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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 at the address given on the reverse side. Please type or write clearly.

Invention Promoter's Name: INVENTION SUBMISSION CORPORATION, aka INTROMARK, INC., aka UNIVERSAL FINANCE

Invention Promoter's Address: 217 NINTH STREET

City PITTSBURGH State PA Zip Code 15222

Complainant's Name: ANTHONY AND JOAN REPACI

Complainant's Address: [REDACTED]

City [REDACTED] State [REDACTED] Zip Code [REDACTED]

Customer's Name: ANTHONY J. REPACI

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:

INVENTION SUBMISSION CORPORATION (ISC) - AS SEEN ON TV

Invention promotion services offered to be performed:

For a fee, to assist in submitting our product & idea to industry, help in obtaining a patent and negotiate with manufacturers for a sale or license Agmt.

Explanation of complaint between customer and invention promoter:

From Dec 16, 1996 to Sept 30, 2000, we paid a total sum of \$9,093.07 to ISC and Universal Finance. We have proof to substantiate this amount. And to date, these people have done absolutely nothing to help us get our idea on the market, but in fact hindered us (see 1998 IPEX below). We received many patronizing letters from ISC but no evidence of help with manufacturers and other promises as outlined in their contract. In 1998 ISC invited us to set up a booth at the ISO sponsored IPEX convention. We did at our own expense (travel, hotel, etc.) and were asked to see ISC invited the general public as well as the mass-media, who video taped a close up of our invention. Also we were NOT assigned a booth in the "Manufacturers Only" private room. The CEO of ISC, Martin Berger was there standing near this room so we approached him and complained not only about his non-plus services but also why we were not allowed a booth in the private room. He said prior to the show ISC company sent out a list of manufacturers names to his customers so that we could contact them to set up an appointment to visit our booth inside that room. When we told him we did NOT receive any such list he apologized and blamed his Customer Service Manager, Lisa Sweeney. He instructed a staff member at the show to look us up on their computer. She told us that they overlooked sending us the list but would mail it out after the show. At this point after noting all the do nothing attempts to help us, we told Mr. Berger we wanted out of his contracts (ISC and Universal Finance). He said to us, "My lawyers have you people wrapped up in a contract which you can not so easily get out of. Well, needless to say we realized the hopelessness of this situation and that we had been scammed. This was confirmed when we received a last letter dated August 23, 2000 from their patent attorneys Kandel & Associates, which informed us of a Notice of Abandonment for a U.S. Patent Application and that if we want to "revive" the application we had to pay another \$605 fee. At that point, with a balance of \$2,966.30 left on our loan we told Universal Finance that we would pay no more, for all of the above reasons. We haven't heard from ISC nor Universal since. However, just this year we were shocked to find they

AND DEMAND REIMBURSEMENT!

Signed: [Signature] Date: 3/28/02

Burden Hour Statement: This collection of information is provided for by 35 U.S.C. § 297(d). The information regarding invention promoters will be released to the public. This form is estimated to take 15 minutes to complete. This time will vary depending upon the needs of the individual case. Any comments on the amount of time you are required to complete this form should be sent to the Chief Information Officer, Patent and Trademark Office, Washington, D.C. 20231. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS.