

**Representative Documents Produced by Affinion, Vertrue and Webloyalty
and cited in Staff Report for Chairman Rockefeller**

Part III

9. Webloyalty document “Disposition Report by Product – Last Full Month” (Sept. 1, 2003) (Webloyalty Doc. 97612-14).
10. Affinion spreadsheet, “Reason by Service & Client” (Aug. 21, 2009) (Affinion Doc. AFSE 04-59-82).

DOCUMENT

#9

Disposition Report by Product - Last Full Month

Report Date: August 01, 2003 - August 31, 2003

Date Run: September 01, 2003, 01:00:38AM

PRODUCT	DISPOSITION GROUP	DISPOSITION	COUNT	
Buyer Assurance	Cancels	Already Cancelled	571	
		Bank Call	12	
		Benefits	256	
		Can't Afford	90	
		Did Not Authorize/Was Not Aware	3523	
		Email Routed	123	
		No Reason Given	186	
		Premium Issue	20	
		Group Total:		4781
		General	Anonymous/No Name	467
	Premium		408	
	Product/Questions		440	
	SPAM/Junk Mail		3530	
	Technical		132	
	Group Total:		4977	
	Buyer Assurance Total:		9758	
	Little and Company	Cancels	Already Cancelled	7
Bank Call			1	
Benefits			8	
Can't Afford			2	
Did Not Authorize/Was Not Aware			73	
No Reason Given			3	
Group Total:		94		
General		Anonymous/No Name	20	
		Premium	6	
		Product/Questions	27	
		SPAM/Junk Mail	379	
		Technical	2	
Group Total:		434		
Little and Company Total:		528		
Member Specials		Cancels	Benefits	1
			Can't Afford	1
			Did Not Authorize/Was Not Aware	51
	Email Routed		8	
	Group Total:		61	
	General	Anonymous/No Name	25	
		Premium	6	
		Product/Questions	24	
		SPAM/Junk Mail	636	
		Technical	4	
Group Total:		695		

PRODUCT	DISPOSITION GROUP	DISPOSITION	COUNT
Member Specials Total:			756
Mygiftplus.com	Cancels	Already Cancelled	1
		Did Not Authorize/Was Not Aware	4
		Group Total:	5
	General	SPAM/Junk Mail	9
		Group Total:	9
	Mygiftplus.com Total:		
PC Protection Plus	Cancels	Already Cancelled	1
		Bank Call	1
		Benefits	4
		Did Not Authorize/Was Not Aware	43
		Email Routed	1
		No Reason Given	2
		Premium Issue	2
	Group Total:	54	
	General	Anonymous/No Name	4
		Premium	2
		Product/Questions	5
		SPAM/Junk Mail	50
Technical		1	
Group Total:	62		
PC Protection Plus Total:			116
Reservation Rewards	Cancels	Already Cancelled	5897
		Bank Call	150
		Benefits	3957
		Can't Afford	1004
		Did Not Authorize/Was Not Aware	51560
		Email Routed	1778
		No Reason Given	2072
		Premium Issue	504
	Group Total:	66922	
	General	Anonymous/No Name	3579
		Premium	5900
		Product/Questions	5288
		SPAM/Junk Mail	10998
Technical		693	
Group Total:	26458		
Reservation Rewards Total:			93380
Travel Values	Cancels	Already Cancelled	596
		Benefits	31
		Can't Afford	33
		Did Not Authorize/Was Not Aware	1235
		Email Routed	426
		No Reason Given	266
	Premium Issue	9	
	Group Total:	2596	
	General		

PRODUCT	DISPOSITION GROUP	DISPOSITION	COUNT	
		Anonymous/No Name	195	
		Premium	382	
		Product/Questions	508	
		SPAM/Junk Mail	2291	
		Technical	141	
		Group Total:	3517	
		Travel Values Total:	6113	
Travel Values Plus	Cancels	Already Cancelled	1573	
		Bank Call	79	
		Benefits	1679	
		Can't Afford	320	
		Did Not Authorize/Was Not Aware	18685	
		Email Routed	2	
		No Reason Given	368	
		Premium Issue	149	
		Group Total:	22855	
	General	Anonymous/No Name	1184	
		Premium	262	
		Product/Questions	1822	
		SPAM/Junk Mail	1059	
		Technical	185	
		Group Total:	4512	
			Travel Values Plus Total:	27367
			Grand Total:	138032

