

**Complaint Worksheet**

Staff Assigned Christine Dunn

Date Opened 07/15/2005

Reference # 20050715-124657-Web

Elapsed Days Open for 55 day(s)

Status Open	Reference Number: 20050715-124657-Web	External File Number:	
Incident Date: 05/28/2005	Receipt Date: 07/15/2005	Date Closed	
Description: cons. signed a management agreement for daughters modeling contract, called Mr. Voight the next day to advise him that she would be cancelling the contract also, sent cancellation ltr. requesting a credit be issued to AMEX for the initial charge of \$315, total refund of \$630		Origin: Consumer; Consumer	
Subject Modeling	Subject Option No Options		
How Received: Electronic form (Web Page)	How Heard of CPB		
Case Indicator	Primary Method Handled paper correspondence		
Actions To Be Taken: #2 10			
<b>Complainant Information</b>			
Last Name:	First Name:	Date of Birth:	Title:
Address:	City:	State:	Zip:
County:	Email Address:	Day Time Phone:	Day Ext:
Evening Phone Number:	Fax Number:		
<b>Company Information</b>			
Company Name: Ad Kids	Company Phone: 212-542-3118		
Company Address: 27 W24th Street, Suite 403	Company City: New York	Company State: NY	Company Zip: 10010
Company County:			
Date(s) you complained to Company:		05/29/2005	
To Whom:		Donald Joseph Voight	
Date Purchased:		05/28/2005	
Order, Contract, Acct. or Policy:			
Name of Salesperson:		Donald Joseph Voight	
Consumers Description:		On May 28, 2005 I met with Mr. Donald Joseph Voight from Ad kids and signed a Management Agreement with respect to my daughter. On May 29, 2005 I called Mr. Voight and advised that I would be cancelling the Agreement and explained why. As per the Agreement I was allowed three business days within which to cancel said	

Complainant Associated To:

Phone  
Fax  
Address

07032  
County

Complained Against:  
Ad Kids Inc.

Phone  
Fax  
Address  
27 W. 24th Street, Suite  
403  
New York NY  
10010  
County  
New York

	<p>Agreement via certified mail. On May 31, 2005 I sent my cancellation letter via regular and certified mail to the attention of Mr. Voight and requested that a credit be issued to my American Express account for the initial charge of \$315.00. I have spoken to Mr. Voight on numerous occasions in which he has agreed to honor my cancellation request and has told me that a credit would be issued. On June 27, 2005 his company charged my credit card a second charge in the amount of \$315.00 which is unauthorized as the Agreement has already been cancelled. A month later, I am still awaiting a credit for the first charge and now there is a second charge that must be credited to my account as well. As this Agreement was cancelled within the required time frame, the total credit amount that should be issued to my American Express card is \$630.00.</p>
<p>Have you already paid for the Product or Service?</p>	<p> <input type="radio"/> Yes  <input type="radio"/> No  <input checked="" type="radio"/> Partial Purchase </p>
<p>Purchase Price:</p>	<p>\$630</p>
<p>Amount in Dispute:</p>	<p>\$630</p>
<p>Method of Payment:</p>	<p> <input type="radio"/> Cash  <input type="radio"/> Check  <input checked="" type="radio"/> Credit Card  <input type="radio"/> Money Order </p>
<p>What settlement would you consider fair?</p>	<p> <input type="radio"/> Provide Replacement  <input checked="" type="radio"/> Refund  <input type="radio"/> Other </p>
<p>Requested Settlement:</p>	<p>On May 28, 2005 I met with Mr. Donald Joseph Voight from Ad kids and signed a Management Agreement with respect to my daughter. On May 29, 2005 I called Mr. Voight and advised that I would be cancelling the Agreement and explained why. As per the Agreement I was allowed three business days within which to cancel said Agreement via certified mail. On May 31, 2005 I sent my cancellation letter via regular and certified mail to the attention of Mr. Voight and requested that a credit be issued to my American Express account for the initial charge of \$315.00. I have spoken to Mr. Voight on numerous occasions in which he has agreed to honor my cancellation request and has told me that a credit would be issued. On June 29, 2005 his company charged my credit card a second charge in the amount of \$315.00 which is unauthorized as the Agreement has already been cancelled. A month later, I am still awaiting a credit for the first charge and now there is a second charge that must be credited to my account as well. As this Agreement was cancelled within the required time frame, the total credit amount that should be issued to my American Express card is \$630.00.</p>
<p>Have you contacted any other agency for help in resolving this complaint?</p>	<p> <input checked="" type="radio"/> Yes  <input type="radio"/> No </p>

Other Agency Details:

I have spoken with Mr. Voight on several occasions regarding issuing a credit to my American Express and each time I have spoken with him he has assured me that a credit will be issued but has never done so. He has also charged my American Express for a second charge of \$315 which is unauthorized as the Agreement has since been cancelled. Mr. Voight has not only failed to issue me a credit for the first \$315 charge but now must also issue a credit for the second \$315 for a total credit due and owing in the amount of \$630.00. It has been over a month and nothing has been done.

Credit History Resolution Service Provided?  Yes  
 No

Credit History Amount Resolved? \$0.00

Follow-up Entries

Due Date	Assigned To	Subject
09/06/2005	Christine Dunn	12

Assigned To  
Christine Dunn

Detailed Notification Message

Intermediate Active Status  
Awaiting response from company

Publication Sent

Resolution

Thank You Letter Received?  Yes  No

Thank You Letter Date

Mediation Attempted?  
 No  Unsuccessful  
 Successful

Referred By

Referred To:

Avoided Cost

Date	Cost Option	Description	Total(\$)
------	-------------	-------------	-----------

			Total: \$0.00
--	--	--	---------------

**Disputed Amount**

Date	Cost Option	Description	Total(\$)
------	-------------	-------------	-----------

			Total: \$0.00
--	--	--	---------------

**Consumer Savings**

Date	Cost Option	Description	Total(\$)
------	-------------	-------------	-----------

			Total: \$0.00
--	--	--	---------------

Invoice / Order #:

Product: \$630 - Management Agreement

Brand:

Model:

Keywords 1:

Keywords 2:

Keywords 3:

Logged By:

Complainant DOB:

Respond Assigned To: