

**Appendix I**  
**Excerpts of Home Service Professionals’**  
**Experiences with HomeAdvisor**

Entry #	State	Experiences with HomeAdvisor's Leads <sup>1</sup>	Experiences with HomeAdvisor's Deceptive Business Practices
1	AL	<p>The leads I receive I've not gotten a single lead that panned out. All leads I get charged for are just someone who doesn't answer the phone or reply to email or they have an excuse like they're just looking at options, not serious to hire anyone or they're not even a homeowner. They're someone looking to see how they should price a job, what other contractors usually would charge so they could compare their price with other competitors and I get charged for all that!</p>	<p>Did not explain how the lead generator worked, over drafted my account 287 dollars the first time. I paid that and told them I couldn't take on any leads, stop sending. They ignored that and sent them anyways...</p> <p>Over drafted my account this time for \$142. I contacted them again and had my account cut off or put on hold till end of August, they cut it one week early, charged me for leads when I thought it was off! Contacted them again and aggressively told them what they did and what they're going to do as far as give my money back and cut my account back off. They did as asked from me, but they contacted me 2-3 days later with a computer generated voice saying that my membership was soon to be terminated and I would have to pay a termination fee. I was very mad I contacted them again and told them I spoke to a supervisor and they had my account on hold that it was supposed to come of the 28th of August and that she said she would put a note on my account so that they would know.</p>
2	AL	<p>We have to consistently stay on them about crediting us leads that are sent to us that are no good. For instance, we've had people call they don't even know who HomeAdvisor is...disconnected phone numbers you name it. We've experienced people hanging up in our face, cussing us out and we still have to pay for the leads.</p>	

<sup>1</sup> These excerpts are in the HSPs own words and have been edited to correct spelling and grammatical errors.

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		They will not credit us for them. We have had a horrible time with them.	
3	AL	...all the leads are bogus. People never requested work, won't answer the phone. And I had one lead lady say she needed a roof .She didn't know how I got her number and she lives in an apartment.	
4	AL	The leads are bogus!!!	
5	AL	Leads were a joke. Send me leads but leads never lead to work but dug into my pocket!  ...they'd send leads after leads. Call these people right away and some said they didn't need the service, or call back in a few weeks and called back and they'd say it's been done, but I get charged outrageously for a job I've never seen or been on. How can I feed my family?	
6	AL	A lot of leads had bad phone numbers. Most leads were just browsing and had no intention of doing any work. Other leads were people who had no idea that a home addition would be tens of thousands of dollars and would so a 90 dollars lead went down the tube because HomeAdvisor does not allow you to pre-screen for income or location, they just give you the lead. So,	I did have difficulty getting my money back for bad leads.

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		then they won't even give you money back for a lead but only credit. It keeps you in the system but I don't need credit from a bad lead generation site, I need money. I'm struggling to stay afloat, thought HomeAdvisor would help	
7	AL	Leads were text messages, some not even pertaining to what our company does and some texts would just say do you take credit cards, they charged for this. They would send 7 times a day "leads" and then took money out of account without our knowledge.	When I (co- owner) ask for them via email and phone to send me in writing a copy of the agreement and why they were allowed to debit account without us knowing, they never responded.
8	AL	Disconnected phone. Misfiled lead category, customer was not even ready to begin project	
9	AL	Not a single lead was a customer interested in a product.	...for several weeks after I had ended my contract any attempt at googling my business sent customers to HomeAdvisor  ...they kept trying to leave my account open and send me more "leads." Finally got it shut down and they had hit me for roughly \$2000 with no actual leads
10	AL	Most of the time people will not return my calls but I am still being charged.	
11	AL	False lead to a number @ 5 a.m....No answer to a fake job listing.	No return calls. No service to help. No return policies.

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12	AL	No shows, don't answer, bad numbers, said we were the 6th person who called and don't need us. Won't issue credits for these reasons. Homeowners on numerous times state they didn't know why we were calling etc.	Always try to buy you back in with more bad leads and cancellation etc.
13	AL	Most leads we called had been called on by several other contractors.	Even after leaving HomeAdvisor, our website is still linked to their site.
14	AL	I have over 115 five star ratings with them, yet they have been sending me more and more bogus leads that has been taking all my profits earned.	I spent \$10,343 last year with them to help my business and I am done with their unethical practices and they are unwilling to work with me to fix this.
15	AL	Of the 4, 2 did not even have a correct address in my city. One lady said she hadn't searched for HVAC work done ever. One did not answer at all. Also, one of the ladies they tried to send me a lead has been my neighbor for 25 out of the 28 years I have been alive. They input her name wrong and address wrong into the system and made the lead themselves. After getting the lead I walked over to talk with her, she said they had solicited her earlier that day and she specifically told them she never makes monetary decisions for the family, that her husband did. Instead of respecting her, they generated the information themselves and sent the lead out to multiple contractors.	

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		This lady is over 70 years old and doesn't even have internet to have done it herself.	
16	AL	Called multiple times a day to convince me to join and once I joined, I received bad phone numbers, potential customers not knowing about HomeAdvisor or service request, old leads (as much as a month), unwillingness to credit bad leads, etc.	Continued phone calls to convince me to stay with them. Cancelled card associated with the account prior to cancelling membership and would not answer phone calls.
17	AL	Leads are awful  Wrong numbers. When you call or show up they are not interested. Was getting leads for services I don't even do.	
18	Alabama	We asked for 3 leads a week and received 8 leads a day. We have been charged over \$1200 on auto pay in our bank account without any notification right after we were hit with the devastation of the hurricane for "leads" they said were given that WE DID NOT accept, nor ask for. Many times we told them to stop giving leads.	We have asked several of times for no more leads and to end the account and they won't do it.
19	AR	80% of leads do not answer they will not refund fake	

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20	AR	<p>Leads seem to be sent to multiple professionals in my area</p> <p>Leads are sent all hours of the day and night</p> <p>Leads are not qualified at all, some leads do not realize they have expressed an interest in contacting a professional</p>	
21	AR		<p>First off they misrepresented themselves. They had called me as if they were needing someone in my area (they said they had no one) to change out HVAC equipment. I called back thinking they were an apartment complex or something. Well, I found out that they were not that...The sales guy told me that I only had to pay for leads that I called. I found out that was not the case...they told me that it would take a week for them set stuff up. Well I found out that they do that so you can't get your initial fee back. They say that they cannot issue the credit back to you after 3 days. That's nice to know. It took me until February 21 to get this cancelled.</p> <p>This was after I called multiple times. Talked to their online chat. And shut all appointments off on my phone app (which I found out was only for 7 days). I had their access to my credit card revoked. Well they tried to run their charge again thru my card. I had to have my card do a security breach shut off. Something needs to happen to this rip off company</p>
22	AR	<p>Was ripped off bigtime to the tune of \$1500 a month for mostly fake leads, have all them photocopied and ready</p>	

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23	AR	<p>Most of the leads that I get from HomeAdvisor are not quality leads ... they are not screened and then to top it off they share the same exact lead with many other professionals, not just 3 as it says on the dashboard. When you get a bad lead and you want to get a credit for it, you get the run around and usually get declined for the credit. It actually becomes automated "theft" directly out of your account.</p>	<p>Each of the 4 times that I have terminated, there has been a problem. There is no place on their site to do this and you have to speak to a representative and then another etc. Then when they call trying to get you to return, they mess up your information all over again and one has to redo everything on their site...</p> <p>I would get people looking at my website and contact them ... only to be too late "they had already found someone else"...This occurs way too much...</p>
24	AZ		<p>I started an account with HomeAdvisor and didn't receive a single quality lead. After giving it a couple of months, I tried to cancel my account and they would not allow me to. I called them nearly every time they charged my account &amp; they still refused to cancel. Finally I just went ahead and canceled the credit card they had on file. They continued sending me leads and then started generating a bill that wasn't being processed. They ended up sending the balance to collections. I ended up calling them and had to tell them my business was closing and that right there was the first and only time they agreed to allow me to cancel my account. AND only if I brought my account balance to zero dollars. So I went ahead and paid the balance for the sake of not having any negative reports on my credit.</p>
25	AZ	<p>Asked them to have certain leads coming in, and I got leads for things I can't do, or asked for...</p>	<p>I asked them to close the account. They said they have. I'm still getting charged for leads I haven't even seen.</p>
26	AZ	<p>First lead did not match my profession. Second lead put off scheduling, leaving me</p>	

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		in limbo. No credit issued due to not being advised of Lead Credit Guidelines which the sales rep did not know about either. Third lead the customer never responded to phone call or email. No credit due to Lead Credit Guidelines as mentioned above.	
27	AZ	The information was either incorrect such as a phone number or even worse I went to a home that was listed For Sale and the sellers name who still occupied the house was not the name on the lead. They had no idea why I was there. We were also denied a credit or refund for that lead. As well as denied credit for thousands of dollars for other bogus leads.	We had to fight on several occasions to terminate our membership. They simply kept billing our account for bogus leads and denying us refunds of our money.
28	AZ	I received multiple leads that clearly stated they were looking for a type of work that I did not do. In addition, some of the leads did not provide valid phone numbers, nor did a majority of them even contact me back. If I did not contact them within the first 24 hours (not always possible, as I already work a full time job), I was ineligible for a credit for the lead. There were some leads where I did meet all of the contact criteria, but was denied a credit due to too many credit requests. The reason I had so many credit requests was because I was receiving leads that did not match the work that I do. If I did get a hold of them to	My profile seems to still be up and I can log into my account still. Nothing says cancelled or terminated, just a current account with a zero balance.

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		<p>confirm this, I would request a credit. I was initially told that with my membership fee, I would be receiving free leads. When I did sign up and I was receiving leads, I realized how the lead system actually worked and that they are in fact not free. It was frustrating to be receiving leads for work I did not do, yet I still had to call them and then request a credit, and if I did not do this in the time frame that HomeAdvisor wanted, or I requested a credit too often, I would be denied and still have to pay upwards of \$17-\$25 for each one.</p>	
<p>29</p>	<p>CA</p>	<p>TOTALLY pissed off at this company, the second I found out they used to be Service Magic, I should have just canceled. The thing that is the most upsetting is that HomeAdvisor tells you as a part of their sales approach that ALL leads are pre-qualified, which is a crock of shit. I couldn't even get to call back 9 out of 10 times. The 1 out of 10 either didn't have a project they were ready for, or we're pissed that we even called, like they didn't realize they would be getting bombarded by so many people. I've talked to maybe 5-8 people in 91 leads we were charged for..... It's a scam, when I'd complain to HomeAdvisor they'd always tell me I needed to call faster and that 80% or something like that sign with the first</p>	

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		person that calls..... Nice excuse...	
30	CA	Sent so many bogus leads it was heartbreaking. One was even first name last name as the name, like they gave up coming up with fake names. I've had customers tell me 5 people came from HomeAdvisor to quote their house	
31	CA	I never ever got job from them except bogus phone numbers...	
32	CA	Most of the leads we receive we try calling and the numbers are just dead end numbers.	
33	CA	Incorrect leads sent, customers not ready for services, they even told HomeAdvisor rep they were not ready but still sent leads.	
34	CA	Right after I signed up it was obvious that this was a scam. They sale false leads and the customer service is horrible.	It is 09/14/2016 I haven't received a refund for my membership, which was promised to me on 08/24/2016
35	CA	HomeAdvisor is the biggest scam; I always have leads which have nothing to do in my field of business.	It happened twice, customers call and ask to hire me and want to talk to me directly, and HomeAdvisor operator told that I am no longer with HomeAdvisor, then the person finds me from other source and contacted me.
36	CA	I wasn't told that I would have to pay for all leads. I was told only for the jobs I do.	

