



Better Business Bureau of the Mid-South  
3693 Tyndale Drive  
Memphis, TN 38125  
Tel: (901) 759-1300 Fax: (901) 757-2997

2 pages

March 20, 2009

Dr. Larry Bates  
First American Monetary Consultants, Inc.  
3740 Business Dr  
Memphis, TN 38125-8506

RE: Case # 40053412: [REDACTED]

Dear Dr. Bates:

The BBB offers you the opportunity to preserve consumer goodwill by addressing the issues presented in the complaint we have received. The details of the customer's concerns are included with this letter or on the reverse side. We have not judged the merits of the complaint because we know that there are two sides to any dispute. All we have at this time is your customer's version.

Research shows that companies that respond quickly to a customer complaint can achieve a higher level of customer satisfaction. Please provide the BBB with a written verification of your position in this matter by April 3, 2009.

We encourage you to use our online complaint system to respond to this complaint. The website address below will take you directly to this complaint online, where you may access the details of the case and enter your response:

<http://www.midsouth.bbb.org/complaint/view/40053412/b/5081adb05e>

If you are unable to respond using the internet, then please respond in writing to the address or fax number above. Thank you in advance for your cooperation.

Sincerely,

3/24/09  
Teri,

Teri Green  
Dispute Resolution Specialist  
901 757-8614  
tgreen@bbbmidsouth.org

Mrs. [REDACTED] received the bulk of her order on 1/12/2009 which was her gold order. She was advised at the placing of her order that silver was "indefinite" and sold to her on a "Whine" basis due to backlog of silver orders at mint and allocation from same. We will gladly refund the money from the silver purchase, and place her on a do not do business list. This is the second time that this person selectively hears what she wants to hear as we had same problem on previous order.

P.S. Our order Confirmation and invoice that forms the contract for the purchase specifically states "times may vary due to mint, supplier and customs delays"