

Dear Mr./Mrs. Customer:

Imergent, Inc. and StoresOnline.com extends to all consumers who purchased Imergent software licenses in Texas the opportunity to receive a refund for any service or software they purchased from Imergent, Inc. on or after February 23, 2003. This refund includes a refund for the purchase price of the license, software, or service purchased from Imergent, Inc., the purchase price of any mentoring or coaching service purchased from Professional Marketing International or any other mentoring or coaching service retained to help set up a website with Imergent's licensed software, plus all interest and finance charges paid on any loan or credit card charge used to pay for these services or products.

If you elect a refund, Imergent will (a) remove your website from their hosting service, (b) discontinue any further efforts to try to help you publish any other website, and (c) cancel the software license you purchased. Your refund request will be reviewed by staff from Imergent and from the Office of Attorney General who will make a final determination regarding any refund. If your request for a refund is approved and paid, your purchase from Imergent will be cancelled and any credit reporting agency that has recorded any negative credit history as a result of this purchase will be notified by Imergent that the transaction has been rescinded and that the negative credit history should be removed.

If you are satisfied with your purchases and do not want a refund, do not respond to this letter. If you wish to avail yourself of this opportunity, completely fill out and return the questionnaire on the back of this letter to the Office of Attorney General within thirty days of receipt of this notice. Refunds will not be provided if the questionnaire is not completely filled out. It will take approximately ninety days or more to process all the requests. Please do not call this office to inquire about your request. If you want to inquire about your request, wait ninety days after sending in your request form and then make your inquiry by sending us a letter. Thank you for your patience.

Sincerely,

Raúl Noriega
Assistant Attorney General
Consumer Protection Division
San Antonio Regional Office
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