

From: Carole Danielson
To: David Conn
Date: Thu, Mar 2, 2000 1:28 PM
Subject: Re: Telemarketing Sales Rule

Thanks for passing this on to us. This is the kind of information that will be helpful as we review the Rule, including its do-not-call provision. I am forwarding the complaint to the rest of the folks on the Rule Review team.

>>> David Conn 3/2/00 12:38 PM >>>

I talked to Martha and she suggested I send you an E-Mail about a telemarketing sales call I received at home this morning.

Company:

Financial Insider Network
P. O. Box 890
Arlington Heights, Illinois 60006-0890

Phone #: 1-800-683-0457

Hi. I work in BC and my phone extension is X2114. Thx.

This Financial Insider Network called my house at about 11:30 A.M. this morning. My friend, Betty, answered. This company asked for an Angelique, who is not a member of my household. Betty responded that Angelique did not live at this household. The caller stated that this was OK because our mortgage company had sold this company our name. Betty asked for them to remove us from the sales calling list under the Telemarketing Sales Rule, but the customer service representatives refused, noting they needed some information.

This is the rule of the company put into effect by the "head of the company", a Therese Raymond, who is the Policy Service Coordinator.

I called the 1-800 number personally at about noon and asked the company to drop my number from its solicitation list. I gave my name phone number and zip code. The woman said that's "Angelique Conn". I said she is not a member of my household and I want my number removed from your solicitations list. The woman stated that she would not do so unless I told her the name of my mortgage company. I had called the mortgage company prior to calling this Financial Insider Network company. The mortgage company assured me that it does not sell names of its mortgagees. The woman on the telephone ran through a number of mortgage companies that sell names. My mortgagor was not on the list. She still demanded the name, saying she had not read me the exhaustive list of companies.

I told this woman that the name of my mortgagor is immaterial and under the TSR, I wanted my name removed from the list. The woman refused. I told her I would file a complaint with the Illinois AG's office and the FTC. She said, "Go ahead. Here's our telephone number."

I hope this information proves useful.

CC: Catherine C. Harrington-McBride, Karen Leonard, ...