIS LINE

TO THE COMPANY - Retain pink copy return others to the BETTER BUSINESS BUREAU. Please record your response on the back of this card and/or handling. Any additional explanation should be attached in duplicate.

BETTER BUSINESS BUREAU  
360 - 22nd STREET  
OAKLAND, CALIF. 94612

HAVE ADJUSTED \_\_\_\_\_ DATE \_\_\_\_\_  WILL ADJUST BY \_\_\_\_\_ DATE \_\_\_\_\_  UNWILLING TO RECONSIDER (EXPLAIN BELOW)

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DATE \_\_\_\_\_ COMPANY \_\_\_\_\_ BY \_\_\_\_\_

FOR BUREAU COMMENT ONLY:

PROCESSED BY  
B. Skipton (ms)  
FORWARDED  
11-12-77  
COST. DISSATISFACTION AREA  
9  
STATISTICAL CLASSIFICATION  
5321 45321