

# **Matthew Lesko Has Better Consumer Record Than Bill Gates**

Sure we have complaints. We have sold over 3 million books. But every complaint we have has been resolved to the satisfaction of the customer. Take a look at Information USA's Better Business Bureau report versus Microsoft's report. Microsoft has left many consumers unsatisfied after they complained. All complaints to Matthew Lesko and Information USA were always resolved to satisfaction of the customer.

## **SCORE CARD**

**Number Of Customers Who Remain Unsatisfied After Filing A Consumer Complaint**

**Matthew Lesko**

**0**

**Bill Gates**

**156**

No one has to worry about doing business with Matthew Lesko and Information USA, but that can't be said of Mr. Gates and Microsoft.

Lesko's books are use by the U.S. Army and Harvard University, and are available in public libraries where they can be reviewed for FREE...

[www.lesko.com](http://www.lesko.com)

BBB of Metro Washington DC & Eastern Pennsylvania  
 1411 K St. NW, 10th Floor  
 Washington, DC 20005-3404  
**BBB Reliability Report**

**Information USA Inc.**

12081 Nebel Street  
 Rockville, MD 20852  
 Montgomery County

**General Information**

Original Business Start Date *unknown*

Registration or Incorporation

Type of Entity Corporation  
 State *unknown*  
 Date *unknown*

BBB File Opened June 01, 1998

Principal Contact Mr. Matthew Lesko

Complaint Contact Ms. Mercedes Sundeen

Other Contacts Ms. Sue Haybroek

BBB Member This company is not a member

Type of Business

Product Sales - General  
 Infomercials

The information in this report has either been provided by the company, or has been compiled by the Bureau from other sources.

**Customer Experience**

The company has been responsive to any complaints brought to its attention by the Bureau.

**Customer Complaint Data**

Number of complaints processed by the BBB over the last 36 months: **68**

Number of complaints processed by the BBB in the last 12 months: **9**

Complaints Concerned:

**Selling Practices** (4 complaints)

**4** Resolved

**Advertising Issues** (1 complaints)

**1** Resolved

**Service Issues** (12 complaints)

**11** Resolved

**1** Company made every reasonable effort to resolve

**Credit or Billing Disputes** (6 complaints)

6 Resolved

**Delivery Issues** (24 complaints)

20 Resolved

4 Company made every reasonable effort to resolve

**Refund Practices** (21 complaints)

15 Resolved

1 Delayed Resolution

5 Company made every reasonable effort to resolve

The company's size, volume of business and number of transactions may have a bearing on the number of complaints received by the BBB. The complaints filed against a company may not be as important as the type of complaints, and how the company has handled them. The BBB generally does not pass judgement on the validity of complaints filed.

**Additional File Information**

This company sells information for persons to use to apply for various government grants and programs. Consumers should be aware that grants, whether privately funded or government run, all have specific requirements, conditions and limitations. Applicants who comply with the requirements of the application process must then be reviewed for acceptance or rejection under the procedures governing that specific grant.

**Additional Information**

This Business Operates under the Names

Bonus 1/Information USA  
Free Money  
Information USA Inc.  
Leskos Books  
Lesko's Government Money  
Matthew Lesko Information USA,Inc.

Addresses

PO Box E, Kensington, MD 20895, Montgomery County  
12081 Nebel Street, Rockville, MD 20852, Montgomery County

Phones

(301) 770-4257  
(301) 770-6685  
(800) 204-4499  
(800) 577-2723  
(301) 770-1253 (FAX)

Reported on Friday, July 07, 2006

As a matter of policy, the Better Business Bureau does not endorse any product, service or company. BBB reports generally cover a three-year reporting period, and are provided solely to assist you in exercising your own best judgment. Information contained herein is believed reliable but not guaranteed as to accuracy. Reports are subject to change at any time.

The Better Business Bureau reports on members and non-members. Membership in the BBB is voluntary, and members must meet and maintain BBB standards. If a company is a member of this BBB, it is stated in this report.