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37	CA	On the initial sign up, I was told that the leads would cost anywhere between \$45 to \$50, but actually each fee was \$90. The referrals calls were noncommittal in nature and seemed phony.	After 30 days (around May or June), I requested to close my account. But by August, I received another bill of over \$700.00 for all referral fees, yet there were no referrals calls during that time.  Another concern is that they took the \$700 to a collection agency!
38	CA	I keep getting charged for false leads. Some customers never heard of them but keep getting charged for them and when I request refunds they denied me and have lots of them...  98% of the jobs they send me is work I am not licensed or qualified to peruse or false leads. And 70% they denied credits or get me refunds.	In my account I have only \$450.00 in leads a MONTH. If I am not next to my laptop to pause them they will send me \$1,500.00 every 3 days.
39	CA	Called customers and they said that they didn't request for a call from a contractor.	...I told them I charge for estimations found out they put free estimates. They set up my profile so they would send leads at night.
40	CA	False leads, disconnected phone numbers, leads did not own the home, leads were given to multiple companies, price of leads varied based on incorrect information. No refund of credits.	
41	CA	Bad leads. Old leads. Expensive leads. Overcharged. Just debited double from my account without authorization. Admits mistake but won't refund. Offer more bad	

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		leads.	
42	CA	...out of every 10 leads...only 2 customers answer the phone. Which 8 of those leads are bad and HomeAdvisor doesn't want to credit those leads. It takes hours out of our busy day to keep calling HomeAdvisor just to get a credit that doesn't happen. Very frustrating.	
43	CA	Many of fake leads and bogus numbers or people that don't exist.	
44	CA	<p>I started with Service Magic and had a very bad experience. I got a call from HomeAdvisor about 1 year later begging me to come back. They told me their bad practices had stopped under new management, but it was business as usual. I received 10 leads to begin and 1/2 of them were bad. I was promised the leads would only go out to 3 contractors, but after speaking with a few clients the number of contractors calling the clients was 6. I got numbers that were kids' phones and parents got pissed because of the calls. I received leads that the homeowner had no idea how HomeAdvisor got there info because they had not been on their site.</p> <p>After the second set of 10 leads, I was</p>	

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		<p>furiously to find out again that most of the leads were garbage. They replaced 3 leads, but after calling them I found out they were bad again. They would not give me a refund and I still have \$126 credit with them I will not use because their leads are a waste of time.</p>	
45	CA	<p>In early 2000s I was a previous Service Magic customer, until the frustration of bogus leads and credits was unbearable...I was contacted by Zach of HomeAdvisor earlier in 2016. Zach was trying to convince me the old problems of Service Magic were no longer and that the new company has revitalized and streamlined the process. I was told that the new HomeAdvisor was unlike the old Service Magic and things are better than ever now.</p> <p>I got a few bad leads upfront and they were credited. I did get some leads and credits moving forward. By December I had received 3 bogus leads over Thanksgiving.</p>	<p>I immediately called and got nowhere with the managers. They deflected, and changed their stories to suite them every time I spoke with them. I called Zach in Dec. to have him look into the bad leads. Zach told me to wait and he would look into the issues. I offered to meet him half way with the \$350 bill. He never got back to me and I turned off my leads around Dec. 12th. I spoke with 2 managers since then and they gave me tons of BS as to why I could not be credited. They HomeAdvisor has now taken me to collections, I keep calling them and get nowhere. Last Friday 2/17/2017 I spoke with a manager and pleaded with her. She said not to do anything or pay the collections until she looks into this and we scheduled a call back for Tues. the 21st at 10 a.m. That call never happened. Now 2 days later the collection fee went up to \$475. The manager I spoke with today stated there is nothing he can do because time has passed and I did nothing to resolve the issues. I offered again to make some form of payment if they could work with me. The answer is no and my account is terminated. I have made attempts and they will not budge. They could care less.</p>
46	CA	<p>I get multiple leads each month-- maybe an average of 5 or 6 that are wrongly categorized as panel upgrades but are for</p>	

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		<p>small jobs such as installing outlets, light fixtures etc. even though my profile is set on busy. When they give me a credit for the lead that I wasn't supposed to get, (I just found out) they are still charging me (approx. \$19) for the switches and outlets category even though I'm not supposed to be getting those leads while my profile is set on busy. They also were only supposed to send each lead to up to 3 contractors but at some point started sending them to up to 4. I found out about that from a customer.</p>	
47	CA	<p>Wrong lead always and not real customers.</p> <p>One time they sent me a home cleaning lead but when we call it was a woman on the line that was asking for tattoo on her back!!!</p>	
48	CA	<p>Multiple attempts were made via email and phone to contact the two leads that HomeAdvisor charged us for; all attempts failed.</p>	<p>Within our three day right to rescind, we attempted to contact our account manager by phone and email. We received no response to our voicemails or emails. We made it clear that we wanted to cancel our account and that it was imperative that someone contact us within 24 hours. Conveniently enough, HomeAdvisor made no attempt to contact us until 2/15/17 we let the representative know our situation and the issues we had with their leads and their customer service. We were assured that our account would be cancelled.</p> <p>On 3/14/17 an email was received stating that this was the</p>

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			<p>final notice of overdue account before our account would be sent to collections. I opened the statement only to see that they had charged us for the 2 leads on 2/17/17 and were now also attempting to collect \$20 in interest because the credit card charge was declined since it posted after we had spoken to the representative on 2/15/17 to cancel the account.</p> <p>We called HomeAdvisor...only [to be told] that our account was still active, and that if we wanted to cancel our membership and close the account that we had to pay all outstanding charges...As a company we truly feel that HomeAdvisor utilizes unprofessional and guised tactics to manipulate its customers and present them with falsified, illegitimate leads.</p>
49	CA	...no answer when leads were called, nonworking phone numbers.	<p>Repeatedly asked to close account, was told that it was in active, then leads restarted, and account was "auto renewed." When working with HomeAdvisor reps, they blamed me for not having a good enough profile.</p>
50	CA		<p>I requested on March 17th, 2017 that my service be terminated while on the phone with HomeAdvisor. But nowhere on anything that HomeAdvisor has sent to me is the word termination with an appropriate date.</p> <p>I am having an incredibly difficult time terminating my service with HomeAdvisor as well as getting an answer as to Future fees. I am currently trying to avoid going to collections for \$248.02 in lead fees.</p>
51	CA	Many leads never answered. Many leads coming in at odd hours of day. Over sold	

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		leads.	
52	CA	I was misled in believing you only pay for leads to actually make profit off.	
53	CA	<p>Dead end leads                  Wrong phone number                  Wrong address                  Vacant homes                  Homeowners having no idea why I was calling them</p>	<p>...at first I called several times to complain about leads that I was receiving which were dead ends I even took it a step further and hunted down the addresses and left business cards and knocked at the door. After numerous attempts of trying to call the number provided, I then contacted HomeAdvisor several times to discuss the matter. They offered a credit on a few but when I went to cancel membership there was a balance accumulated. Now there is a law firm McCarthy Burgess &amp; Wolff demanding payment. Can somebody please contact me regarding this?</p>
54	CA	<p>I was told that I would be charged for leads that they supplied after I made contact with these leads. Also I was told by Davian Harris, the HomeAdvisor rep who signed me up, that I could set my monthly lead costs to whatever I felt comfortable with. So I set a \$250.00 limit. Two weeks later I was billed for almost \$800.00 in leads. Also was told I could select my service area. So I told them I would limit area to 30 mile radius. That info was also ignore as I started receiving leads from 120 miles away. I called and told them to cancel the service and asked for a refund based on all of the above info.</p>	

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55	CA	...got leads that went nowhere.	
56	CA	...the first day on a Sunday the phone went off at 6 a.m. I called 15 minutes the person said her husband did the job. On over 40 calls, I went through the steps of calling first then texting and never returning a call back ever. When I signed up for HomeAdvisor they didn't tell me they were going to send this lead out to five different contractors. One was a \$40 lead to put a TV mount up she said six people called her for that. That's one of the jobs I made money at I made \$100 had to pay \$40 to HomeAdvisor...	I called HomeAdvisor; the person said I was set up wrong. They set me up with gutter cleaning; I'm a general contractor in the state of California. They said there was going to be kitchen and bathroom remodels, never got one bid for that.
57	CA	Bad leads, unable to contact leads, lead numbers go to a ring / busy a lot. Many leads already done even though I contacted them within seconds.	...several times they have "Limited our access" after I told [sic] them I was considering terminating the service!
58	CA	They sent me leads that were not in my category and would not credit them.	
59	CA	Well from all the leads I received I got 0 jobs. During a week of working with HomeAdvisor I didn't get any job. However, I have been receiving 3-4 lead phone calls a day but 99% of those dead	

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		leads. Only 1% of them I have spoken but even thou I didn't get any job. I don't even know if those leads were real.	
60	CA	I was told I would receive 5-15 calls per month which is why I even considered and paid for advertising with them....I have ZERO confirmed phone calls from their supposed listing me on their website...The lead scam is something I noticed because there were unknown charges on my credit card which has taken over 3 weeks to stop and will have cost me nearly 250 bucks for NO reason. I never responded to any of their notifications about a lead because I had no idea they were charging me for the extension number they sent me...I made this known numerous times and they told me that they were keeping my money and were not going to reverse the charges that I had called them about 3 weeks ago. This is a total scam and they are ripping people like myself off!!	<p>...I had no idea how their supposed lead system worked or why I was receiving charges and I believe after the run around that the sales rep knew this. Time after time they continued to not explain how it worked in proper detail or remove me from this so called service. I consistently explained to a high degree that I would not be using this lead BS do to the fact that it would never work in my business model. They signed me up and kept me on it even though they knew I did not want this service. I'm nearly certain and that's where I feel cheated. All the personnel I spoke to are seem to be immoral scam artists who give you an endless run around explaining how the system that they say they have explained to you works. They use vague terminology and it's nearly endless, now that I look at it, in the way they signed me up to this scam and then kept me from understanding why I was being charged or that I would again be charged at some point. It's MADDENING!! ...All so that they feel safe giving their hard earned money to a bunch of low down rip off artists!!! I just want to scream I'm so pissed!!</p> <p>...I hope they burn for what they did to me thus far and I wouldn't put anything by these SCAMMERS!!!</p>
61	CA	Leads did not answer or even return phone calls yet I was charged for each. Different rates that were high.	...I first signed up in April, received a few leads none of which provided any income. I complained and they said to stick with it. Their fees were so high and the leads never answered their phones or followed through. I asked to quit

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			and give me my money back. They said they couldn't. Then, in August, someone called me and lead me to believe that I could still use the remaining money on my first account if I just gave them my debit card to reinstate me. I asked them several times whether it would cost me any more money and they assured me that it would not. Next morning, \$347.98 was again charged on my debit card. I called immediately and they said they were sorry I didn't understand. I insisted they return my money at once and they said they couldn't...I called my bank and asked them to intervene. On 10/23/2017, my bank said that the temporary credit they gave me was now permanent and case resolved. I immediately starting getting calls from HomeAdvisor saying they were turning me over to collections. I told them to review their records. They continue to harass me! These people are completely unethical and a lot more things I would like to call them.
62	CA	I got leads for services I didn't perform and when I called them to get credit they told me they submitted that request in my field and they would not credit me. I received leads I could not even get ahold of. I tried to call them send text and email and never heard from them.	There's extra things they charge for they don't ever explain to you until you catch it and call them on it but by then it's too late they have already charged you the money and they won't credit it.  They terminated my membership because they ran my bill up so high I couldn't pay it. And now they are trying to collect and sent me to collections. This is the second time they have sent me way over my budget set amount.
63	CA	I've notice anomalies in many of the leads provided to me. A lot of the leads appear to be bogus or have inaccurate information. Most calls are unanswered and I've even got people answering the phone really angry telling me to stop bothering them because	

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		they do not know how HomeAdvisor got a hold of their information, they said they never requested any services. As a result, I've spent thousands of dollars thinking I was getting relevant and actual leads. At the moment I'm trying to keep my business afloat and this company just keeps bleeding me dry. I need to know if I could be a part of this class action lawsuit.	
64	CA	All bogus leads, fake phone numbers, disconnected numbers, leads turned on after asked to be turned off.  All leads bad. Credits were bad. Lost \$1380.48	
65	CA	I found out that they are giving me leads that have already been given out and a good few of them were phone numbers that had no voicemail set up.	I actually have a bigger problem with the lead pausing on the mobile app it will only pause the leads for 2 days and they require you to give them a reason why. Then on the website they allow you to pause them for long amounts of time. I tried pausing them for a week one time and they only were paused for a few days.
66	CA	One of the main problems and challenges I had with HomeAdvisor was that the leads they generated were very saturated. If I wasn't the first to call, as in call immediately there was no way the consumer answered. 90% of the customers were annoyed by the amount of vendors calling. I lost a lot of leads that way and	

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		was not given any credit for them. I wasn't able to ask for credits because they thought it was just bad leads, when in times, customers at time didn't even ask to be called or there were other vendors scoping the competition. I spent hundreds of dollars on bad leads.	
67	CA	False leads. All information they provide is false	<p>Yes, was redirected to multiple lines and finally was able to cancel. However, two weeks later we received another lead. When I called again I had to wait over 30 minutes to speak to someone, when she finally spoke to me she put me on hold for another 10 minutes then hung up on me.</p> <p>I continued to receive leads even after we cancelled.</p>
68	CA		<p>We made it a specific point to the sales rep that we were very hesitant about joining and buying bogus leads. We strongly voiced our concerns about wasting money and the rep promised to several of our people in our company that we would not have to pay for any lead that did not turn into a paying customer.</p>
69	CA	I am sure that many of the leads are bogus. Only after complaining a lot about high fees and low returns for handymen did they tell me about their supposedly exclusive leads that they charge about double for. I always try to remember every 2 weeks to turn my leads off. I was burned a lot in the beginning, but I maintain the membership because I have a 4.86 rating there. I	<p>Attempting to get credit requires persistence and evidence and thorough follow-up. Even then, their standards for a refund are too high. There is no way a new user can understand how much effort is required to get a refund.</p> <p>It takes time to chase the credit, which might never be gotten. Credit requests were originally made by phone, and now I would use the online form. I have received many credits after a lot of effort, and I have also been denied many</p>

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		occasionally get burned by a no contact lead when I forget to turn off the lead generator.	credits that made me quite angry. The online form displays the very restricted conditions under which a credit might be considered.
70	CA	The leads were extremely weak and often have a low conversion transfer rate. The app and portal informs the user of the cost of each lead, however fails to disclose information regarding the seriousness of the potential client. Also, it doesn't say anywhere in the contract that we'll be billed for leads generated whether we accept the leads or not. I spoke to a manager who tried informing me of random leads, some upwards of \$200 per lead, and the charge(s) are valid if I accept the lead or not	I would attempt to follow up with previous clients and it would ask me to re-accept a lead fee. Also, I once took the chance and followed up in person with a client who stayed in close proximity to myself, and he informed me that he had a hard time leaving a review on my site because he was re-routed to their site vs my personal site I was already paying them for.
71	CA	Given leads for asphalt shingle roofs when Google street view clearly shows that is not true but they won't issue a credit.  People surf the internet to get an idea of roof cost and HomeAdvisor requires those people to enter information as if they want a roof estimate and they think they're getting access to an online roof cost calculator - they're not as HomeAdvisor sells that information as a true lead to roofers.	They have other schemes like this online to convert anyone looking for roof information into a lead that they can sell.  When our corporate name is typed in on a google search our name comes up right away, but the website listed is for HomeAdvisor, and when you click on it - it immediately tries to collect project information to sell as a lead.
72	CA	Leads with incorrect contact information - phone number disconnected or fax instead	They would not refund prorated contract fee back to my company, and we have only been with HomeAdvisor for less

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		<p>of phone</p> <p>Leads from fictitious persons - no such person</p> <p>Leads not related to my service category</p> <p>Leads from persons who state they never requested a pro thru HomeAdvisor</p> <p>Leads from persons wanting to sell equipment instead of hire pro for service</p> <p>Leads that never answered phone/email despite repeated and very timely outreach from us</p> <p>Leads that HomeAdvisor refused to credit back to us, despite being faulty and/or fraudulent</p> <p>Leads sent to us days after client first contacted HomeAdvisor - stale leads</p>	<p>than 6 months.</p>
73	CA	<p>I told them I was a painter but all they would send me were weird handyman/odd job leads. Never actually used a single lead they sent me.</p>	<p>It was very difficult to cancel my membership, you can only do it over the phone. After being transferred around, finally spoke to a guy who said he could cancel my membership and he made a point of saying that he noted the cancellation with someone else as well. I thought I was done with them after that but just looked at my bank statement to find a \$24.99 charge which is what they were charging me every month.</p>

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74	CA	<p>The leads were terrible, not homeowners. They don't verify any of the information. Just send it to multiple people and expect to get paid.</p> <p>Called a lead back and it was a tenant, not the homeowner who had no interest in paying for services. 3 other leads of the 5 total that I was sent, never responded to email, phone call, text.</p> <p>Very suspicious and deceptive.</p>	<p>I called 5 days later to cancel and they would not give me a refund, stating their cancellation policy was for 72 hours. They charged me a whole year for 5 days of service!</p> <p>Terrible company to do business with. They have no reviews to warn you of the pitfalls.</p>
75	CA		<p>I cancelled the same day after being lied to about the whole process. They still sent me two leads after cancellation and demanded payment. Now a month after cancellation they have sent me to collections for the membership fee and 2 unwanted leads totaling \$700 even though I cancelled the same day, and their policy and contracts state 3 days no changes of cancellation if not satisfied.</p> <p>They did not want me to cancel, even when I demanded, they did not cancel. Finally, the next day they said they cancelled membership. Turns out they didn't and I had to close my Visa card down and submit a claim to the fraud department just to shut off the account.</p>
76	CA	<p>...paid for leads that went nowhere. I was told when I signed up that leads only went to 3-4 contractors but found out from customers that leads went to about a dozen people.</p>	

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77	CA	In less than a month and after receiving seven leads, I received one email that stated "I believe it's a flaw in their system. I never submitted my information to receive help or give interest in installing a heating system or air system. I've gotten maybe 5 phone calls now regarding heating and air and I've only ever put in an inquiry through their site to obtain electrical help with a ceiling fan pull switch. Hope this helps.".... one other said "I can't afford anything so please don't call. I have a special needs child."	...the process is deceitful in having the customer understand they are committing to an in house appointment until it got late, and then the lead is sent as a qualified lead to an unsuspecting contractor as someone who really wanted to be contacted for an estimate for a project. Who (the contractor) tries to unsuccessfully contact a "customer" that really does not want to be solicited, and does not return messages via phone calls, emails or anything else, yet the contractor still gets charged for the lead.
78	CA	The leads they generated were never "project ready" and some I was not able to get a hold of while being charged for the lead regardless of any activity.	
79	CA	Most of them (12 out of 14) were dead-ends: no answer; hang-ups; no response to messages.	...we repeatedly requested to cancel. A few times we were persuaded to "give them another chance" with the promise of "free" leads. Those "free" leads were invariably quickly exhausted by bogus leads, i.e., leads that could not be contacted. On other occasions, we were assured the account had been closed but leads continued to be sent and charges incurred.
80	CA	I recently received out of county leads, and lead after lead were permanently turned off, false leads, etc. I received mostly false leads, leads by people who did not even have a computer, leader for deceased people, leads for people	They did not refund more than \$400 in false leads

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		who did not submit request, leads for the wrong type of work, leads duplicated from Craftjack, etc.	
81	CA	We have limited our lead availability to Solar Electric Systems, and always try to contact the customer immediately. Approximately 90% of the potential customers can't be reached by email or phone. We have gone to the residence on one or two occasions and they indicated that they did not request an estimate.	HomeAdvisor regularly denied credits when we requested them, even though we complied with their requirement that we contact the customer within 24 hours of receiving the lead, then contact them within 24 hours on the next calendar day.
82	CA	I was told that I could turn my leads on when I needed/wanted to receive them. I was always busy enough that I never needed to initiate leads, and when I was given unauthorized leads, I was charged \$19/lead. However, the uninitiated leads continued to come, charges to my card continued, I would call and dispute them, then they would reverse all or a portion of the charges sometimes refusing to reverse the entire amount.	Unfortunately, I fell into the trap of paying for 1 year in advance. My understanding was that I could receive paid lead by turning them "on" and "off" at will with no commitment to purchase any leads if I didn't need them, just pay the annual fee. Then every time I received a lead, they charged me \$19.00, and the dispute process would proceed to exhaust my time and money.  Because I fought them, HomeAdvisor published an invalidated negative review that now pops up when you google my business.
83	CA	The leads were not leads, they were all people looking for employment.	I requested cancelation in writing, over the phone had to stop payment and challenge with Capital One in order to stop billing.  They still have my company name listed as of now even despite request for removal.

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84	CA	<p>HomeAdvisor will send us leads with phones that are turned off and cannot be reached.</p> <p>They claim that they provided the lead to up to 3 pros yet the release it to 5 pros making homeowners unhappy and unwilling to answer phone calls.</p>	<p>HomeAdvisor provided a credit back to the account and not to the card which opens their "market match" leads cap and overwrites your requests. Basically they give you back credit and charge it right back but double this time. If you try to stop it for two days they reset the cap back to zero again.</p>
85	CA	<p>They would send me leads and the number would be disconnected or the person would say they never requested HomeAdvisor to call them. Out of 45 leads I was charged for, only 2 turned out to be real jobs.</p>	<p>I cancelled my membership and they continue to take money from my account.</p>
86	CA	<p>Leads are generated from false pretenses. Potential clients duped into clicking "get a quote," which ends up costing me \$35-\$45 per click. Most times they click it just to see what the quote is, not because they are ready to hire.</p>	<p>I've tried to book my own service, just to see the experience. The follow up from the "customer" prospective from HomeAdvisor was persistent and almost obnoxious. When they had me on the line, and I said that I booked it by accident, the lady on the line giggled and said " that always happens"...</p> <p>But during the initial sales call from HomeAdvisor I was certainly mislead.</p>
87	CO	<p>HomeAdvisor was very vague on membership fees and how it worked. Plus we were charged for EVERY lead whether it was legit or not! Even the amount that we were charged per lead was more than we were told. Many leads were not in our work area. Some weren't even for our trade.</p>	

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		They would NOT work with us on crediting our charge account. It was ONLY in-house credit and ONLY if they felt it was a legitimate reason to credit it us. They had a handful of reasons to give you credit. Even those stupid reasons made it almost impossible to receive in-house credit!!!! This company screwed us over so badly.	
88	CO	These guys gave me bogus leads and refused to refund me time and time again.	
89	CO	Fake leads with fake addresses and in the middle of the night for an emergency task that needed to be completed within a few hours. Lead was fake and it came from another cleaning company in town. Other leads it seemed like HomeAdvisor has an IT department which their job is to create fake leads in order to charge the PROS.	I asked for a refund and they told me they will review those leads. Still pending a refund for leads that were charged to my card over two months ago.
90	CO		My issue with HomeAdvisor is that they signed me up in a fraudulent manner saying they needed a credit card on file to run a background check but would call me to confirm me wanting to sign up for the service. Originally I was interested in the service but I wanted to research it more. After they ran the background check, they charged my credit card and started sending me leads. I cancelled the credit card and attempted closing the account but they will not close it with a past due balance.

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91	CO	Leads did not exist	...tried to cancel but would not let me then collection agency trying to collect \$1400.00
92	CO	I was originally told I would only be charged for leads that ended up turning into jobs, and half the leads provided by HomeAdvisor never return phone calls or emails. Extremely rigid rules for "refunding" a lead charge even when zero contact was made with a "customer". Also they provide customers with multiple businesses which costs them nothing and in turn costs me money for someone who is simply shopping around, which is completely backwards.	
93	CO		I tried to cancel and get a refund on my membership that was auto billed. I was unable to get a refund, even though I had received no new leads in the one day it was renewed for. My only option I was told was a company credit.
94	CO	Most leads were fake. I think they generate their own leads and then charge us for them.	
95	CO	We would get a lead talk to client, drive hours there and get door slammed in our face saying "I did not authorize you to come and clean." Many leads never picked up, left messages within minutes of getting lead. 90% did not answer phone or email. Only got 10 real jobs out of all the leads. Cancelled because it was just too high	

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		every month adding up to thousands on credit card (over \$3,000).	
96	CO	On several occasions I have received leads that NEVER called back and I could not reach. I answer my notifications within 30 seconds and still cannot reach some of the leads. I have been with HomeAdvisor for around 8 years. There have been requests for credits that should have been approved but were denied without reason. I find that when I turn my leads off for a short time, that I receive several leads that I cannot get in contact with. It seems that they are just sending me false leads just so that I reach my monthly spending limit.	On my business website the only number that appears is for HomeAdvisor not my direct number. I have also had less than satisfactory communication from HomeAdvisor management and I also reported them to the Better Business Bureau and they have it set up for any people wishing to report them to contact two gentlemen, of which, I never received any communication back from them at all.
97	CO	...the leads didn't pertain to my business. And they only sent me 3 from Jan.-March. None of them were qualified home owners ready to purchase anything. I didn't receive 1 lead that had any potential.	They allowed me to cancel-but wouldn't refund me for anything. They sent me leads that didn't even pertain to my business. They sent me blind repair leads, and leads that were in cities too far for me to travel to. Which I called and had changed- but they still didn't refund me! They credited my account-which is so bogus.  The sales guy who pitched me the program was selling me the moon. He NEVER explained that I would be charge for each and every lead sent to me- weather is resulted in closed business or not. Horrible customer service. Horrible company.
98	CO	Issue with no contact leads...old leads, and never received any credits after requesting	

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		several times.	
99	CO	Unqualified people. Leads that were dead and completely incorrect addresses. Not one "lead" ever received work from my company but received major debt for services that I was deceived about.	...when told I wished to terminate I was told they were going to keep me on for the rest of my payment then cancel after that and the rep ended call. Multiple call backs were made unsuccessful and I called for another phone and got a rep without being placed on hold and acted like I wanted to open new business with them and once thru to a qualified rep I revealed my true identity and received the run around about them automatically withdrawing funds for leads that were completely unsuccessful.
100	CO	Yes, 3 fake leads, non-existent address and phone number	They are coming after me for collections
101	CO	The majority of HomeAdvisor leads would never lead to talking to the customer. I would get their voicemail and the ones that I had talked to had already talked to other contractor and my service wasn't needed, but I was still charged for the lead.	
102	CO	About 30% of the leads were completely fake. I believe they were computer generated names and addresses designed to steal more money from installers. I would call several times and leave messages, texts and emails, to not receive any communication back. The ones that were real, either wanted the work done entirely too soon, had no idea what they were	I decided to close the account after realizing that I had spent around \$1,500, including the signup fee. They try to convince me to stay on by offering a 25% lead discount for a month, but then never followed through. I did receive 5 free leads as well, but I didn't receive a lead until almost two weeks later, although three of the leads were fake and never answered or returned my calls.

