

## COMPLAINT ACTIVITY REPORT Case # 46017765

Better Business Bureau Serving northern Colorado and Wyoming

Consumer Info: [REDACTED]

Business Info: First American Monetary Consultants Inc

970 223-4962

09-01799

Location Involved: (Same as above)

**Consumer's Original Complaint :**

On or about September 18, 2008 we entered into an agreement with FAMC (First American Monetary Consultants) to purchase 600 each 1 ounce silver coins for the sum of \$9,612.00. Payment was made immediately to FAMC. Under the terms of their agreement we were to "Allow a minimum of twenty-five to forty-five (25-45) BUSINESS DAYS for delivery. Times of delivery may vary due to availability of some items caused by mint, supplier and customs delays".

My wife had made telephone calls twice (no dates available), then on her third call November 14th she was told that the party she was speaking to had no information at that time. On November 21st she left a message and was called back by an individual that thought he was returning a call for a new sales opportunity. At that time FAMC was still advertising the same delivery stated above. On December 29th I e-mailed Mr. Bates and asked for a delivery date or interest on my money that he was holding. I felt it was fair since if I had failed to deliver my funds to him on time he was going to charge me interest, called a "late fee." Mr. Bates returned my e-mail the next day and explained that paying interest was not a Christian thing to do. He stated that they were delivering as fast as they could and that he would pass my letter on to the shipping department.

On January 29th of 2009 I asked for a firm delivery date or the return of my money. I have had no response. I really want the goods that they contracted to deliver.

I have saved the e-mails and can forward them.

**Consumer's Desired Resolution:**

Deliver the goods. We are well past the time contemplated in the agreement and these goods can be found at other dealers.

**BBB Processing**

02/06/2009	web	BBB	Complaint Received by BBB
02/09/2009	MS	BBB	Member or MIP Complaint Validated by BBB Operator
02/09/2009	Otto	EMAIL	Send Acknowledgement to Consumer
02/09/2009	Otto	EMAIL	Inform MIP Member of Complaint
02/16/2009	WEB	BBB	RECEIVE BUSINESS RESPONSE : In checking with the person Mr. [REDACTED] dealt with at FAMC, he was told explicitly that Famc was not taking orders for US Silver coins due to mint delays..he also had no success in finding any other dealer who would take his order. The order was placed with the understanding of an indefinite delivery date with NO WHINING about delivery.
02/17/2009	MS	EMAIL	Forward Business response to Consumer
02/18/2009	WEB	BBB	RECEIVED CONSUMER REBUTTAL : (The consumer indicated he/she DID NOT accept the response from the business.)

We would like to respond one phrase at a time:

1.) "In checking with the person Mr. [REDACTED] dealt with at FAMC"

Mr. [REDACTED] has not spoken with anyone at FAMC. Mrs. [REDACTED] called and left a message on an answering machine. Her call was returned later that afternoon and she was told that U.S. Silver Dollars were hard to get and that she should order silver Canadian Maple Leaf coins instead. Mrs. [REDACTED] ordered 600 each of the 1 ounce Canadian Maple Leaf coins based on the recommendation of FAMC. Mr. [REDACTED] has only sent e-mail correspondences and has not spoken with anyone at FAMC.

2.) "he was told explicitly that FAMC was not taking orders for US Silver coins due to mint delays..he also had no success in finding any other dealer who would take his order."

There was no mention that FAMC was not taking orders for US Silver coins but [REDACTED] was directed to Canadian Coins. The only discussion that centered on inability to place an order was in reference to gold coins. There were in fact other dealers taking orders, specifically KITCO. Mrs. [REDACTED] felt comfortable dealing with a Christian organization though.

3.) "The order was placed with the understanding of an indefinite delivery date with NO WHINING about delivery."

The order was placed with the understanding that delivery would take place within 4 to six weeks. The contract documents in our possession state that we should allow a minimum of twenty-five to forty-five (25-45) BUSINESS DAYS for delivery. There was a discussion about the fact that we would be out of town October 9 through 12th and again at the end of October. [REDACTED] requested that they contact us by phone when they were shipping to make sure we would be home to accept the coins. They agreed to contact us by phone so that we would not be out of town when they shipped the coins. The FAMC web site also stated at that time delivery would be in 25 to 45 business days. The web site has since been changed.

We would be happy to accept 600 US Silver Dollar Coins at the originally agreed price that are available at dealers' right by their Memphis area location today.

If you could provide us with a FAX number we can send you the front and back of the contract with FAMC that shows their 25-45 business delivery statement.

02/19/2009	MS	EMAIL	Inform Member of Consumer Rebuttal
03/03/2009	OttO	BBB	No Response from Member re: Consumer Rebuttal
03/10/2009	MS	BBB	BUREAU COMMENT : From: Marcy Sharf

Sent: Tuesday, March 10, 2009 9:06 AM

To: 'dlarrybates@famcinc.com'

Subject: BBB Cases 46017765 and 46017721

Importance: High

Hello Larry,

Our office has not received a response to [REDACTED] additional comments. The deadline passed has passed on the complaint. It is very important as an accredited business that we receive your response. Please respond by Friday, March 13, 2009 or our office will have to send a jeopardy letter regarding your accreditation status.