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#10

Service	Great Fun
Client	1800 Flowers

Issue Count	Reasons	Detail Reasons	MON					Grand Total
			JAN	FEB	MAR	APR		
Billing Related	Billing Issue Billing Problem Credit Problem Credit Request Credit Request - Reason Unknown Double Billing Overdraft/ Overlimit Fee Unaware of Service		1	3	3	4	3	
			15	10	17	14	11	
						1	56	
			28	31	30	10	1	
					2	3	99	
				1	1	2	3	
					33	59	4	
Billing Related Total			44	45	85	96	270	
Cancel and Suppression Request	Bank Representative Cancelled Cancel Confirmation Cancel per Member Request Disputing Enrollment Previously Called to Cancelled		4	1	6	11	11	
			3	2	6	11	22	
			37	29	50	53	169	
			57	52	27		136	
			3	1	5	1	10	
Cancel and Suppression Request Total			104	85	94	65	348	
Compliments	Customer Service Compliment		2	2			2	
Compliments Total				2			2	
Escalated Request and Servicing Issues	Customer Service Complaint		6	2	10	4	12	
	Official Complaint			1	10	3	14	
Escalated Request and Servicing Issues Total			6	3	10	7	26	
Information Request	Benefit - Servicing Information		2	4	5	5	16	
	Credit Report Request and Status		2	2		4	4	
	Filing Fraud Liability Claim		1		1	1	1	
	Information Requested				2	1	2	
	Rebate Inquiry		2		2	1	5	
Information Request Total			7	6	8	7	28	
Membership Not Found	Membership Not Found		5	5	3	3	16	
Membership Not Found Total			5	5	3	3	16	
Premium and Fulfillment	Fulfillment Not Received		1	1		2	4	
Premium and Fulfillment Total			1	1		2	4	
Grand Total			167	147	200	180	694	

Service	Great Fun
Client	AirTran

Issue Count	Reasons	MON					Grand Total
		JAN	FEB	MAR	APR	Grand Total	
Billing Related							
	Billing Issue	1	2	2	1	2	
	Billing Problem	3	7	18	4	11	
	Credit Problem	9	7	24	1	58	
	Credit Request				1	1	
	Credit Request - Reason Unknown	26	34	53	47	160	
	Double Billing				2	2	
	Overdraft/ Overlimit Fee			1	4	4	
	Payment Card Change				1	1	
	Unaware of Service		2	37	93	132	
Billing Related Total		39	45	111	176	371	
Cancel and Suppression Request							
	Bank Representative Cancelled	4	9	14	2	29	
	Cancel Confirmation	7	9	11	8	35	
	Cancel per Member Request	30	29	74	80	213	
	Disputing Enrollment	67	71	29		167	
	Previously Called to Cancelled	5	5	6	7	23	
Cancel and Suppression Request Total		113	123	134	97	467	
Compliments	Customer Service Compliment	1			1	2	
Compliments Total		1			1	2	
Escalated Request and Service Issues	Customer Service Complaint	2	2	5	5	14	
	Official Complaint		1	9	7	17	
Escalated Request and Service Issues Total		2	3	14	12	31	
Information Request	Benefit - Servicing Information	4	7	8	4	23	
	Rebate Inquiry	3	1	2		6	
Information Request Total		7	8	10	4	29	
Membership Not Found	Membership Not Found	8	3	2	1	14	
Membership Not Found Total		8	3	2	1	14	
Premium and Fulfillment	Fulfillment Not Received	1		1	1	3	
Premium and Fulfillment Total		1		1	1	3	
Grand Total		171	182	272	292	917	