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		getting into, or I would actually meet with them, send a quote and they would completely ignore my attempts to follow through.	
103	CO	<p>This is our second experience with HomeAdvisor. Years ago we use Service Magic briefly with the same results. In all cases the leads were not properly vetted. Out of approximately 21 leads over the course of the three experiences none resulted in an opportunity for business.</p> <p>With the recent experience 1 of the leads was already working with a contractor. One failed to show at their requested appointment time. 3 didn't respond to several attempts to contact. 1 was completing a kitchen remodel on his own and wanted information from us on how to schedule the sequence of events. All attempts to close any of the leads were a complete waste of time.</p>	
104	CO		...they signed me up and gave me the prices they would charge for leads. Then they increased the price of the leads and did not notify me of the change in price. I told them I thought that was unethical. The lady said the grocery store doesn't tell you when they raise prices on tomatoes so why should they?

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105	CO	Numbers that didn't work, people asking simple questions and then hanging up.	I turned off my app as they said I could do so for up to 2 weeks and 2 days later it re activated without my consent and they charged me \$600 for leads I didn't want due to a wind storm and I was inundated.  I was not permitted to terminate my account until I paid the money they requested for leads I didn't get and ones I didn't want.
106	CO	...most leads didn't answer the phone or call back, even when contacted immediately when lead notification came through.  ...leads were complete BS and fees were way too high for the work to be done.	
107	CO	Leads were often not matched to my profile, customers would not want service, leads were sent to me on Sat and Sun. were closed on weekends, so I couldn't even contact the lead.  I believe that HomeAdvisor misrepresented me, over charged me on leads, didn't screen leads, wouldn't let me cancel.	
108	CO	They have used the same tactics with my company and have continued to send "leads" and charge for fraudulent leads.	I have tried to cancel my account numerous times and they keep "reopening"
109	CO		HomeAdvisor activated and billed my account without my permission. They sent leads that were duplicates (same

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			person/lead), sent leads to jobs outside my scope and agreed to refund my money, but never followed through and initiate the refund. Also they have now sent me to collections over \$80 and now trying to get \$110. The 1st collections agent disclosed my personal information before verifying who they were talking to.
110	CO	I had suspicions about the leads I was getting. After doing more research I found out they are dead end leads or maybe had their employees or friends call contractors just so they can generate cash flow on top of sending the fake lead to five different contractors.	
111	CO	Hundreds of leads with no answer, no return call, no refund.	
112	CO	There have been a lot of leads that the people won't even want the service described in the lead. There has been a few times that people said they didn't even go to HomeAdvisor, that they had posted their info elsewhere.	
113	CO	I received a ton of fake leads.  Every lead I got was fake.	I wanted to terminate the account - they kept sending me leads. I would try to talk to management but they just laughed at me and said I needed to try more leads because they all could be great. Between the harassing phone calls for collections from them or just their terrible attitude towards people.

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			They encourage their sales people to lie, cheat, and steal and tell the client whatever just to make a sale.
114	CO	We had requested residential appliance repair leads and instead received commercial jobs, appliance installations or plumbing/electrician requests that are all out of our scope. Many of the other legitimate leads were sent out of business hours or would not respond when we tried to contact the lead immediately when the request was sent. Out of almost 50 leads we won 3 jobs and were refused credit for all of the bogus leads.	Never received cancellation confirmation. Rude customer service describing how I was wrong, not using their system correctly and not listening to my problem but instead just trying to "win me back" by offering "free" leads, etc.
115	CO		Almost immediately I saw I did not want the service but they refused to return my money. I stopped payment but they continued to charge the card and with additional fees. Eventually I negotiated paying 1/2 of the annual membership just to leave. They never did remove my company name from their website despite my requests for them to do so.
116	CO	<ol style="list-style-type: none"> <li>1. People claiming they've never heard of HomeAdvisor.</li> <li>2. Giving leads to more than 4 contractors.</li> <li>3. Recycling old leads and charging again for them.</li> <li>4. Numbers for people that don't answer calls or return calls.</li> <li>5. Numbers of disconnected numbers.</li> <li>6. People claiming they never request to be contacted or need an estimate and refusing to give credits for bad leads.</li> </ol>	

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117	CO	No refunds or credits, invalid charges, no contact with homeowners, invalid leads, multiple contractors, wrong number, no such address, never contacted HomeAdvisor, overcharged, etc.	
118	CT	Every single lead I got from HomeAdvisor was false. 90% of them I could not contact in any way, phone numbers where disconnected. The other 10% did not even want work done or was another company fishing to figure out how much they should charge people. I have called and spoken with 3 different people from HomeAdvisor, including their manager; they fight me on credits and don't do a single thing they say they will. I've been with them for 24 days and have cost me a total of \$538.91 without getting a single job. These people owe every penny back to the countless companies they stole from.	
119	CT	More than 80% of generated leads did not call back, email back, said they never used HomeAdvisor, sent me to a phone number not in service, or said I had the wrong number. I called one lead and it was the town selectman's 10 year old son, quite embarrassing calling a house looking for a 10 year old boy.	

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120	CT		They billed me for leads that I never got the contact information for. I canceled my credit card so they couldn't fraudulently charge me for nonexistent leads. They then threatened to sue me for an outstanding balance of 1 penny, if I didn't give them my new credit card number.
121	CT	...a lot of bogus leads, misleading the public that it's free while we the contractors pay for it, say only 2-3 contractors sent lead while homeowner said more than 5 contractors contacted...	They deny credits right off the bat- you have to fight them for consideration for credit & if they credit you back, they send leads for wrong lead classification...  ...while leads paused-they use your profile with a phone number that rings to HomeAdvisor directly & they give another contractor name & info, etc.
122	CT	Leads were bogus no answer and no machine. Ones who had answering machines never called back and I was told leads were included in the \$300	
123	CT	Every single lead gets contacted by many other contractors in the area who are also using HomeAdvisor. They all say the same exact thing down to the tee "I'm still waiting on other quotes, I'll let you know."	I had asked my advisor to set a lead target of no more than 20 leads per month. Which they exceeded nearly triple that amount. My account was completely liquidated when I found out at the gas pump that my card was declined. I opened up my mobile bank statements to find that HomeAdvisor billed my small business over \$1,200 dollars, and I now had less than \$5 in my bank. I barely made it back home with the gas that I had left, and I had a 3 week old daughter that went without formula and diapers for a whole entire weekend. My entire family depends on me...  ...why I think they have a skewed approach that I felt was "systematic"

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			<p>A.) I launched my account that Wednesday.          B.) They sent me 40+ leads by Friday. When I had asked for 20.          C.) Statements didn't appear in my bank account until that Saturday.          D.) HomeAdvisor actually closes their representative offices over the entire weekend as well as poor office hours that pertain to just one time zone throughout the week.          E.) HomeAdvisor claims that they have a 3 day money back guarantee, however, there was nobody to contact on that Saturday seeing as office hours were closed.          F.) By Monday they would not refund any dollar amount.</p> <p>I talked to 15-20 representatives and they don't care to offer any refunds even in that short amount of time I had used the service.</p>
124	CT	<p>We would pay \$80-\$120+ for "leads" on people and projects that had no idea why we were calling them. Or waste time sitting at meetings with people who had no intention of actually doing any work. We wasted thousands of dollars and hundreds of hours over the years.</p>	<p>It's been two months since we cancelled our account and our company's information is still on the HomeAdvisor website. ...And our HomeAdvisor profile comes up as the top Google hit when just searching our company name. Anyone looking for us on Google would find HomeAdvisor first, which we no longer wish to be affiliated with.</p> <p>My yearly renewal was on April 23rd of this year, a Sunday, and their offices were closed. On Monday, April 24th I emailed their customer service department and asked to cancel my service. They responded that I needed to call in person to do that. On April 25th I called to cancel my service, which they did. I asked them to please not charge</p>

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			<p>me the \$287.99 annual renewal fee for the coming year, and they said that I had already been charged and there was nothing they could do about it. This was a lie, because I was not charged until April 28th, with the charge clearing on May 1st. I called Bank of America's card department to dispute the charge. Bank of America investigated and credited me the \$287.99 back on May 26th. On Wednesday, June 16th I received a threatening email saying that I owed HomeAdvisor \$307.99 for an overdue account, and that if I did not pay it would be sent to a collection agency. I called HomeAdvisor and they said that since my account was open for two days past the renewal date I owed the annual renewal fee. Since Bank of America reversed the charge, I now owe HomeAdvisor a late fee.</p> <p>We are now working with the Department of Consumer Affairs. Hopefully we can avoid HomeAdvisor stealing from us.</p>
125	CT	<p>I received many leads where customers weren't looking for Home Inspections, or for services I did not offer. I also got fake phone numbers to call back and was directed to phone numbers where the individual I spoke to on the phone had no knowledge of looking for a home inspection via HomeAdvisor. Many times I emailed and called customers and never got calls back.</p>	<p>...A customer I did a job for today saw my company listing on HomeAdvisor, but the business phone number listed on the HomeAdvisor listing went directly to HomeAdvisor and not me. When he spoke to them, the advice he got on the phone was that I wasn't taking jobs from HomeAdvisor anymore AND they went ahead and started giving him names of other companies in my area to call!! To confirm this, I called them today at 11:46 a.m. EST and the advisor on the phone did the same thing to me! I no longer pay for leads, cause they're awful, but HomeAdvisor was beyond shady by taking business away from me with a bogus phone number and giving customers a list of other home inspectors.</p>

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			Again, this is an all-time low for them today and I'm considering legal action of my own. How many times have they done this to me since I turned my leads off several months ago?
126	CT		I keep getting calls and texts from HomeAdvisor, even rude and nasty voicemails to sign up for the leads. I already complained to stop the calls and texts and nothing. Today I got a text saying they have my social and date of birth to have me sign up. I don't know if I can be of any help to show how they go about their business - call and harassment of potential clients.
127	CT	Unqualified leads, difficult to obtain refund, not paying sufficient attention to my criteria.	Almost two years after terminating service, I discovered that my listing on www.whitepages.com listed HomeAdvisor’s phone number. Whitepages is a major directory and I can only imagine how many leads that should have been mine were handed to HomeAdvisor during that time. I am in the kitchen remodeling business and it is not unusual for a job to be in the \$50,000 range or higher, so even a single missed opportunity could be very costly in terms of lost profit.
128	CT	They sent me many leads, where no matter what I could not reach the customer, through phone, text, or email. At least half the leads where I talked to the customer only wanted an idea of a price. Also they wanted a price so they could do it the following year.	They put me on a \$450.00 per month of leads not to exceed that. After all the bogus leads I lowered it to \$150.00. I still received leads over my limits. Currently I owe them \$820.00 for leads that I could not contact the customer or for leads for a year later. I am not paying for leads that I never had a chance to price.
129	CT	Always received fake leads, leads that didn’t pertain to my line of work, constantly had to call and argue to get a refund. They	I did have trouble canceling my membership, and they still used my business name to advertise after I cancelled! They said they couldn't remove my name from the search, so

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		also sent me leads from people that I thought at the time were fake.	every time I did a search with my name they came up first in the search results.
130	CT	Most leads are people not seriously looking for work, had already been contacted by several HomeAdvisor contractors, never called back, etc.	Every time we try to terminate, they offer us a deal such as a \$100 credit for leads. But they continue to send leads without applying the credit.
131	CT	The majority of leads involved zero contact. I would call and email immediately upon receiving lead and get zero answer/response from lead.	Always refused to give money back when overcharged. Would only offer credit for leads
132	CT	Poor lead quality and displeased homeowners	Clients tried to find me directly but found my HomeAdvisor page instead.
133	DE	I have received phony leads for which I was charged. To this date, the company claims I owe \$1745.00 for referring non-existing clients. It is almost difficult to figure out how these leads are generated. This is a massive scam orchestrated by a group of predators.	I am the owner of D&D cleaning company and victim of the deceptive practices of HomeAdvisor.
134	DE	We receive many leads that say "customer did not provide additional comments. Please contact the customer to discuss the details of this project." Many of these never answer or respond. Of those that do are looking for pool cleaning, painting, build shelves or other things we don't do.	YOU CANNOT reach anyone to assist you from HomeAdvisor. If you CHAT they'll be helpful then tell you we can't do that call in. If you CALL in they will do the same - send to "issues" department. They never answer and I got the direct number. It rings a bit then goes busy or hangs up. I tried many times to get through. If you EMAIL you'll get a response but tell you if this is important use CHAT. Endless cycle of getting nowhere.

