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### COMPLAINT REGARDING INVENTION PROMOTER

Instructions: Read the reverse side of this form before completing and submitting the form. Complete as much of the form as possible and return it to the U.S. Patent and Trademark Office, Office of Independent Inventor Programs, Box 24 Washington, D.C. 20231 or fax to (703) 306-5570. Please type or write clearly.

149  
(412) 288-1300 EXT 308  
1-800-591-1891

Invention Promoter's Name: JASAW RATLIFE  
Invention Promoter's Address: 217 Ninth Street  
City Pittsburgh State PA Zip Code 15222-3506  
Complainant's Name: EMMA DAVIS  
Complainant's Address: [REDACTED]  
City [REDACTED] State [REDACTED] Zip Code [REDACTED]  
Customer's Name: EMMA DAVIS

#### WHAT IS YOUR COMPLAINT?

Please be as specific as possible within the space provided

DOCUMENT REDACTED  
USPTO FOIA 04-196

Name of mass media invention promoter advertised:

Intromark Incorporated

Invention promotion services offered to be performed:

Marketing for the purpose of trying to obtain a sale, negotiate contracts

Explanation of complaint between customer and invention promoter:

- ① - I am dissatisfied with ISC Services because I filled out forms for my Patent at the beginning, to also add my sons name on the Patent as the Second Inventor, which is not on my Original Patent that I received.
- ② - I now acknowledge that during I.S.C.'s Marketing Process, for my Patent, their efforts were unsuccessful and poor because, I.S.C. sent information of my Product to companies not in my Patent's field not having any interest therefore, very much limiting and lowering its success rates.
- ③ - My representatives at I.S.C. expressed a lot of enthusiasm and that my product was a good one and ~~will~~ will work through I.C.S.'s efforts.
- ④ - I.C.S. Representatives also asked me (Emma Davis) Did I know any company interested in marketing my product & never really kept a good open communication with me to let me know how the product was doing.

Signed: Emma Davis Date: 2-17-03