

Subject:

Hammock's Heating & Air

From: bbbhotline@mechanicsair.com (Add as Preferred Sender) **Date:** Fri, Feb 27, 2009 7:45 am**To:** fred@atlanta.bbb.org**Cc:** bward@atlanta.bbb.org, dflatley@atlanta.bbb.org, atlanta.bw@bureaudata.com, aamin@atlanta.bbb.org, complaints@atlanta.bbb.org, info@atlanta.bbb.org, updates@atlanta.bbb.org

Dear Fred:

Mechanic's has some questions it would like for you to answer. We are asking these questions so that it can be documented in our files, and presented at any needed future forum.

Hammock's Heating & Air currently has a "D+" with your firm.

<http://atlanta.bbb.org/WWWRoot/Report.aspx?site=39&bbb=0443&firm=4000456>

Why do they only receive a "D+" when they currently have a sex offender still working for them?

Please see this link for proof.

<http://services.georgia.gov/gbi/gbisor/SexualOffenderDetails.jsp?action=SexualOffenderDetails&sexualoffenderId=559801LB6>

Why are you NOT warning the public?

As you are aware, Mechanic's is in the process of reviewing, investigating, and documenting your Bureau and in this endeavor we have created a new customer information and public response web site located at www.MechanicsResponds.com.

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

We look forward to your response.

Thank You.

Terry Adams

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