

2001-38716

STATE OF ALABAMA
OFFICE OF THE ATTORNEY GENERAL
CONSUMER AFFAIRS SECTION

CONSUMER COMPLAINT FORM

11 South Union Street
Montgomery, Alabama 36130

Phone: (334) 242-7334
Fax: (334) 242-2433
(Toll Free in AL) 1-800-392-5658

(Please type or print in ink)

Invention Submission Corp
or Universal Finance
Name of Person or Firm Complained Against
217 Ninth Street

William S Ryman
Diana Crain
Your Name Age

P.O. Box 363

[Redacted]

Address
Pittsburgh PA 15229-3506

Your Address

Pittsburgh PA 15230

[Redacted]

City and State Zip Code
(412) 288-1300

City and State Zip Code

(412) 338-5240

[Redacted]

Telephone

Telephone (Home) Telephone (work)

Did You Sign a Contract? yes

Date of Transaction 1-26-98

Name of Salesperson John B. Bush (Birmingham Office) 2000 Crestwood Blvd Suite 30 Birmingham AL 35210

DOCUMENT REDACTED,
Exemption 6, 5 USC Sec. 552(b)(6)
USPTO FOIA 05-123

Have you told the firm of your Complaint? yes

Product or Service Involved Invention Submission

Estimate of dollars involved \$3,308.44

How were you first contacted - at your premises (); at the firm's premises (); telephone (); radio/t.v. (X); newspaper/magazine (); mail solicitation (v)?

Have you consulted an attorney? yes Who? H. Marie Thornton

Is there a court action pending? no Where? _____

OFFICE OF ENROLLMENT
638 V E - JUN 100Z
2001 APR - 2 - 29

(34 notated)

Please explain the entire circumstances surrounding your complaint. (Attach additional sheets if necessary). Include copies of all pertinent documents such as contract, cancelled check, warranty, etc.

We took an invention idea to Invention submission in Birmingham, AL.
Contract dated 1-26-98. Problems we had were:

- 1) Invention classified wrong. The companies we contacted (took upon ISC) produced household items not automotive items.
- 2) The companies (on the attached lists) were from their data base & we contacted them; These companies did not acknowledge doing business with or hearing of ISC. The # were obtained from the Thomas Register which lists products, and phone # of companies.
- 3) Finally after several phone calls the invention was re-classified, or so we thought. Again we made phone calls and no acknowledgment of ISC.
- 4) We feel the whole scam was just to keep getting our money for a service we were not getting.

We heard about Neustel Law Offices & the other problems that ISC has had and we feel we were taken and then we

AFTER REVIEWING YOUR COMPLAINT AND THE STEPS YOU HAVE TAKEN TO RESOLVE IT, YOU MAY BE REFERRED TO A PRIVATE ATTORNEY, SMALL CLAIMS COURT OR SOME OTHER METHOD OF RESOLVING YOUR COMPLAINT.

I understand that the Office of the Attorney General normally provides copies of the complaint form or information regarding complaints to the business complained about and other private and public agencies. I authorize the Office of the Attorney General to give copies or any information on the form to anyone deemed advisable.

W.B.R. DL
Initial

I wish to file this complaint with your office. I understand that your office does not control litigation for individuals in matters which involve purely private controversies. I also understand that I may lose the right to file a lawsuit because of this matter due to the possible expiration of the statute of limitations, if I wait on action by the Attorney General's office. I am, however, filing this complaint to notify your office of the activities of this party and to seek any assistance you may be able to render.

William L. Reynolds Diana Lewis
Signature of person filing complaint

3-23-01
Date

PLEASE RETURN COMPLETED COMPLAINT FORM TO:
Office of the Attorney General
Consumer Affairs Section
11 South Union Street
Montgomery, AL 36130

wrote our letter of termination. We sent a copy to Universal Finance. We were advised to do this by a attorney.

Our other letter regarding our refund has been ignored.

We feel we didn't get the service we were paying for. We did receive one company's name, we were advised not to do business with them (by ISC). After reading their letter (we got a copy in October '98') and all their rules, we decided not to deal with them. After all the names we submitted to ISC + if they contacted the names on their lists, why would there be only one letter of interest? This is another reason we don't believe they did their job.

We feel we are entitled to our money back because they did not perform the service we were paying for.

Universal finance continues to call and send letters threatening to ruin our credit by reporting the \$10,693.90 balance. We will not pay them any more money and As of 3/01 credit reports, they have not done this.

We are sending this whole packet of information to United States Patent + Trademark Office (USPTO) = USPTO office of Enrollment + Discipline in Arlington, VA.