

Random Selection of Consumers Affairs Reviews

"Knowledge is Power"

<i>Research date</i>	<i>Total number</i>	<i>% rate of</i>
2/5/2016	<i>of reviews</i>	NEGATIVE reviews
1-800- Flowers.com	1233	98%
Ally Bank	461	98%
Ambit (from 2008 to present)	302	96%
Barnes and Nobel	406	99%
Best Buy	1901	97%
Com cast	3741	99%
Dell	3692	99%
Dodge Ram	297	97%
Dyson	261	97%
EBay	1344	95%
Facebook	1028	99%
Hertz	1388	99%
Home Depot	1368	95%
Honda	697	95%
Hotels. Com	1612	99%
Hyundai	1224	93%
I phone	409	91%
Jiffy lube	734	99%
KFC	267	98%
Lenscrafters	265	89%
Lowe's	1387	96%
MacAfee	483	99%
MacDonald's	922	97%
Micro Soft	585	99%
Office Depot	342	99%
Pampers	431	93%
Papa Johns	208	95%
PayPal	1068	99%
Petco	256	98%
Sears Customer Service	2263	99%
South West Airline	557	91%
T mobile	2301	99%
Toys R Us	925	99%
Travelocity	972	98%
UPS	1984	98%
US Postal Service	6071	99%
Verizon	3314	98%
Walmart	1853	95%
Whirlpool Water Heaters	1650	96%

96% of Consumer Affairs feedback is negative.

"Research the research site"

Logical Questions

Would a legitimate and unbiased consumer protection site restrict or deny the posting any review either positive or negative?

Would a legitimate consumer protection site offer for sale, products / services who they themselves rate poor, flawed or bad products?

Would a legitimate consumer protection site promote, suggest, use "click links" & pop up blocks to advertise for competitors of same industry being rated?

Would a legitimate consumer protection site block, hinder or prevent a fair discussion by both parties or deny a chance to respond?

Should a legitimate & unbiased consumer protection site offer attorney referrals?

Is it reasonable for trusted companies like Lowes, Walmart, Home Depot, Verizon to have earned only a 2% to 6% positive, favorable rating?

Fine print and some answers to those pesky questions concerning Consumer Affairs.

**The overwhelming majority of Positive feedback are simply not posted
Companies must pay substantial fees to replace negatives with positives**

**For-Profit site verses non-profit Better Business Bureau
Seeks Attorney referrals. Asks if attorneys are needed and referrals will be given
Heavily promotes "click links" as a major source of revenue**

**Companies agreeing to payment of monthly fees have dominantly positive feedback
Companies not agreeing to payment of fees have dominantly negative feedback**

How these statics were collected and calculated:

Data collected 2/05/16 from Consumer Affairs "distribution list" .

Overwhelmingly, either a 1 or a 5 star rating was selected by reviewers.

Since very few 2, 3, and 4 star ratings were posted and they generally cancelled themselves out, they were not included in order to simplify report

For Erie County Customers:

On March 6, 2015, Penelec had 188 negative complaints. (Ambit had 195)

Penelec has now been deleted entirely from the Consumer Affairs site.

To highlight the disparity and extreme bias done by Consumer Affairs, below are the winners of the "Most Loved and Respected Companies in America" from the prestigious 2015 Harris Interactive Poll. <http://www.dailyfinance.com/2015/03/03/americas-most-respected-companies/>

Winners:

Wegmans
Amazon
Costco

Consumer Affairs ratings on these same top 3 "Most Loved and Respected" Companies

	Total # of reviews	% of Negative reviews	Star Rating out of 5
Wegmans	48	82%	2
Amazon	1573	81%	2
Costco	561	88%	1