



April 8, 2009

Metro Atlanta Better Business Bureau, Inc.
Sent via Email to Fred Elsberry at fred@atlanta.bbb.org

Dear Fred Elsberry,

As you are aware, Mechanic's Responds® maintains a Business News reporting Web site and publication, by businesses, for businesses located at <http://www.mechanicsresponds.com/>.

Additionally, Mechanic's Responds® has been investigating the CBBB and your local Atlanta Chapter of the BBB.

We are, specifically, interested in the BBB's inaccurate, biased, and faulty current grading system.

We would like your comments on the following news story by "Watchdog" Reporter George Gombossy date April 4, 2009:

Blogger Links BBB Ratings Change To Revenue Falloff

<http://www.courant.com/hc-bbb-bbbroundup-watchdog-0404.col,0,4000146.column>

It is clear that our friend at www.BBBRoundup.com has linked the BBB New Grading System to the BBB's attempt to bring in more money.

- (1) What comment(s) do you have on this?
- (2) What comment(s) do you have on the fact that Connecticut Attorney General Richard Blumenthal is going

to contact the California Attorney General for help in investigating Rivers' (www.BBBRoundup.com) claims about the BBB's rating system?

- (3) Why have you refused to answer Mechanic's Heating & Air Conditioning, LLC's requests as listed in the following links?

<http://www.airconditioningatlanta.com/Notices/BBB%20-%20Mechanic's%20Reliability%20Report%201.3.pdf>

<http://www.airconditioningatlanta.com/Notices/Charles%20Palmer/Charles%20Palmer%20Response%20-%201.1.pdf>

<http://www.airconditioningatlanta.com/Notices/Charles%20Palmer/Charles%20Palmer%20Response%20-%201.2.pdf>

<http://www.airconditioningatlanta.com/Notices/BBB%20-%20Fox%205%20Complaint%201.0.pdf>

<http://www.airconditioningatlanta.com/Notices/BBB%20-%20BBB%20Complaint%202.0.pdf>

- (4) What internal memo(s) have you received from the CBBB's Steve Cox or any legal representative in relation to dealing with Mechanic's Responds®?
- (5) It appears that the Atlanta BBB has received the same internal memo as the LA BBB considering your Atlanta BBB has chosen to ignore all our requests? Comment?

If anyone at your BBB has any comment, please email Mechanic's Responds® at News@MechanicsResponds.com or call me at 770-425-0000.

Mechanic's Responds® is interested in its own Atlanta BBB "Deep Throat". We invite any of your current or former employees to

contact us anytime. Mechanic's Responds® will keep any BBB informant in the strictest confidence.

This document is now posted online at MechanicsResponds.com.

Mechanic's Responds® believes [Mechanic's Heating & Air Conditioning, LLC](#) has the right to exist. Mechanic's Responds® believes the actions of your Company are unconscionable. Mechanic's Responds® truly hopes you, [Fred Elsberry](#), will reconsider the way you and your Company, the Atlanta BBB, discriminates against Mechanic's. Mechanic's Responds® hopes you will make the right choice and govern yourself professionally.

Remember, Mechanic's Responds® would be happy to give your BBB advice on how to improve your relationships with the Business Community and how to keep the Community safer by disclosing more information to the public. Mechanic's Responds® is always happy to help improve your Company!

We are affording you the opportunity to respond to the above at this time.

If there is anything that is false, untrue, or otherwise improper, please contact us immediately at News@MechanicsResponds.com.

Thank you for your time, and have a nice day.

Sincerely,

J.R. Adams
LLC Manager
Mechanic's Responds®
A Division on Mechanic's Heating & Air Conditioning, LLC
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www.MechanicsResponds.com