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135	DE	Distributing same lead to more than four home service professionals. Not crediting bogus leads.	
136	FL	Dead leads- not willing to refund for dead leads.	
137	FL		HomeAdvisor made it difficult to receive a refund. They give a credit not a refund. I did not want credit. Do I stop working with them?
138	FL	They had a very skilled sales person that mislead me to think that in case there were any problems with the leads they would refund or replace it, wrong. On the first month they were send me a ton of leads although many real customers but they sale the leads to 20 other contractors so when you call the customer, the customer is already pissed. Another problem is the amount of fake leads, I remember one of the leads the guy was not even the homeowner and still they would not reimburse me for it...they sell the same lead for 20 + other contractors or is just another bogus nonexistent person is sad...	<p>... I gave them notice that I want to cancel for the services I was not buying any more leads any way, but today they try to charge my card for \$55.00 and I charge back, they sent me an email threatening to send the account for collection ...</p> <p>... I called and complain about a hidden fee they were charging me for service desk...</p>
139	FL	I was contacted by Mike from HomeAdvisor with an amazing service they have to offer to our business, about leads that we are going to need to hire more people because our calls for work will increase a lot! So we thought was worth the shot. First they say we only pay for the	<p>We decided to let leads off and just work with the profile page since we had pay the \$300 already for the whole year! (I tried to contact them 1 week after we got in to get refund they said impossible) so one week later they charge me with both leads!</p> <p>Now that I canceled my card so they can't stop charging me</p>

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		<p>leads we get. As soon I pay the \$300 membership, I open the HomeAdvisor profile for the first time and already was a lead there...I got the second lead, try to make calls for 3 days and no answer, the phone was like dead something like that so we started to see that wasn't how it looks like.</p>	<p>for things I'm not doing. They are calling me every day! And just got an e-mail saying they'll send us to collections for that.</p>
140	FL	<p>One lead...had no idea who HomeAdvisor was nor did she need a contractor. She said she was on Lending Tree looking for a way to borrow money so when they gave her the option of borrowing it for home improvement she clicked on bathroom and kitchen remodel or repair. That automatically charged me \$89. It was a bogus lead.</p> <p>I was brand new to the HomeAdvisor Program and had not learned all the hidden ways they try to make a lot of money out of you. Then, the hurricane hit and they turned on my leads flooding me with leads that were 75% useless. I did not follow up on those leads as I thought they were turned off except to cancel the appointments customers made by demand or the ones that called me. I get no value from those leads. I did not want them and I do not want to pay for them. I want out of the program</p>	

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		that is so stacked to rip me off with unvetted leads that could easily amount to 1000's of dollars a month and I would have to spend an enormous amount of time to follow up every lead to make sure it was even legitimate and then argue everyone one to try to get it removed.	
141	FL		I had called them to get credited for a long string of bad leads and my account went from 400 to 800 dollars owed overnight then they cut off my account the same day they told me they would work with me on it. I spent a lot of time and money chasing bogus leads. HomeAdvisor is turning it over to collection in 7 days. Help!
142	FL	It's nothing more than a scam, I used them back when they were called Service Magic, I was under the impression that they had changed since they were charging a yearly fee, this time it looked more professional. I was wrong. Got many leads I had to call them every single day to fight for my money, I was charge from \$34.50 to \$66.00 per lead. As soon as I got the lead for a kitchen renovation, I will call no longer than 5 minutes, some people never picked up the phone and the few that did, told me that they had hire someone already to do their kitchen renovation, some leads I call the person and it was the wrong number or they never place a service call to HomeAdvisor. I had to call my bank and cancel my credit card so that I will not be	

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		billed. I regret using this service I'm ashamed that they do practice like that...	
143	FL	Lots of garbage leads and they denied to refund money, an absolute rip off and dishonest business conduct.	
144	FL		Told them I didn't want help desk and they charged me after a month. Called to get charges reversed and the guy told me sorry that's how they do business!!! I felt taken advantage of and what could I do???
145	FL	I got three leads and I called right away, sent text messages and emails but I could not get any of the customers. I got bills charged to my credit card for work that I have not done...HomeAdvisor gives the same lead to as many contractors as they want and charge each one on them. They can invent as many leads as they want and you never know if they are real. You never get the customer's phone number you have to do it through HomeAdvisor. It is a well mounted scam...	
146	FL	Leads outside of mileage area. Was told if you declined a lead you would not be charged... Lie...The last 2 leads were declined and we were charged  Said we could turn on & off leads as our	

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		<p>leisure based on our needs. Reality is you have to go on line and temporarily pause them every 2 days. If you are 5 minutes late to pause it they throw another lead to you</p> <p>My husband gave credit card to pay membership fee but would not agree to having leads automatically charged, he said repeatedly that was a deal breaker and would not join if that was required, so she said not a problem, they will bill us. They charged the first lead to our card anyway. This was unauthorized and illegal. We were told we were the only one in the area in the HomeAdvisor network doing pool repairs...lie. We had to cancel our card and called to cancel membership and they refused to refund membership fee knowing we joined based on all false information. The supervisor told us "there's a learning curve."</p>	
147	FL	<p>[I was told] that I would be sent the leads and that I could read the description and that if I wasn't interested in the leads that I would not be charged for them unless I made contact...however when it came time to pay they charged me for all of the leads and told me that I would be charged just for getting the leads sent to me, which was not what was told me during the initial sales</p>	<p>You can turn off your leads by using the app but you can only turn them off for 2 days. You can turn them off for longer by calling in, however a lot of times the calling in feature is not working so you just have to keep using the app every two days to turn off your leads and if you forget to do it. they send you leads that you really don't want. You're just stuck with them because you forgot to turn off your leads using the app.</p>

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		<p>call.</p> <p>I was told I would get "first priority" over the leads that I received...this is not the case, they send the leads to me and I think up to 4 other people at the same time and the "first priority" that I was told I would receive over the other members is completely bogus.</p>	
148	FL		<p>Signed up years ago to HomeAdvisor as a contractor. Out of the blue get American Express charge for 800 plus dollars. Immediately contested charge with American Express. Month goes by more charges. Suspended my card. Turned over to collection for in excess of \$2000.00. Not active contractor have full time job but have been contractor [m]ost of my life. Complete scam.</p>
149	FL	<p>Many bogus leads came in with fake customer addresses, non-reachable phone numbers, and other clues that the leads were fake. We were charged for the fake leads anyway, and HomeAdvisor would routinely refuse to credit the leads without lengthy review periods, and flat out limited the number of approved credits.</p> <p>...the quality of all leads received was very low. Most customers were not looking to have actual work performed, but rather wanted general info or simply did not respond to numerous attempts to contact them.</p>	

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150	FL	I have had numerous leads that led to disconnected or wrong numbers, customers who claimed they had not requested service, and requested service I am not profiled for. HomeAdvisor routinely refused to honor legitimate requests for lead replacements. I had to call them at least once a week, sometimes twice.	...the day before I cancelled my service, I discovered that they had raised and re-allocated my budget for leads without my permission. My budget was supposed to be \$1000 per month for market match only. They added exact match leads to my campaign with a budget of \$450 per month. I specifically told them I did not want any amount going to exact match at all.
151	FL	I would call the lead and the customer would say the job was done or they had someone already / or no one would answer the phone	
152	FL	Only one lead out of an entire month of leads actually lead anywhere. Most were people unaware that they were requesting professionals to contact them, not even planning on having a service performed. Others were phone numbers that would just ring and ring with no answer over the course of days. When I'd try to get less leads or more specific leads I'd still be sent leads that were far too large for my company. Within one month of starting the service I decided that the service was not at all what I was promised and asked for a refund, which I was denied.	

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153	FL	Generating leads with false/nonexistent address or phone, non-homeowner requests, non-serious leads...Leads sent during late night or early mornings, leads sent on weekends or times that we are closed, leads sent from customers who claimed they didn't request the work...	...lead credit denial for obvious leads that should be credited, generated exact match leads that were sent to other professionals, gave false info to get us to sign up for membership, threatened multiple times (actually closed it once) to shut our membership down for us complaining about their system, refused to discern from exact leads and market leads...
154	FL		...when confronting HomeAdvisor they refused to refund the money back to my credit card. Instead they only accredited my account to reuse towards other leads which I never won or got a call back from the customer. They have also charged me for services I didn't sign up for (mHelpDesk). When confronting HomeAdvisor they said we owed a balance to them and took the mHelpDesk refund to pay towards it. Now they owe us money and they refuse to give us a credit via check or refund to our credit card. I have had to call the credit card company to dispute the latest charges being they charged us for leads after the fact I closed my account with them.
155	FL	I had 5 leads- 2 wrong numbers, 2 never called back and 1 that already did the job when I called immediately.	After I challenged the charges with my credit card company they sent me to collections. They are currently asking me for \$685 when the membership was \$347. They said I was paying for advertising. I asked them if they quantified their quality lead and they said it was impossible. So I told them they lied and I refuse to pay. Now they are trying to ding my credit. Please succeed in defeating this unfair business practice
156	FL	Complained about leads that were not accurate, work had been completed or not	

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		interested in receiving a quote.	
157	FL		HomeAdvisor is a SCAM from start to finish. Their tactics to extract money from service professionals are incredibly slimy. I regret the decision to do business with them.
158	FL	Most were not viable/working numbers	
159	FL		He said they were going to do all my advertising and had tons of customers that were in need of my service. But I got nothing from them but some bogus web page for \$287.99??? Had I known this is how they did business I would have never signed up for that crap.
160	FL	<p>I was told that I never had to pay for a bad lead and that the only leads that I had to pay for that I didn't win were leads that were won by other service professionals competing for the same lead. I was reassured that I would never have to pay for a lead that wasn't looking for service from a HomeAdvisor professional. That ended up being a complete fabrication...</p> <p>...The sign up call said that I could set up my account to allow any amount I wished even if it was only allotted for one lead a month.</p> <p>I was told on my sales pitch that "Service Magic had a lot of complaints of bad leads,</p>	<p>The entire mHelpDesk program is a set up from the beginning and I caught them blatantly trying to steal money from me. Being very careful with the HomeAdvisor program I understood that mHelpDesk was going to be charged after the first month. I said that I did not even want to participate in the initial video, but was made to sit and listen to a video about mHelpDesk before my program began. I said in every phone call that I wanted it canceled immediately and it never was. I specifically called a week after everything started and said I wanted to confirm that mHelpDesk was canceled. I was told that it had already been taken off of my membership. That month I was charged \$60.00 for mHelpDesk. I did get that refund, but it took an hour long call of being transferred to management, being told I should have canceled with mHelpDesk and not HomeAdvisor, then finally being refunded by HomeAdvisor (which went back on their statement of canceling only being</p>

