

Received: from e3000b.its.state.ms.us
by governor.state.ms.us; Wed, 16 May 2001 10:02:01 -0500
Received: from mx1.its.state.ms.us (mx1temp.its.state.ms.us [192.42.4.253])
by e3000b.its.state.ms.us (8.10.0/8.10.0) with SMTP id f4GF4ui28538
for <governor@governor.state.ms.us>; Wed, 16 May 2001 10:04:56 -0500 (CDT)
Received: from mta02.usi.net (msubim01.usi.net [209.62.150.68])
by mx1.its.state.ms.us (8.10.0/8.10.0) with ESMTP id f4GF3As13765
for <governor@governor.state.ms.us>; Wed, 16 May 2001 10:03:10 -0500 (CDT)
Received: from msubwt01 ([209.62.154.84]) by mta02.usi.net with ESMTP
id <20010516150434.BVAX892.mta02@msubwt01>
for <governor@governor.state.ms.us>;
Wed, 16 May 2001 11:04:34 -0400
Message-ID: <31598471.990025398199.JavaMail.root@msubwt01>
From: Regina Lahoz <takeahit@hotmail.com>
To: Ronnie Musgrove <governor@governor.state.ms.us>
Subject: Regina Lahoz Wanted You To Know About This!
Mime-Version: 1.0
Content-Type: text/plain; charset=iso-8859-1
Content-Transfer-Encoding: 7bit
Date: Wed, 16 May 2001 11:04:34 -0400

You're receiving a copy of this letter written via PlanetFeedback.com because Regina Lahoz considers you someone who should be aware of this experience with CyberRebate.

Please handle this letter the same as you would handle any other type of constituent feedback.

To learn more about our services, visit our home page at <http://www.planetfeedback.com>, the leading online consumer feedback Web site and recently nominated for a prestigious 2001 Webby Award as one of the best services on the Internet!

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April 22, 2001

TO:
Joel Granik, CEO
CyberRebate
587 Willow Avenue
Cedarhurst, NY 11516

FROM:
Regina Lahoz
6628 Oakbrook Drive
Ocean springs, MS 39564

RE: PLANETFEEDBACK REFERENCE NUMBER 656659

Dear Mr. Granik,

I'd like to bring to your attention a problem I encountered recently with the experience at CyberRebate. Frankly, I'm not surprised because I've been very dissatisfied with my business dealings with you in the past.

I ordered a electric Toothbrush and filed my rebate forms. I called about 3 weeks after i mailed my forms in to check on status. I was told dont worry, your check would take about 7 weeks to be processed and mailed to you. I emailed asking about an onsite glitch that said my claim was awaiting more rebate materials. I got an email from your customer service saying that the "additonal materials message" was a mistake. I emailed one last time as was told i did not have the rebate number on the envelope, and that the rebate had expired . When i asked why was I not notified when this problem became apparent I was told we did not know about it then. As you can imagine, this caused me a fair amount of frustration.

Here's what I'd like to see happen: I would like my rebate check for this item mailed to me. I would like to see your tracking system updated so when one calls or emails a concern, if there is a problem it can be taken care of immediately.

For your information, I would say I use CyberRebate from time to time. I rely on it because others have recommended it to me.

Because of this, I will avoid clicking through to CyberRebate at all costs in the future, and I definitely will urge others to avoid it at all costs.

I hope you are willing to address my concerns. Thank you for taking the time to read this, and I look forward to hearing from you soon.

Sincerely,
takeahit@hotmail.com

CC:
Thad Cochran
Trent Lott
Gene Taylor
Ronnie Musgrove
Eric Clark
RJ Brim CEO RTR Assoc

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PlanetFeedback.com helps consumers focus and direct their feedback to companies. It keeps people and organizations who are interested in consumer issues informed of the public's experiences and opinions. Involving people and organizations like you helps consumers become even more influential.

Perhaps you can help this constituent directly. Perhaps it's simply helpful for you to know the kinds of feedback your constituents are giving and the companies they are writing to.