Service	Great Fun
Client	Classmates.com

Issue Count	Reasons	Detail Reasons	MON				Grand Total
			JAN	FEB	MAR	APR	
Billing Related							
	Billing Issue		1	5	1	5	7
	Billing Problem		6	5	4	1	16
	Credit Problem		18	25	24	13	80
	Credit Request - Reason Unknown		49	46	50	19	164
	Double Billing					13	13
	Overdraft/ Overlimit Fee					1	1
	Unaware of Service		2	5	64	83	154
Billing Related Total			76	81	143	135	435
Cancel and Suppression Request							
	Bank Representative Cancelled		3	22	30		55
	Cancel Confirmation		16	5	3	3	27
	Cancel per Member Request		49	35	56	43	183
	Disputing Enrollment		119	97	32		248
	Previously Called to Cancelled		12	6	2	4	24
Cancel and Suppression Request Total			199	165	123	50	537
Compliments							
	Customer Service Compliment		2			1	3
Compliments Total			2			1	3
Escalated Request and Servicing Issues							
	Customer Service Complaint		7	7	1	1	16
	Official Complaint			2	12	8	22
Escalated Request and Servicing Issues Total			7	9	13	9	38
Information Request							
	Benefit - Servicing Information		7	7	1	1	16
	Credit Report Request and Status		1	3		2	6
	Information Requested					5	5
	Rebate Inquiry		1				1
Information Request Total			9	10	1	8	28
Membership Not Found							
	Membership Not Found		4	5	3	2	14
Membership Not Found Total			4	5	3	2	14
Premium and Fulfillment							
	Fulfillment Not Received		1			2	3
Premium and Fulfillment Total			1			2	3
Grand Total			298	270	283	207	1,058

Service	Great Fun
Client	Priceline

Issue Count	Reasons	Detail Reasons	MON				Grand Total
			JAN	FEB	MAR	APR	
Billing Related	Billing Related	Billing Issue	1	2			7
		Billing Problem	16	12	17	24	69
		Credit Problem	68	70	91	79	308
		Credit Request				1	1
		Credit Request - Reason Unknown	263	201	324	238	1,026
		Double Billing		1	2	9	12
		Overdraft/ Overlimit Fee		1	3	5	9
		Payment Card Change		1			2
		Reactivation Request			1		1
		Unaware of Service	13	23	351	535	922
Billing Related Total		381	311	790	895	2,357	
Cancel and Suppression Request	Cancel and Suppression Request	Bank Representative Cancelled	44	107	109	6	266
		Bank Representative Request			1	1	2
		Cancel Confirmation	64	40	36	35	175
		Cancel per Member Request	220	219	265	286	990
		Disputing Enrollment	593	517	205	286	1,315
		Previously Called to Cancelled	31	30	36	20	117
		Cancel and Suppression Request Total		952	913	652	347
Compliments	Compliments Total	Customer Service Compliment	2	2	2	2	6
		Compliments Total	2	2	2	2	6
Escalated Request and Serviceing Issues	Escalated Request and Serviceing Issues	Customer Service Complaint	36	27	28	15	106
		Official Complaint	1	12	35	45	93
		Serviceing Error - Alert			1	1	2
		Serviceing Error - Enrollment Problem	1		1		2
		Serviceing Error - Provider Compliance	1	1			2
Escalated Request and Serviceing Issues Total		38	40	65	60	203	
Information Request	Information Request	Benefit - Serviceing Information	25	38	26	35	124
		Credit Report Request and Status	6	8	1	7	22
		Filing Fraud Liability Claim	2				2
		Information Requested				1	1
		Rebate Inquiry	11	7	6	14	38
		Trip Routing				1	1
Information Request Total		44	53	33	58	188	
Membership Not Found	Membership Not Found Total	Membership Not Found	39	8	14	5	66
		Membership Not Found Total	39	8	14	5	66
Premium and Fulfillment	Premium and Fulfillment Total	Excessive Premium Fulfillment	9	7	3	4	23
		Fulfillment Not Received	9	7	4	4	24
Premium and Fulfillment Total		9	7	4	4	24	
Grand Total		1,445	1,334	1,560	1,369	5,708	

Confidential Treatment Requested

AFSW-04-0000082