


**Subject:**

RE: FW: Follow Up To Our Sad "Christmas Carol"

**From:** "Fred Elsberry" <fred@atlanta.bbb.org>(Add as Preferred Sender)   
**Date:** Fri, Feb 20, 2009 3:09 pm  
**To:** <bbbhotline@mechanicsair.com>  
**Cc:** <bward@atlanta.bbb.org>, <dflatley@atlanta.bbb.org>, <aamin@atlanta.bbb.org>, "BBB Atlanta" <info@atlanta.bbb.org>

Have a nice weekend!

**From:** [bbbhotline@mechanicsair.com](mailto:bbbhotline@mechanicsair.com) [<mailto:bbbhotline@mechanicsair.com>]  
**Sent:** Friday, February 20, 2009 2:57 PM  
**To:** Fred Elsberry  
**Cc:** [bward@atlanta.bbb.org](mailto:bward@atlanta.bbb.org); [dflatley@atlanta.bbb.org](mailto:dflatley@atlanta.bbb.org); [aamin@atlanta.bbb.org](mailto:aamin@atlanta.bbb.org); 'BBB Atlanta'  
**Subject:** RE: FW: Follow Up To Our Sad "Christmas Carol"



Fred,

Thank You for these answers.

I almost fell out of my chair!

Have a nice weekend.

Terry Adams  
Owner / Member  
Mechanic's Heating & Air Conditioning, LLC  
4757 Canton Road, Suite #213  
Marietta, GA 30066  
770-425-0000  
[www.MechanicsAir.com](http://www.MechanicsAir.com)

----- Original Message -----

**Subject:** RE: FW: Follow Up To Our Sad "Christmas Carol"  
**From:** "Fred Elsberry" <[fred@atlanta.bbb.org](mailto:fred@atlanta.bbb.org)>  
**Date:** Fri, February 20, 2009 2:57 pm  
**To:** <[bbbhotline@mechanicsair.com](mailto:bbbhotline@mechanicsair.com)>  
**Cc:** <[bward@atlanta.bbb.org](mailto:bward@atlanta.bbb.org)>, <[dflatley@atlanta.bbb.org](mailto:dflatley@atlanta.bbb.org)>, <[aamin@atlanta.bbb.org](mailto:aamin@atlanta.bbb.org)>, "BBB Atlanta" <[info@atlanta.bbb.org](mailto:info@atlanta.bbb.org)>

To answer your questions briefly:

Yes  
Yes  
No  
No  
Yes  
No

Again, we would welcome the opportunity to assist you in your customer service practices.

Fred Elsberry

**From:** [bbshotline@mechanicsair.com](mailto:bbshotline@mechanicsair.com) [<mailto:bbshotline@mechanicsair.com>]

**Sent:** Friday, February 20, 2009 2:40 PM

**To:** Fred Elsberry

**Cc:** [bward@atlanta.bbb.org](mailto:bward@atlanta.bbb.org); [dflatley@atlanta.bbb.org](mailto:dflatley@atlanta.bbb.org); [aamin@atlanta.bbb.org](mailto:aamin@atlanta.bbb.org); 'BBB Atlanta'

**Subject:** RE: FW: Follow Up To Our Sad "Christmas Carol"



Fred,

Thank you for your email.

Again, you still have not answered all the questions I have posed to you in this regard. There may have been "*100 complaints processed*", but does that mean they were all emailed out to the companies on Christmas Eve?

Even if you did, Is this a practice that is morally right?

Again, Please answering the following questions:

Is there no sense of decency at the BBB?

Was this a deliberate slap in the face to our firm at the most Holy time of the year?

Was this an attempt by the BBB to ruin our Holidays or cause us to miss the answer "due date"?

Fred, Is this the morally right thing to do at Christmas?

Do you expect me to be obtaining documentation while my kids are opening gifts?

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At this time, I do not think any meeting would be productive, your mind is already made up. I do believe we will have a "meeting" one day soon that will involve video and questions being asked under oath.

Thank you again,

Terry Adams  
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Subject: FW: Follow Up To Our Sad "Christmas Carol"  
From: "Fred Elsberry" <[fred@atlanta.bbb.org](mailto:fred@atlanta.bbb.org)>  
Date: Fri, February 20, 2009 2:20 pm  
To: <[bbbhotline@mechanicsair.com](mailto:bbbhotline@mechanicsair.com)>  
Cc: <[bward@atlanta.bbb.org](mailto:bward@atlanta.bbb.org)>, <[dflatley@atlanta.bbb.org](mailto:dflatley@atlanta.bbb.org)>, <[aamin@atlanta.bbb.org](mailto:aamin@atlanta.bbb.org)>, "BBB Atlanta" <[info@atlanta.bbb.org](mailto:info@atlanta.bbb.org)>

As I explained earlier, we handle complaints as soon as they are filed. Since our initial handling is automated, they are still processed during times we may not be in the office. On 12/24, more than 100 complaints were processed. As indicated earlier, I will be glad to meet with you at our office and discuss any questions you have that relate to your business and how to handle complaints generally. Fred Elsberry

