

EXHIBIT 16

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Report: #562360

Report: Invention Home Jacob Enterprises - Inventhelp Invention Submission Corporation



Reported By: aberdeen nc (Aberdeen North Carolina)
 United States of America

Invention Home Jacob Enterprises - Inventhelp Invention Submission Corporation
 Invention Home Unauthorized Visa Card Transaction
 Monroeville, Pennsylvania

***UPDATE by author...** Weekend mistake

Invention Home Jacob Enterprises - Inventhelp Invention Submission Corporation
 275 Center RD Suite105
 Monroeville Pennsylvania 15146
 United States of America
 Phone: 412-229-1340
 Web Address:

Category: Unusual Rip-Off

Submitted: Saturday, January 30, 2010
 Last posting: Wednesday, February 10, 2010

About 4 months ago, I paid Invention Home \$399.00 for a search patent. I used my visa debit card to pay. I started receiving phone calls from Jeff trying to talk me into paying for 1of 3 different portfolios that they have, to start my invention. I was also receiving e-mails from him. The prices ranged from \$1600.00-\$3600.00. I refused. For about 2 months I did not receive any more communication. On Jan.26 - 2010 I got a phone call from a lady at invention home. I was already on the phone with some1 else, when she beeped in. I told her that I could not talk right now, so she was going to send me an e-mail, which she did. I didn't get 2 check my e-mails until the 30th of Jan. I received 3 differend e-mails from them. One of them was to thank me for my order. (What order?) Another one was for my receipt for \$2,508.00. Payment Method (Visa). Talk about highly upset and angry. I contacted my bank (at 3am) to cancel my card, before Invention Home could STEAL my money. NEVER EVER use your credit card for ANY transaction concerning Jacob Enterprises, Inc. AKA - Invention home. This company is nothing but a rip off.

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1 **Illegal Visa Card Update**
Update By
Author
aberdeen n.c - Aberdeen (United States of America)

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SUBMITTED:
Monday,
February 01,
2010

POSTED:
Monday,
February 01,
2010

The company called me twice this morning, claiming that there was a mix up on the e-mail address. They say that they have another customer with my name, and that the receipt for \$2508.00 was send to the wrong e-mail address. The President of the company was the last one to call me, to explain the mix up. The first call came from Jeff, claiming that he spoke to me 5X the previous week. (NEVER HAPPENED) at my particular phone #. When that didn't work, I found out about this other person with the same name. I doubt that the President of the company knows the whole story, but I do not trust Jeff. He changes his story too much. They ask me to go back on this site to correct the misunderstanding.

2 **Think Before You Act**
Owner of
Company
Russellwilliams - Monroeville (U.S.A.)

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SUBMITTED:
Monday,
February 08,
2010

POSTED:
Monday,
February 08,
2010

This complaint is a great example of why you should question what you read on these types of sites and how these sites are often misused at the expense of good, reputable companies.

As part of our normal process, we email every customer a receipt documenting the services ordered for his or her records. After processing the correct [credit card](#) for one particular customer, we inadvertently selected the wrong email address to send the receipt. The receipt went to this inventor by mistake.

When this inventor received the email receipt in error, rather than calling our [accounting](#) office to clarifying the situation, she immediately cancelled her credit card and filed a complaint about our company on this site before verifying if any charges were placed on her card. **Her credit card was never charged. She only received an email receipt by mistake.**

When we realized the error, we immediately phoned this inventor with an explanation and apology, however, the complaint had already been filed.

It is unfortunate that a complaint like this was filed before any reasonable attempt to verify the accuracy of the complaint was made.

For questions or issues, feel free to contact us at support@inventionhome.com or 866.844.6512.

Thank You.

The website you are

If you believe this

URL: desk.opt.fim
65a968de6505&sz=1




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#3
Consumer Comment
Agree with company
David - Fairfield (United States of America)

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SUBMITTED: I must agree with the owner of the company. You should have called them and demand an explanation. If they wouldn't provide it in a timely fashion then yes blast them on this site and dispute the charges and raise hell.
Tuesday, February 09, 2010

POSTED: But mistakes happen.
Tuesday, February 09, 2010

#4
Update By Author
Weekend mistake
aberdeen n.c - Aberdeen (United States of America)

Respond to this report!
 

SUBMITTED: Mistakes happen yes. This mistake came with my name and address on it. It also happened over the weekend, when companys are closed, or else I would have called them. I know that there are other people out there with the same name as mine. The main reason that i'm still suspicious is because of the conversation I had with Jeff. During the conversation he was adamant that it was my phone # he called (AFTER CHECKING HIS NOTES) and that he spoke to me 5X the previous week. He even went so far as to imply that maybe he spoke to another woman at my house. My husband and son definetly do not sound like me over a phone. If it weren't for the conversation that I had with Jeff, then yes, I would say that there was a good chance that it was all a big misunderstanding. And as for acting too fast, we're not talking about pocket change. I couldn't afford to take a chance of that kind of [money](#) coming out of my account, especially all this happening right after christmas.
Wednesday, February 10, 2010

POSTED:
Wednesday, February 10, 2010

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