



Media Release

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To: BBB Members & Media -
Middle TN & Southern KY

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BBB Identifies Misleading Advertising, Products and Services Middle Tennessee Consumers and Businesses Can Do Without.

Your Better Business Bureau has identified the following businesses as offering services and products which have resulted in numerous complaints alleging misleading ads/offers, unsatisfactory services and misrepresented products.

Each business identified in this Better Business Bureau Member/Media Update has been contacted by BBB concerning their business practices, unresolved customer complaints, and failure to discontinue the cause of customer complaints.

Get A Detailed Report On-Line
www.goBBB.org
click on "Check on a Company"

Advancement Solutions aka International Executive Services

615-731-0917

5341 Mt. View Rd. #167, Antioch, Tennessee

How would you like to earn 143k/yr as a special agent, \$75/hr as a bodyguard, \$18.53/hr as a prisoner transporter or \$220k/yr as a sub contractor for counter-terrorism? That's what Ricky Lee Coleman, Owner of Advancement Solutions aka International Executive Services, promises consumers who come across advertisements his company places in newspaper classified help wanted sections across the country. BBB has received numerous complaints from consumers who thought they were guaranteed a career in one of the advertised positions, but after paying Advancement Solutions fees for training the company failed to deliver the training & jobs as advertised. After a lengthy investigation, BBB discovered Advancement Solutions' advertising is deceptive and misleading. The company is nothing more than a registration office, and has NO positions for special agents, bodyguards, prisoner transporters or counter-terrorism subcontractors.

Performance Transmission formerly Gateway Transmission

602 S. Virginia St., Hopkinsville, Kentucky

931-648-9977

513 Kraft St., Clarksville, Tennessee

various other numbers on file

Joe & Josh Chisenhall, Owner/Operators of Performance Transmission & Gateway Transmission have caused more transmission trouble in the Hopkinsville, KY & Clarksville, TN area than they've repaired. This company has purchased the telephone numbers of several transmission shops in the Clarksville area that are no longer in business. When consumers attempt to locate a transmission shop using the phone book they unknowingly are doing business with a company owned by Joe or Josh Chisenhall. BBB has received numerous complaints alleging the company quotes one fee when the customer leaves the vehicle for a diagnostic; however, when the customer returns to retrieve the vehicle the company's fee increases substantially, and the Chisenhalls will not release the vehicle without a cash payment. Other complaints allege poor customer service, unauthorized repairs and failure to make timely repairs. In May 2007, BBB began receiving calls from consumers whose vehicles were in for repair with Gateway Transmission located in Clarksville indicating the company had vacated the property and moved the consumer's vehicles without notice. BBB management has verified that the owners of Gateway Transmission moved the vehicles to Hopkinsville, KY and changed their company name to Performance Transmission in an attempt to hide from its' consumer's complaints. Don't know whom to trust when repairing your vehicle? Call the BBB and we'll give you a list of trust-worthy businesses to choose from.

East Mount Financial Group

888-333-5230

424 Church St., Nashville, Tennessee

Starting a new business? Need to consolidate your debt? Working hard on your home or just need a personal loan? Don't count on East Mount Financial Group to meet your needs. This company has duped hopeful consumers into wiring thousands of dollars to a boiler room operation in Canada before loans would be funded, but East Mount Financial Group never supplied the funds as promised. BBB confirmed, with building management of the address where East Mount Financial Group claims to be located, 424 Church St, Nashville, Tennessee, that the company has never been located at this address. Consumers beware! Advanced fee loans are illegal! Legitimate lenders would NEVER ask for advanced fees before funding a loan.

Media Release cont. January 2, 2007

Southern Kentucky Cylinder Heads & Engines

270-615-5266

919 Mayhew Rd, Scottsville, Kentucky

Southern Kentucky Cylinder Heads & Engines came to the Better Business Bureau's attention by customer complaint in 2003. Since then, BBB continues to receive complaints from consumers in Tennessee and Kentucky indicating the company fails to honor engine warranties, repairs are unsatisfactory, delays in repair, poor customer service and failure to issue promised refunds for engine cores. In the past 36 months BBB has received 17 complaints of which 12 remain unanswered and 3 are unresolved. Don't rely in Southern Kentucky Cylinder Heads & Engines if your engine is knocking!