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# Better Business Bureau

Serving Alaska, Oregon & Western Washington

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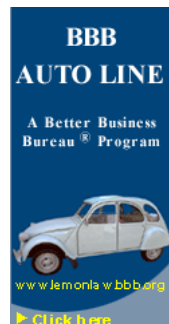
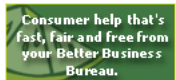
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## BBB Reliability Report

### The Better Business Bureau® Serving Alaska, Oregon and Western Washington

1000 Station Drive Suite 222  
DuPont, WA 98327  
(206) 431-2222  
www.thebbb.org

### Microsoft Corporation

1 Microsoft Way  
Redmond, WA 98052  
Telephone: (425) 882-8080  
[www.microsoft.com](http://www.microsoft.com)  
[www.msn.com](http://www.msn.com)

The BBB reports on members and non-members. If a company is a member of the BBB, it is stated in this **report**.

**Original Business Start Date:** July 1981

**Principal:** Ms Kathy Cole, Product Support

**Customer Contact:** Ms Kathy Cole, Product Support - (425) 882-8080

**Entity:** Corporation

**TOB Classification:** Computers Software & Services

**BBB Membership:** This company is a member.

## Additional DBA Names

MSN  
Web TV Networks  
MSN Internet Services  
Hotmail  
bcentral

## BBB Membership Status

This company has been a member of this Better Business Bureau since November 1987. This means it supports the Bureau's services to the public and meets our membership standards.

## Nature Of Business

This company offers sales information, software, and product support.

## Marketplace Experience

Based on BBB files, this company has a **satisfactory record** with the Bureau. A **satisfactory record** means a company has been in business for at least 12 months, and properly addressed matters referred by the Bureau. The company does not have an unusual volume of complaints, or any government actions involving its marketplace conduct. The Bureau understands and has no concerns about the company's products, services and type of business.

This location is the headquarters location for this company.

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's responses to them are often more important than the number of complaints.

The Bureau processed a total of 2195 complaints about this company in the last 36 months, our standard reporting period. Of the total of 2195 complaints closed in 36 months, 381 were closed in the last year.

### Advertising Issues

#### Resolved

18 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.

28 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

#### Administratively Closed

1 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.

1 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.

### Contract Issues

#### **Resolved**

- 31 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 26 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

#### **Administratively Closed**

- 4 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 1 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.

### Billing or Collection Issues

#### **Resolved**

- 231 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 364 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

#### **Administratively Closed**

- 10 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.
- 21 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.

### Sales Practice Issues

#### **Resolved**

- 18 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 24 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

#### **Administratively Closed**

- 3 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.

### Delivery Issues

#### **Resolved**

- 15 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 10 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

#### **Administratively Closed**

- 3 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.

#### **Resolved**

- 1 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

### Repair Issues

#### **Resolved**

- 15 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 13 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

#### **Administratively Closed**

- 1 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 6 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.

### Service Issues

#### **Resolved**

- 80 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 188 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

#### **Administratively Closed**

- 14 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 5 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.

### Customer Service Issues

#### **Resolved**

- 90 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 123 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

#### **Administratively Closed**

- 14 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 8 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.

### Guarantee or Warranty Issues

#### **Resolved**

- 15 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 18 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

#### **Administratively Closed**

- 4 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.

## Product Issues

### **Resolved**

- 186 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 429 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

### **Administratively Closed**

- 39 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 15 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.
- 1 - BBB determined the company provided proper verification that indicated there was no obligation to resolve the issues of the complaint.

## Refund or Exchange Issues

### **Resolved**

- 53 - Company resolved the complaint issues. The consumer acknowledged acceptance to the BBB.
- 60 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

### **Administratively Closed**

- 2 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 3 - BBB determined that despite the company's effort to address complaint issues, the consumer remained dissatisfied.

## **Issue Not Defined**

### **Resolved**

- 3 - Company resolved the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

## **Additional DBAs, Addresses and Telephone Numbers**

### **Additional DBA Names**

Gaming Zone  
MSN Billpay

### **Additional Addresses**

PO Box 372  
North Bend, OR 97459

### **Additional Phone Numbers**

(800) 826-3110  
(800) 386-5550

## **Industry Tips**

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