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		<p>so we changed to HomeAdvisor and I don't know if you've seen our commercials or BBB ratings, but we have moved beyond having bad leads.. if you get a lead that is not genuinely interested in a HomeAdvisor service professional, all you have to do is click a button and you won't be charged" this turned out to be totally false.</p> <p>I really believe that they have people who call and are not real. I have been trying to find out if they had something like the Ashley Madison scandal of fake people calling, but haven't yet. My last two "leads" were the same person with different names. I have also received numerous Nigerian scams through HomeAdvisor. Leads that say they want to sign up asap but are hearing impaired and cannot talk on the phone and want to over pay my credit card and give cash to their caretaker.</p>	<p>allowed to be done through mHelpDesk).</p> <p>Once I joined I was strong armed into "250.00" dollars a month that actually read \$500.00 (\$250 for market match leads and \$250 for exact match leads). I later asked to only be paired with exact match leads, as my experience had shown that exact match leads were not paired with other service pros and had already seen my information. I was told that I couldn't. Then when I threatened to cancel I was told they would let a manager override that for me. Instead of doing it though they changed my numbers to \$100.00 for market match and \$350.00 for exact match... all of this while I demanded not to have over \$100 a month. I was told that it was not possible to go as low as \$100.00 a month.</p>
161	FL	<p>The vast majority of leads I received from HomeAdvisor were fake. Some of them would ring non-stop, never reaching a voicemail box and never answered, even after multiple attempts. Some of them simply said the number had been disconnected. Out of the 41 leads I received, about half were miscategorized, and I didn't get many lead refunds out of</p>	<p>...I got a lead that was completely miscategorized...The rep even agreed that it was miscategorized, and said it could take a few days to get a determination, because HomeAdvisor is so cheap that they won't even allow their employees to refund a customer's money. I explained that I was upset and that me continuing to use their services was contingent on whether I got the lead fee back or not, considering it was an extremely black and white situation.</p>

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		<p>that. I won almost every job when I actually got in touch with the person when it was a legitimate lead, a whopping 5 jobs over a year and a half. I literally spent more time on the phone with them trying to get miscategorized or fake leads reimbursed than I ever did actually performing the work I got from them.</p> <p>I was approached by a rep, who stated they changed their entire system and they've gotten better about having legitimate leads (it's pretty sad when your rep admits they send out fake customer information), so I signed up again figuring why not.</p> <p>They claim to send customer information to 3 service pros, who in return pay lead fees. The issue is that from countless people that I've spoken to that have used them (only ever once), they really send your information to 8-10 pros, or however many use their service...From a customer stand point, I've heard this is overwhelming, and extremely annoying. It is an extremely shady, dishonest business model.</p>	<p>TWO WEEKS later, I am notified that my lead would NOT be refunded. Essentially, HomeAdvisor just stole \$40 from me. When I called to dispute it, I was notified that my account had automatically renewed for \$81. I never authorized automatic renewal, and certainly was not informed it would happen during the phone call with the rep after explaining my renewal was contingent on the lead fee replacement.</p> <p>This started the chain of "We 'can't' refund membership fees" from HomeAdvisor script book...</p>
162	FL	They OFTEN give me leads that are disconnected, not for my service area, and for the wrong stuff, or I am the 10th person they sent the same lead too and then they	

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		REFUSE TO give ma a credit so I end up paying for bad leads	
163	FL	Numerous leads that were not properly screened, leads were not looking for what I do, numerous just asking questions not in a position to use my services and some who just never responded to correspondences. A few were others in my industry testing the system. Over the course of 2 years maybe 2 or 3 were actual leads that we could have done business with. I had one who finally answered the question of how many other companies called them and they said 19. The biggest challenge was calling to let them know the lead was bogus and then if they couldn't reach the lead to confirm my story they would still charge me...After another 15 or so bogus leads I finally pulled the plug on the whole program. Never got a single lead that turned to business. Nothing but a complete waste of money.	...After 2 months of nothing but bogus leads, I tried to cancel and they convinced me to put my account on hold, not accept leads, because my page would still be visible for possible business. Never got any business from that. I continued to put the account on hold and then after a year they suddenly started charging a monthly fee which no one ever told me about. I did get that credited back and cancelled. They called me about a month later to offer me free leads if I would try again. I accepted and my account was activated again...
164	FL	There are bogus leads that never answer the phone, ask for jobs out of my specialty, give me bogus information and waste my time. Getting credit is almost impossible according to their guidelines.	
165	FL	Most of their leads turned out to be bogus.	...they still to this day are using my name to steal customers. I've repeatedly asked them to terminate links with my name

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			attached to them on the web and if you follow this one you can see.
166	FL	<p>...They are more concerned sending out invalid leads so they can generate more revenue for their company They are less concerned about helping the contractors grow their business. I had received 5 total leads the 3 of the 5 were invalid and I had put in for refund. They had sent a lead out of my service area and one guy called said he was not even looking for lawn care. Another one was business, I was not setup to work with business customers at the time. This created a lot of anxiety since they control the leads sent and charge you accordingly, just a poor business model. Sorry I got involved with them</p>	
167	FL	<p>Many leads had invalid contact information. Bogus addresses, phone numbers or email address.</p> <p>Some leads refused to schedule appointments.</p> <p>Some leads stated they never intended for anyone to call them.</p> <p>Some also were surprised to learn that the contractor pays for the contact information and stated that they would have never gone on HomeAdvisor if they knew that.</p>	

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		<p>Not ready to do specified work requested.</p> <p>Customer complaints about too many phone calls from HomeAdvisor contractors.</p> <p>Many requested work not in my scope of work.</p> <p>Several that were not the homeowner just thinking about buying a home.</p> <p>Credit request were promised with an email reply. I have never received a reply. To date no credit issued on my credit card statement.</p>	
168	FL	<p>...the leads that HomeAdvisor generated rarely seemed to have a live person on the other end. I was able to make live contact on less than 20% of the leads I paid for. Some of the phone numbers the call would only ring 1 to 3 times then there was just a click and the line went dead...</p>	<p>We have spoken on the phone to a representative and sent an email notifying them of our cancellation. A week later we received notice that our account was suspended, to which we replied that we, again, wanted it cancelled not suspended via email. I am now receiving emails from them stating that if I do not pay for this upcoming year, that they will send my company to collections.</p>
169	FL	<p>Problem is that numbers disconnected wasn't the person, no answer</p>	<p>...they beg me to stay and offer me lead credits. Which was some of them was bs still as well.</p>
170	FL	<p>I have received multiple leads charge for multiple leads but not able to get any of them or cover my costs that were charged by HomeAdvisor</p>	

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171	FL	They were sending me pricey leads that took me nowhere. My company only specializes in painting services and I would get lead for roof repair, pressure washing, etc. Also on some occasions the client would tell me it was a wrong number or I would get a duplicate lead.	
172	FL	I could never get in touch with the customer: the phone # was never real, the email was never answered, the text message was never answered either. I got charged for all the leads in spite of not been able to do the job.	
173	FL	Very disappointed in HomeAdvisor and its affiliates, Craftjack, as we have accounts with both. For the month of July, we have received 15 leads, and we were only able to reach 5 of those leads to give an estimate. We turned 3 of those leads into customers. Our ratio would be much higher if had legitimate leads. Some leads don't permit text messaging and have no voicemail setup. No return email responses. A few leads told us they never contacted HomeAdvisor for an estimate.	We have tried endlessly to receive a credit on many leads, but they are usually denied.
174	FL	Bogus leads that have a disconnected number but still get charged. Incomplete information where the customer	Charged me for more leads than dollar amount allowed on my profile. And they could not explain why but still charged me or threaten to cut my account off.

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		<p>never calls back if there was one and I still get charged.                  Jobs charge for direct connect at a higher fee that normal with no person on the other line.                  Send it as a request for lead replacement because it's out of category and they ignore it or say it was out of their control to replace it, so you still get charged.                  Leads sent that are not in my profile area zip code or expertise and charged for them and never give credit.</p>	<p>...after terminating my account the first time I would get a call from a customer but then after calling them back they had called HomeAdvisor where they had my name still up as a service professional in the area and they took them to another screen to get quotes from their current active contractors so I would lose the job. If they have taken their name away from me at the same time of termination the customer would have never linked HomeAdvisor with my company name. And 5 start rating on another lead generating website. Gotten to many calls and then the lead comes through on HomeAdvisor as well so I get charged for a customer I have already spoken from my website presence when I had my account active.</p>
175	FL	<p>Out of 98 leads received and charged for only 12 were good. I have been charged \$914.98 for bad leads that I could not make contact with the individuals that supposedly initiated the lead. The charges per lead have ranged from \$15.04 to \$27.25, there is no explanation for what the charge is based on and when I have called HomeAdvisor they claim to be unable to provide credits for these bad leads.</p>	<p>...I have been unable to terminate. I tried to cancel in May 2017 and was told it was too soon that all they could do was turn off my leads.</p>
176	FL	<p>Called the lead within seconds no answer more times than I can count. No refunds.                  Called leads back with language barrier. I do not speak Spanish - called for refund was told (that's a glitch we haven't fixed yet) Sorry - no refund</p>	<p>I have had Google AdWords for the past three months, First Page- Top Page. I was getting calls for my services but now (NONE) I wondered why?? I haven't had one single call since I refuse to pay HomeAdvisor's for their bogus leads and they've placed my account on hold.                  They're holding my company hostage, they have sabotaged</p>

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		<p>Called numerous leads and the response was – “you’re the 5th person that has called me from HomeAdvisor we are only inquiring not ready to hire. No refunds. Called leads back with wrong numbers - no refunds</p> <p>Called leads back and have been told “Oh I was just looking online I didn’t want to hire anyone.” Sorry - no refunds HomeAdvisor to me - you have an excessive amount of refund requests and we will review them everyone has been denied..</p>	<p>my advertising no question. This is a new business, I am trying to hold my head above water and for this company to take advantage of the small businesses - terrible.</p>
177	FL	<p>Most were people that didn't need service or didn't answer their phones. But the ones that really got to me were the ones for services I didn't even offer. Example. I would get a "fall/spring/ yard cleanup" lead for \$36. In the customers comments on the lead they stated "need lawn mower and edged?" I don't mow yards and that's a totally different category. HomeAdvisor would not refund the money and they would say it's not their fault because the customer picks the category? Some comments would say "not ready to hire just want an estimate" or "not ready to complete still need HOA approval."</p>	<p>They racked up over \$1,500 in bogus leads in 1 month and put my account on hold for nonpayment. When I refused to pay they charged a credit card of mine without authorization for \$1,168. That's all they could charge because that is exactly what I had in that account. Then 3 days later they terminated my account leaving me with no way to earn my money back that they stole and without a refund for the \$287.99 sign-up fee for an entire year. I was only with them for 3 months. I literally talked with 20 different customer service reps ranging from managers to customer care advisors who all were rude and helpless. They stated over and over that they don't care how I pay by I owe them the money and they don't have guarantees that the leads will be accurate?</p>
178	FL	<p>1st problem -- I get a lead from HomeAdvisor. I'm advised on the lead notice that the customer gave no specifics</p>	<p>...consistently, my inbound phone calls with respect to my websites slow or completely stops...</p>

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	<p>of what they wanted done &amp; also instructed on the lead form to contact the customer to find out what’s needed. Lead cost approx. \$18 to \$26.00. There is no answer by phone from the lead. There is no response from the lead through the HomeAdvisor automated messaging program. Here's the problem: I cannot request credit for the lead without knowing what the lead wanted done. I call HomeAdvisor &amp; am told -- without knowing what the lead wanted-- no credit can be allowed.</p> <p>2nd problem -- I get a lead by HomeAdvisor. The lead is for "handyman" -- I contact the lead &amp; am told the task is for let's say tile setting according to the lead &amp; tile setting was what was requested although "handyman" was advised to me by HomeAdvisor. Tile setting is not on my list of services offered. For that reason, I request by HomeAdvisor standard request info form. The credit is denied. I call &amp; ask HomeAdvisor why? I am advised that HomeAdvisor tried to contact the lead 2 times "their limit" &amp; was not able to reach the lead &amp; confirm with the lead that the service requested was for tile setting --a service not listed on my profile with HomeAdvisor lead distribution dept. -- thus I must pay for the lead.</p>	<p>3rd problem -- HomeAdvisor recommends that reviews be posted on my profile. When I request a completed task lead for a review for a review that I know is good &amp; it does not show up on my review list, I am told that HomeAdvisor tried to call completed task lead to verify the review they submitted-- on phone answer was made by the lead, with 1 attempt -- thus review cannot be posted on my profile.</p> <p>4th problem: -- market match vs exact match lead or standard lead cost vs premium lead cost. I get many exact lead charges when I cannot verify the lead either by phoning them or messaging them. I pay for a premium lead cost with no way to confirm that the lead was an exact match.</p>
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179	FL	HomeAdvisor assigned 5 leads where 3 of the customer never answered my calls, texts or email and I was charged for the leads. I only have one credit and I discussed with them why I have to pay for the lead that the customers never respond and they told me that they provide the information and charge for the information provided. One of the customers that I talked to told me that he already has a few estimates and he does not want to have more estimates and I was charged for the lead.	<p>A few customers have contacted told me that when they look for my company name that it goes to HomeAdvisor web page.</p> <p>I talked to a customer service representative and they transferred my call to a line that no one responded. Also, I sent an email to my account representative and I received the read notification but he never answer back to me in reference to my request.</p>
180	FL	Customer had requested a service the 30 days past the time I got the lead. I signed up for estimates 321.com and searched my field of business and I received a lead and a lead fee from HomeAdvisor. Many leads with disconnected phone numbers.	
181	FL	We took zip codes away from coverage area. They started sending me direct connection that cost more and customer told me that was the only way it would let them do it.	

