

Supplemental Report on Aggressive Sales Tactics on the Internet

List of Released Documents

May 19, 2010

1. Internal Affinion e-mail between three Affinion employees describing consumer “escalation” and refund process (Oct. 31, 2008) (Affinion Doc. AFSE-04-3749 – AFSE-04-3750).
2. Internal Vertrue document “Customer Care Representative Evaluation Criteria, Appendix A – Enforcing Terms and Conditions” (Jan. 9, 2009) (Vertrue Doc. 35271-35276).
3. Internal Webloyalty e-mail between two Webloyalty employees regarding multiple membership policy (Nov. 11, 2008) (Webloyalty Doc. 101163 - 101166).
4. Page from Vertrue’s “Customer Service Final Exam – Answer” sheet (July 15, 2008) (Vertrue Doc. 436).
5. Internal Webloyalty e-mail between multiple Webloyalty executives including Mr. Richard Fernandes, Chief Executive Officer, concerning high credit card chargeback rates (Oct. 1, 2002) (Webloyalty Doc. 103427 and 103429).
6. E-mail from Airtran Marketing Executive to Affinion Group Vice President regarding Airtran customer, Mr. W., who had difficulty canceling his membership and receiving a refund (Oct. 21, 2008) (Affinion Doc. AFSE-04-3396 – AFSE-04-3397).
7. Webloyalty Document “Top Ten Reasons A Member Calls” (Feb. 2006) (Webloyalty Doc. 56370).
8. Webloyalty Script for Consumer Calls (Webloyalty Doc. 26055-26059).
9. Vertrue Scripted Response for Question “How Did I Get Signed Up for this???” (Vertrue Doc. 82269).