

URANTIA FOUNDATION

INTRA-OFFICE MEMORANDUM

FROM Christy

DATE November 16, 1971

TO Bill Hales

SUBJECT Better Business Bureau Complaint

Enclosed find original and copy of a "Better Business Bureau Service Form" containing a complaint from Alfred Aaron, 2404 - 64th Ave., Oakland, California 94605 ~~making complaint~~ about our failure to supply proof about the authors of the Urantia Book.

I am also enclosing copy of a letter we wrote to Mr. Aaron on March 10, 1970.

I am also enclosing a copy of our Declaration of Trust, as well as a resume of the Urantia Book, and a page describing the Urantia Foundation. I think if the Better Business Bureau obtains these three pieces of literature they will be satisfied that Mr. Aaron's complaint is out of order. He has no reasonable grounds for complaint in any instance.

Enc. (6)

*Copy to Vern
no one pressured
him to get the book,
I'm sure! This is
an other first
Christy*

COPY

B.K.



CUSTOMER EXPERIENCE RECORD

"A Better Business Bureau Service Form"

TO THE CUSTOMER: (YOU MUST RETURN ALL COPIES) You have reported an unsatisfactory business transaction. If your problem falls within the areas of activity indicated by the check list below, we will refer this report to the company for special review and reply.

BEAR DOWN PLEASE ---- YOU ARE MAKING 4 COPIES **BA**

DATE OF TRANSACTION 11-12-71 DATE YOU COMPLAINED TO COMPANY 4-10-70 TO WHOM MANAGEMENT

SALES PERSON _____ IDENTIFY PRODUCT OR SERVICE Book IF ADVERTISED, WHEN _____

WHERE (ENCLOSE AD) _____ FORM COMPLETED BY CUSTOMER BUREAU RECEIPT OR CONTRACT NUMBER _____

COMPANY URANTIA FOUNDATION
(PLEASE PRINT)
ADDRESS 533 DIVERSEY PARKWAY
CITY CHICAGO, ILLINOIS 60614
ZONE STATE

YOUR NAME ALFRED AARON
ADDRESS 2404 69th AVE
CITY OAKLAND, CALIF. 94605
ZONE STATE

IMPORTANT! - WRITE FIRMLY

YOUR PHONE NO. _____

CHECK CAUSE(S) OF COMPLAINT AND EXPLAIN BRIEFLY.

- 1. Advertised (this ad) _____
- 2. Defective merchandise.
- 3. Guarantee or contract not fulfilled.
- 4. _____
- 5. Misrepresentation - Oral,
- 6. Non-delivery of merchandise.
- 7. _____
- 8. Unsatisfactory installation or service.
- 9. Other (indicate below).

CHARGING A LARGE SUM OF MONEY (\$15) FOR THEIR PRODUCT "THE URANTIA BOOK," WHICH THEY CLAIM IS OF NON-TERRESTRIAL ORIGIN, AND REFUSED TO SUPPLY CONCRETE PROOF TO SUCH A CLAIM, WILL NOT EXACTLY STATELY HOW IT ABOUT, OR WHO THE AUTHORS ARE, OR WHO ARE INITIALLY RESPONSIBLE FOR THE CONTENTS OF THE BOOK. IF THE BOOK IS EXTRA-TERRESTRIAL WHO (ON EARTH RECEIVED IT); IF IT IS OF HUMAN ORIGIN WHO WROTE IT AND WHY. \$15 IS A QUITE A SUM OF MONEY AND I HAVE (RAATHER ALL CONSUMERS) THE RIGHT TO KNOW THE TRUE ABOUT MY PURCHASE.

WHAT ADJUSTMENT DO YOU CONSIDER MUTUALLY FAIR? *right to know the true about my purchase.*

Alfred Aaron 11-12-71
YOUR SIGNATURE DATE

DO NOT WRITE BELOW THIS LINE

TO THE COMPANY Retain pink copy-return others to the BETTER BUSINESS BUREAU. Please include your address and/or handling. Any additional explanation should be attached in duplicate.

BETTER BUSINESS BUREAU
360 - 22nd STREET
OAKLAND, CALIF. 94612

HAVE ADJUSTED _____ DATE _____ WILL ADJUST BY _____ DATE _____ UNWILLING TO RECONSIDER (EXPLAIN BELOW)

COMMENTS: _____

DATE _____ COMPANY _____ BY _____

FOR BUREAU COMMENT ONLY:

PROCESSED BY
B. Hampton (ms)
FORWARDED
11-12-71
CUST. DISSATISFACTION AREA
9
STATISTICAL CLASSIFICATION
522, 45321