



BETTER BUSINESS BUREAU®

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January 22, 2002

Ms Karla Smith
611 Ryan Plaza Dr
Suite 400
Arlington, TX 76011

RE: Ambus Registry Inc

Dear Ms Smith:

Our office has contacted the company twice on your behalf requesting that they respond to your complaint in writing. At this time they have not replied.

It is through experiences, such as yours, that the Better Business Bureau is able to develop our reliability reports. Although we have no enforcing power and can not force a company to offer an adjustment, our reports on local companies reflect how a company treats its customers, especially if there has been a dispute.

We have closed our file on your complaint as unanswered and have also updated our reliability report on this company to show an "Unsatisfactory" record according to BBB Standards, specifically that the company has failed to respond to a customer complaint brought to its attention by our office. If the company has been in direct contact with you, we would appreciate your letting us know. Should you wish to pursue this matter further, you do have the right to consult legal council of consider a Small Claims Court action.

If you have any questions, please do not hesitate to call me.

Sincerely,

Katie Rose
Dispute Resolutions