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182	FL	HomeAdvisor often changes type of lead from a perfect match to exact to charge an extra 10 plus dollars a lead.	
183	FL	I signed up for HomeAdvisor lead generation program, only to find out that I was being scammed. Leads that led me to nowhere, leads that led me to (literally) a vacant lot, leads that had no one to talk to, leads that were clearly from someone who was paid to fill out false and non-existing requests, leads that led me to no one answering the phone, because there's no one there to answer and etc. HomeAdvisor is a company that must stop the way they conduct their business, making the lives of entrepreneurs even more difficult to survive. Please help, please let's do something, let's stop this evil. I'll make myself available to help wherever and however I can. Thank you.	
184	FL	Leads are BOGUS. I was charged for leads that didn't match my services, leads that we mistakes, lead with people searching for jobs, leads with no answers, leads with non-working number, leads with no services requested, and leads that would not dial out.	
185	FL	Leads with a number that hangs up	

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186	FL	<p>I paid close to \$2000 for leads that were bogus or non-existent. In two and a half months I had 25 to 30 lead calls, emails or text, not one turned into a profitable venture. The calls that I received, never turned into meets with homeowners or ready to build leads....That's what they promised their service would deliver.</p>	
187	FL	<p>Lead's information is not confirmed or validated resulting in - numerous leads with false numbers or not working numbers, no addresses, wrong email and just no way to actually contact the lead</p> <ul style="list-style-type: none"> <li>- numerous leads that don't actually want to purchase a service (told to sell them even though I am not legally able to provide the service requested or there is no property available for me to provide services to)</li> <li>- fake leads IE: Frank Furt (not working number and incomplete address) email - frankfurt@germany.com</li> <li>- being sent leads days after they submitted their information making the lead useless as they have already hired someone for the job</li> <li>- over charging for lead information. \$20-30 lead charge for a \$50 job (zero room for</li> </ul>	<p>Customer Service- over 2 hour wait times to speak to someone on the phone which are the only people that can issue lead credit refunds</p> <ul style="list-style-type: none"> <li>- live chat can do minimal and gives false information. was told wait time is less than a minute while being on a phone call that is already an hour into waiting for someone to pick up</li> <li>- told the "specialist team" will take up to 2 days to call me, will call once and if I do not pick up they will not call back</li> </ul>

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		<p>profit and now working at a loose)</p> <ul style="list-style-type: none"> <li>- being sent leads asking for services I did not indicate I can do or want advertised or are illegal to do</li> <li>- leads are not properly educated on the process and hire the first person they hear on the phone instead of hearing all of the contractors assigned to them</li> </ul>	
188	FL	We receive leads for services that we are not licensed to perform or just simply don't offer...we have even received a lead in Dayton, Ohio and we're in Florida.	
189	FL	I got no leads from them	<p>They just take your money to sign up and make a bunch of empty promises.</p> <p>Yes, I did I had to take all my money off my credit card I gave them because they kept trying to charge me for leads I never got. They make a lot of false promises to get your money to join and then they keep trying to charge for services they never provide. So I stopped answering their calls and like I said had to take my money off the card they had to prevent them taking more money for no service.</p> <p>They are the biggest rip off and I can't believe I still hear them advertise on the radio etc.</p>
190	FL	The leads they have provided were not accurate. Homeowners did not call back at	I do believe HomeAdvisor did sell my information. I never got so many junk emails before I joined them. They sell a

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		<p>all or they compared experiences to Angie's List.</p> <p>They charge for leads they are not even verified.</p>	<p>good deal but don't come through.</p>
191	FL		<p>I have been told by a customer that HomeAdvisor told them I was unavailable and recommended a competitor when my leads were turned off. This was a customer that mistakenly called HomeAdvisor off of one of your listings in my name instead of clicking below that on my name. HomeAdvisor is causing me to have to advertise an ad word of my own business name so I don't get charged for my own customers.</p> <p>HomeAdvisor charges to be a part of your "directory database" but will not let customers search that DB readily to locate me.</p> <p>I only clean dryer vents. I'm only in one category therefore every lead is an exact match! I have been denied lead credit multiple times even though their "policy" makes it seem like all you have to do is to call them. They are really scripted in their responses and (to these disciplined phone employees' credit) they don't vary from the script.</p> <p>Talking to HomeAdvisor's customer care is a waste of time. HomeAdvisor doesn't care about contractors just the money you make off of them.</p>
192	FL	<p>Leads received (20) all but 2 have ever called back - or responded to emails - phone calls or in some cases direct booking appointments with my company. As a</p>	<p>Not once but twice I have become a HomeAdvisor contractor - the first time I joined I felt the leads where fake after just a short period of time and once I kept getting charged for leads not responding to anything such as emails</p>

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		<p>matter of fact the only 2 that have responded are customers of mine that I already did work for in the past and decided to go through HomeAdvisor and not call me directly to get ahold of me.</p> <p>I felt the leads were fake after just a short period of time and once I kept getting charged for leads not responding to anything such as emails or phone calls I decided it was time to end the relationship.</p>	<p>or phone calls I decided it was time to end the relationship. That was 3 years ago. Now December 26th 2017, I became a member only based on the lies I was told over the phone by the rep and her manager. All was false information and once again I got suckered into joining. I was told that now they own Angie’s List , all leads where verified by phone and only a handful went through the computer system , I would have a personal account manager to help me with issues with customers or my account . ALL A BIG FAT LIE !!!!!!!!!!!!!</p>
193	FL	<p>Receiving leads that customer does not need our service, request credits for these leads and denied, and just a big mess with this company. They are thieves, they are continuously sending leads where customer also does not respond etc.</p>	<p>We tried to terminate our account over the phone in January of this year, also processed this request by website and was supposed to be contact by a rep. NEVER happened and kept receiving leads from HomeAdvisor.</p>
194	FL	<p>Leads were not performing, numbers disconnected, emails bounced back</p> <p>Contact numbers were disconnected, emails bounced back, homeowners advised they had never contacted HomeAdvisor.</p>	
195	FL	<p>I often get leads at the rate of \$105 for clients who hit the button for complete home remodel. However, many of these leads are clients who are just surfing and curious with no intentions or needs for services, others can be something as simple</p>	<p>I have had many issues with HomeAdvisor generated leads and have often requested credits for the ones I have had issues. Most times I am unable to get credit for bad or dead end leads I have paid for resulting in loss of money. I feel that their web site is "VERY" vague in questioning the wants and legitimacy of potential leads / clients.</p>

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		as a vanity replacement.	
196	FL	...several of my leads were duplicate people, renters without approval for work to be done, wrong numbers, etc. We only got a hold of 1 person out of 11 leads.	<p>First, my sales associate who signed me up said I wouldn't pay for leads I didn't want. I had no clue I would be responsible for every lead they sent me. During the recorded call he instructed me to bypass the lengthy recording and he pressed buttons to bypass. He also told me to say "agree" etc...I thought I was agreeing to a normal lead service where I pay for leads I WANT and choose, not what they decide to send me. I called later my first week and was never told I was being charged for every lead.</p> <p>I called back today and spoke to a supervisor, Mark Cunitz who was rude and told me he was going to reverse my credits and charge me for all leads if I cancelled my membership.</p>
197	FL	<p>The leads that were given to me were customers that weren't ready for the job at the time. Out of 99 leads, only 8 were jobs. I did everything in my power to win these jobs. I would call immediately, if no answer then email, and still nothing I would text and/or call.</p> <p>I had a lead that a lady wanted her roof sealed, we don't do that. Nor, did we put that into our job areas.</p>	<p>The day I bought the membership, I was told all these promising things and I didn't get any of this. I was told if I got three five star reviews, I would see an increase in lead traffic but didn't. I was told if I put this money towards exact match leads then I would get matched with exact leads, but most of them were bad leads. When I request a credit for bad leads and when they get approved, they only put the money in your account. Thus, it never leaves HomeAdvisor. Even if one cancels their account with \$50 in their account, it won't go back into that individuals credit/debit card. On top of that, one is only allowed a certain number of times to credit. I've asked numerous times for a refund to my credit card but they refuse that too. At the end of the day, they provided deceptive, coercive, and unfair business practices related to leads and benefits of being a "pro" with them.</p>

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198	FL		I had a problem with them scamming my business in November for \$1,000 in a week and now they are still trying to charge my credit cards after I told them in November I wanted nothing to do with HomeAdvisor!
199	FL		<p>I specifically stated I only wanted the website for 1 year. I did not want any leads. I paid \$350 and got my website. Over 4 months time, I decided to turn my leads on just once and paid \$25 for that lead.</p> <p>However, I just found out that I have been getting charged \$60 a month for the past months. I do not know what that is, but I need to get that money back.</p>
200	FL	Their leads for home inspections were about 90% fake, no such phone number, no such address, no such person.	
201	FL	<p>1) Most the time when I contacted the customer I was yelled at by the customer because they had already received numerous calls.</p> <p>2) I would call immediately upon receiving a referral and had to leave a message with no return call.</p> <p>3) Customer did to know what I was talking about</p> <p>4) Customer was "just thinking about it"</p>	
202	FL	Bad leads, no corrected phone number or non-existing phone number, and the leads	

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		are sold to 8 contractors or more. CraftJack is the same company as HomeAdvisor and I have leads charged double at the same time.	
203	FL	I have only received fake leads, incorrect phone numbers or work completely out of my scope.	I have cancelled three times and they are still sending me bills.  They will not remove my business from their site no matter how much I complain.
204	FL	They are charging 2 times for the same lead.  Fake leads  Leads looking for different work than what we do  Leads out of time, they sent information after leads did work  Leads never answered by phone or email, or wrong phone numbers  Bad questions to leads generate bad leads.  After you finally get a credit (they never make a refund), suddenly you will get 4-5 leads, 3 -4 of them never answer or they are looking for different work you do.	If you try to terminate your business with them, customer service will hang up after 1 hour of speaking with you to finish and you have to be ready for another hour on the phone, or they turn you to 2 or 3 free leads.  People from customer service can not authorize refunds and supervisor are busy all the time, every call to HomeAdvisor is at least 1 hour, sometimes 2 hours on the phone.
205	FL	I'm the owner of a pest control company that used HomeAdvisor for years and have seen a large increase in bad leads and leads	We recently received a new agreement for HomeAdvisor demanding we give up our rights to a class action suit or many other rights in handling problems that have arisen, not

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		<p>where the contact customer claims to have not given any info to HomeAdvisor. Some customers have even asked how we got their phone numbers or other information as they did not provide it!</p> <p>The leads generated are a large number of bad information and no good contact information. They used to credit you for this, now they will fight for every lead and under the new agreement you must pay for a lead no matter how BAD it is or if no information is correct.</p>	<p>sure what to do.</p>
206	FL	<p>My company. Has been charged fees so many times for false and nonexistent customers, addresses that don't exist, phone numbers that don't answer and on numerous customers that have called Home Adviser and canceled the so called projects. And still they charge me.</p> <p>These people need to be stopped....they're ripping us off and the customers are not aware of the fact that they charge \$25 to \$30 for their information.</p>	
207	FL	<p>The lead sent was already taken.</p> <p>The first lead we called already had a person on the way. My husband called the lead within 5 minutes of receiving the lead.</p>	<p>We were told that if we wanted to cancel early that they would prorate our yearly membership. They also said that they would reverse leads that were already taken. This company is predatory and marketing is very misleading. They refused to give back any of the membership fee, which</p>

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			Patrick Harris lied about to make us comfortable to sign up with HomeAdvisor. I cancelled the payment thru the bank and they are now threatening to send us to collections even though the balance owed has been less than 30 days.
208	FL	...I paid HomeAdvisor 900.00 for leads that they sent me and the person did not hire me. I told HomeAdvisor and they refused to erase the Lead fee, I was very frustrated with them. I knew they charged me a commission, but only for the ones I did the job.	
209	FL	Dead leads	Impossible to get refunds, way over set budget
210	FL	They have sent me 12 leads where half of them were drywall repair, I told them the first day to remove them from my account because I do not do that. This was never removed, plus other leads were not active because when I called a customer, he/she said "I do not need you or nobody picked up the phone." From those 12 leads I did not get one job, total scam.	I have called the customer service 2-3 times a day but nobody picked up. The phone machine was saying that "we are currently closed and our working hours are 7 am to 5 pm," when I called them, for example, at 9 am or 3 pm... I called the guy who called me to catch me into this scam, his name is Manny, and left a message that I want to close my membership and get my money back. He did not call me back so the next day around noon I called him again and I was surprised because he picked up the phone and he switched me immediately to his manager. I was told that I cannot get my money back because it was over 72 hours. On the same day...they stole \$321.47 from my debit card for those 12 leads.
211	GA	Billed for disconnected numbers, billed for shared leads.	