Superior Roofing

135 Westfield Ct, Ste 306 Clarksville &

630 NW Broad St, Ste A, Murfreesboro Tennessee

931-552-4623 & 931-302-8291

615-494-4302

Most people don't realize that identity theft can affect businesses just as much as it does individual consumers. Superior Roofing, owned by Ben Gorewich with locations at 135 Westfield Ct, Ste 306, Clarksville & 630 NW Broad St, Ste A, Murfreesboro, has done just that. This company has assumed the name of another roofing company that is a member of BBB in an attempt to deceive the public into believing they are a trust-worthy business. Superior Roofing, LLC owned by Mark Black located on Columbia Avenue in Franklin, TN, informed the Better Business Bureau of Mr. Gorewich's deceptive advertising tactics, and supplied BBB with a copy of the promotional materials Mr. Gorewich is sending to residents in the Clarksville area. The promotional materials include the BBB logo along with a fabricated BBB Reliability Report stating the company has been a Member since August 2006. SUPERIOR ROOFING, owned by Ben Gorewich, IS NOT A MEMBER OF THE BETTER BUSINESS BUREAU OF MIDDLE TENNESSEE AND SOUTHERN KENTUCKY. BBB encourages consumers to check on companies before doing business - even if they are using the BBB logo or claim to be members.

Innovative Accounts Management

800-392-6835

PO Box 3287, Brentwood, Tennessee

Businesses listen up! What are your options when you're unable to collect payment from a client? Most companies rely on the assistance of a debt collection agency, but what do you do when even the collection agency fails to render payment for services performed? BBB has received 23 complaints from businesses in Florida, Georgia, Alabama, Louisiana and Oklahoma alleging they hired Innovative Accounts Management to assist in collecting debt, but the company failed to follow through in forwarding the payments collected to their contracted clients. This company has an unsatisfactory record with the Bureau for failure to respond to its' customer complaints. For those businesses seeking collection assistance, BBB can supply a list of collection agencies that are Members of the Bureau who have taken a commitment to conducting business ethically. Just visit our website at www.gobbb.org and click on the Consumer Resource Book today!

The Toy Hunt

615-459-4400

101 Tennessee Blvd, Watertown, Tennessee

This company thinks they can play child games with its' customers. The Toy Hunt offers an online shopping service for children's toys, games and supplies. Complaints against The Toy Hunt allege delays in delivery, poor customer service and failure to return phone calls. BBB has contacted The Toy Hunt on 37 different occasions in an effort to assist the owner in resolving his customer's dissatisfactions. Unfortunately, the company has failed to respond to the Bureau's repeated attempts and 10 complaints have been closed unanswered and unresolved.

Aaron's Bunkhouse Boots aka Aaron's Merchandising

615-969-2776

675 Old Hickory Blvd, Brentwood, Tennessee

This company has once again earned its' spot on the BBB's list of bad businesses. Aaron's Bunkhouse Boots continues to take online orders for boots; however, customers are still shoeless. The company's on-line store-front (www.aaronsboots.com & www.aaronsbunkhouseboots.com) has generated 74 complaints to the Bureau alleging non-delivery of merchandise and refusal of company management to issue refunds. 59 complaints remain unanswered and unresolved. Don't let Aaron's Bunkhouse Boots walk all over you!

Watkins Appliance Service

615-883-5538

211 Donelson Pike, # 13, Nashville, Tennessee

Watkins Appliance Service continues to fail the Better Business Bureau's customer service test. BBB first notified the public of Watkins Appliance Services failure to respond to customer complaints in our December 2006 news release of bad businesses, but the company continues to operate using the same unethical business practices. Complaints allege incomplete repairs and poor customer service. BBB files now contain 26 customer complaints in which 20 remain unanswered and 5 remain unresolved. Maybe hang drying those clothes and hand washing those dishes isn't such a bad idea after all.