**From:** [bbbhotline@mechanicsair.com](mailto:bbbhotline@mechanicsair.com) [<mailto:bbbhotline@mechanicsair.com>]  
**Sent:** Thursday, February 19, 2009 3:30 PM  
**To:** Fred Elsberry  
**Cc:** [bward@atlanta.bbb.org](mailto:bward@atlanta.bbb.org); [dflatley@atlanta.bbb.org](mailto:dflatley@atlanta.bbb.org); [atlanta.bw@bureaudata.com](mailto:atlanta.bw@bureaudata.com); [aamin@atlanta.bbb.org](mailto:aamin@atlanta.bbb.org); [complaints@atlanta.bbb.org](mailto:complaints@atlanta.bbb.org); [info@atlanta.bbb.org](mailto:info@atlanta.bbb.org); [updates@atlanta.bbb.org](mailto:updates@atlanta.bbb.org)  
**Subject:** RE: Follow Up To Our Sad "Christmas Carol"



Fred,

Thank you for your reply. Short of a Discovery request, I can understand

the "privacy issues". Without disclosing company names, please tell me "how many complaints" the Atlanta BBB have sent out to businesses ON any December 24th.

Also, I also asked you the following:

Why would the BBB send us a customer complaint on Christmas Eve?

Is there no sense of decency at the BBB?

Was this a deliberate slap in the face to our firm at the most Holy time of the year?

Was this an attempt by the BBB to ruin our Holidays or cause us to miss the answer "due date"?

Fred, Is this the morally right thing to do at Christmas?

Do you expect me to be obtaining documentation while my kids are opening gifts?

I look forward to hearing from you.

Thank You Again.

Terry Adams  
Owner / Member

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770-425-0000  
[www.MechanicsAir.com](http://www.MechanicsAir.com)

----- Original Message -----

Subject: RE: Follow Up To Our Sad "Christmas Carol"  
From: "Fred Elsberry" <[fred@atlanta.bbb.org](mailto:fred@atlanta.bbb.org)>  
Date: Thu, February 19, 2009 3:12 pm  
To: <[bbshotline@mechanicsair.com](mailto:bbshotline@mechanicsair.com)>  
Cc: <[bward@atlanta.bbb.org](mailto:bward@atlanta.bbb.org)>, <[dflatley@atlanta.bbb.org](mailto:dflatley@atlanta.bbb.org)>, <[atlanta.bw@bureaudata.com](mailto:atlanta.bw@bureaudata.com)>, <[aamin@atlanta.bbb.org](mailto:aamin@atlanta.bbb.org)>, <[complaints@atlanta.bbb.org](mailto:complaints@atlanta.bbb.org)>, <[info@atlanta.bbb.org](mailto:info@atlanta.bbb.org)>, <[updates@atlanta.bbb.org](mailto:updates@atlanta.bbb.org)>

We can send you your complaints sent out during that time but we would not send other companies' complaints to you due to privacy reasons. Fred Elsberry

**From:** [bbshotline@mechanicsair.com](mailto:bbshotline@mechanicsair.com) [<mailto:bbshotline@mechanicsair.com>]  
**Sent:** Thursday, February 19, 2009 2:54 PM  
**To:** [fred@atlanta.bbb.org](mailto:fred@atlanta.bbb.org)  
**Cc:** [bward@atlanta.bbb.org](mailto:bward@atlanta.bbb.org); [dflatley@atlanta.bbb.org](mailto:dflatley@atlanta.bbb.org); [atlanta.bw@bureaudata.com](mailto:atlanta.bw@bureaudata.com); [aamin@atlanta.bbb.org](mailto:aamin@atlanta.bbb.org); [complaints@atlanta.bbb.org](mailto:complaints@atlanta.bbb.org); [info@atlanta.bbb.org](mailto:info@atlanta.bbb.org); [updates@atlanta.bbb.org](mailto:updates@atlanta.bbb.org)  
**Subject:** Follow Up To Our Sad "Christmas Carol"



Dear Fred:

On February 18, 2009, I asked you the following "*Would you please provide me with all complaints your BBB has sent to other companies on Christmas Eve, December 24, for the past three years?*"

As of yet, I have no record of your response, nor do I have each question answered I asked in my original email.

Please consider providing me with the information I am requesting.

I understand from you that "*We send the complaints when we receive them*". I am determined to verify that assertion.

The easiest way to verify this is for you to aid me in checking this matter out. This can be done rather quickly. I would prefer to handle this matter now, instead of later. I want to make sure you understand what I want and why, so that I can show at a later date whether the BBB is acting in bad faith against our firm.

Thank you in advance for your cooperation in this matter.

If you do not respond with any comments or feedback, that fact will be added to your Mechanic's Dependability Report.

In the interest of time and good customer relations, please respond to Mechanic's via email at [BBBHotline@MechanicsAir.com](mailto:BBBHotline@MechanicsAir.com) within four business days from today's date. Your prompt response greatly enhances the chances for a successful resolution.

Mechanic's is positioning itself for the likely litigation that will take place in the near future against various parties. We have put a team together that is now working full time to review all issues associated with the attacks on our firm. All evidence is being preserved and documented for the Trier of fact.

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We look forward to your response.

Thank You.

Terry Adams  
Owner / Member  
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