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212	GA	They called me, asked me to sign up because they did not have an available electrician that could pass the background check. He had a high paying job, that he could not refer due to NO qualifying electrician. So, of course we signed up thinking the first job would pay for our subscription! The job never materialized! We were NEVER told that you must pay for leads. We found out when they called us trying to run our "card on file." We called back to ask why they were trying to run our card. The leads we received were from places FAR outside our service area. i.e. I'm in Georgia, I don't go to Oregon to change out a light bulb or fix a refrigerator. Also, we received many leads for types of work we don't offer. We don't trim trees or paint, or fix appliances. I am an electrician!	When we called to cancel our service, we were told a manager would call us back, but they DO NOT GIVE REFUNDS! We never received that call back!
213	GA	Constant and consistent bogus leads which HomeAdvisor will not refund or credit.	
214	GA	I have encountered bad leads that were disconnected numbers, not in my profession, and no answer from the customer. It is difficult to get credits for bad leads.	
215	GA	None of the leads met parameters, or areas as discussed. I contacted 2 leads, but never got a response from the homeowners...I was	

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		<p>promised ...\$100 worth of free leads, and EXACT MATCHES, as well as specific areas of service (high end design clients) but nothing that I got came close to my requirements...I spent about 2 hours explaining my prior experience with HomeAdvisor when it was Service Magic and I was assured that they had all of the old issues resolved, but what I experienced was EXACTLY what Service Magic was previously like...just a new name and slicker salesmen...I also was told that I could suspend leads, but NOT told that they would be automatically turned back on without my consent...</p> <p>My attempts to get promised refunds, and credits were denied, after being told by Ryan McQuillain that I would be credited. The only offer I got was more leads in the amount paid, which I turned down since I had no reason to believe that any further leads were going to be anything but more waste of my time and money.</p>	
216	GA	<p>I am a Home Inspector, doing home inspections for \$250-\$350...I get numerous leads from people who aren't even under contract with a house; they do not even have a house picked out. This is not the kind of leads I was sold on. I was told these</p>	

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		<p>were ready to schedule, quality leads, but that's not the case, and it's getting worse.</p> <ol style="list-style-type: none"> <li>1. Extremely low-quality leads.</li> <li>2. Leads that I can never get in touch with.</li> <li>3. A few leads where people tell me they've already scheduled with a home inspector. I call my leads within 60 seconds!</li> </ol> <p>HomeAdvisor refuses to credit these leads. Occasionally, I am able to get a lead credit approved through the automated system. I had one lead that was out of my service area and they denied the credit. I had to call back twice to get a credit for them giving me a lead outside of my service area.</p> <p>I consider their business model to be very unfair, especially when they promise quality leads but make you pay for junk.</p>	
217	GA	<p>Then they've sent us crap leads and keep taking money out of our checking account for these bogus leads.</p>	<p>When we ask for credit they deny the credit. We are struggling to make a living and this big company is taking advantage of us. When we told them that we were dissatisfied with the leads and quality of their practices they told us that if we wanted out we could get out but we would NOT receive any refund for anything.</p>
218	GA	<p>Multiple not ready to hire customers, no answer phone calls customers, after certain of my services were removed still got leads offering those services, after putting a stop or hold on the HomeAdvisor app leads</p>	

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		would just keep flowing in a couple of days, I put a stop payment to them on November to try and straighten up the leads I was getting and they continued sending more leads the they expect payment for, (I'm actually being contacted by collection agency now).	
219	GA		My company & I, Solar Plus - Installation & Consulting, paid our annual membership fee to begin receiving leads from HomeAdvisor. After a few weeks with no leads, we were informed that we were not eligible to receive leads since we could not submit an active contractor’s license number. We'll be securing our license sometime this year but not currently possible. Since I was not informed by them that we could not acquire leads due to their protocol, I was informed that a refund would be issued within 10-14 days. It's now been 35 days & I've spoken to no less than 9 different customer service reps on 9 separate calls. They all keep giving me the same response "that the review is underway & that it should be 10-14 days from today" and that "there's nothing we can do to expedite it any faster." (I even had a supervisor tell me this!!) This is unacceptable, unprofessional & is definitely raising red flags for potential fraud.
220	GA		Called to cancel. Stephanie, the advisor, was hostile and rude. Wouldn't agree to cancel the membership. And this was a same day cancelation application hadn't even finished processing.
221	GA	Fake leads - leads that were bait and switch via games and apps on phone when	

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		customer had no interest in my service.  Leads out of my category - leads that were not safe due to EPA restrictions - leads for people that were not homeowners but renters with no interest or authority to hire me - leads from other contractors who wanted to know who their competition was - leads for advertisers who wanted my business information to solicit me, leads that hung up on me and never responded to my inquiry.	
222	GA	Incorrect numbers, did not request services. Billed for job taken by another	
223	GA	80% of leads that we called on, no answer, emailed no response, left voice mails no response. HomeAdvisor said they would issue credits but they never credited our account. Also, we noticed a pattern of bad leads the last year.	...they did try to direct a customer away from our business on 12/19/2016. That customer will attest to that.
224	GA	...Customer lead comes in for cabinet refacing. I call customer and they are only looking for someone to come in and paint cabinets. I report that to HomeAdvisor for wrong category credit and they deny credit because they say the category was correct. We contract with them to only provide cabinet refacing leads. There have always	Lying to me about customer interest category as reason to refuse credit for wrong category leads. This has gone in cycles in the past, but as of the last few months from April 2017 or so they have gotten very hard line about refusing to issue credit for wrong category leads. Right now it seems almost impossible to get them to issue credit in this scenario...

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		been a good number of wrong category leads for cabinet painting in place of cabinet refacing, but recently more than 2/3s of the leads are that way. Maybe the fact they have been bought out has new management exploiting every penny they can get from their contractor customers. I am going to terminate my relationship with them.	
225	GA	Many, most people swear they didn't even put them in. Other says they only put a form though because of free items such as food etc.	
226	GA	Charged for: Leads when we could not get in touch with whether it be an invalid phone, email or address. Leads coming through for categories we are not profiled for. Leads coming in from areas we are not profiled for. Leads coming in from a HomeAdvisor phone number. Sending leads after our monthly limit has been met and exceeding our monthly limit by hundreds of dollars monthly. Only want to offer a credit on account instead of replace the money that they stole.	Every time we talked about terminating our membership they transferred us to different department. Offered a credit but would not refund money.
227	GA	The biggest problem we have with this company is the leads that are being sent to	We never got an opportunity to cancel because they were threatening to put us in collections for the balance they said

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		us. Of the 75 leads that we have been sent since March of 2017, only 10 we actual good leads that turned into a job. Most of the leads, especially the last 10 that were sent to us we were not able to make contact with at all. Some had no way to leave a voicemail, some said they never requested any information from our company. Any and all communication methods sent by HomeAdvisor was used as well, including phone, text and email. These customers never responded and HomeAdvisor refused to credit us back for those bogus leads.	we owed of \$501.00 that were generated from leads that never answered the phone, text or email. We are disputing that with them but they will not credit us back for them because they said they cannot control if the customer answers the phone or not. However, they did state if the phone number or contact information was incorrect they would credit us but if the person never answers the phone how do they know if it's correct or not. They refused to try to make contact themselves as well as that is our responsibility.
228	GA	No one answers the phone numbers that were provided.	I believe that HomeAdvisor buys up all of the ad space making it difficult if not impossible to advertise
229	GA	I am always getting inaccurate leads and when I call in to get them credited I am always denied.	
230	GA	Wrong numbers, no response, people not knowing they contacted HomeAdvisor. Majority of leads are work I'm not profiled for. They told me it takes too much time to screen leads even when description clearly has nothing to do with work I've requested. I found out today that when I made credit request for wrong type of work, they make minimal effort to contact lead then just call it denied.	I have searched my company and seen numbers listed that were not mine.

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231	GA	<p>...I learned that in one of the metro Atlanta zip codes we signed up for (we signed up for numerous zip codes) they have 96 other providers in the same industry. We signed up to receive (and paid in advance for) 10 leads per week. In the last 30 days in ALL of metro Atlanta HomeAdvisor had only 26 leads for our industry. The rep would not give me any stats beyond 30 days, he said that is all they have available.</p> <p>It is not possible for HomeAdvisor to provide anywhere near the number of leads they sell to their clients. This is just like the story of the Tucker automobile, selling things you do not have.</p>	
232	GA		<p>I paid 347.98 on 5/6/2016. After paying this amount, it was revealed that I needed to pay an additional amount to get exclusive leads or even leads that were being sent to a maximum of 3 vendors. By not paying this extra amount I was sent very few leads over the year's time; less than 10. They then harassed me regarding renewing after a year.</p>
233	GA	<p>These people are absolute scammers. Impossible to prove bad leads and get credit</p>	
234	GA	<p>Received too many leads that I was unable to reach after phoning, texting and emailing the customer. It was almost as if the</p>	

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		<p>customer did not exist.</p> <p>Tracked the number of leads from 12/1/2017 to 1/15/2018. I received 37 leads...of the 37 leads I could NOT reach 12 of those leads. I left multiple voice mails when I could, (most had no voice mail setup) left multiple texts &amp; emails and received no response. Requested a refund for the 12 leads and was told that HA would not do that and only offered 5 free leads. My response was if you are not going to refund for the 12 non-contactable leads the I am terminating my relationship with HA.</p>	
235	GA	<p>...the leads that they sent me were not accurate at all. People I called didn't even have any recognition of even contacting.</p>	<p>...I've had people tell me that my company was still on there even after I told them that I didn't want anything to do with it. To this day, they still call me at least once a month wanting me to come back and sign back up.</p>
236	GA	<p>Since we have been open we have only been able to close 87 out of 400 leads. About 200 never answered the phone and we can't receive credit for that. Some customers requested services that we don't provide and we are still charged for them. We are not able to get any credit unless we pay for the leads first, which does not make any sense!</p>	<p>I have to pay the full amount owed from the leads that were receive in order to cancel.</p>
237	GA	<p>They persistently advertise their leads as all are screened, qualified, and ready to go.</p>	<p>Constantly during our membership I noticed that home advisor was redirecting customers to their site. Even after I</p>

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	<p>They state that you will be given valid leads from homeowners looking to do the work. But this is 100% not the case. They will send you constant leads (even ones outside your area and that are not for things you don't do) and charge exorbitant fees based off their opinion of what it is worth. I would easily say that 8 out of 10 leads are completely bogus. Either wrong/disconnected numbers, customers that have no idea why we're calling, people who are not the home owner, other competitors just trying to get phone quotes so they know what to charge, and overall just tire kickers that were "just kind of looking to see" aka not qualified or serious at all. When you try to request a credit for any of these things they will always try to find a way to deny it, saying you didn't call fast enough ( even if you did) , that you've already request way more than most people and they need to review your account (bs) , etc. anything to not refund you for non legitimate leads. Then out of those two leads that are actual home owners, you still have to compete with the 5-10 other contractors that they sent the same info to. Which irritates the homeowner with so many people bugging them, and causes a bidding war between contractors within the market. They are also sneaky in the way</p>	<p>adjusted my SEO Settings to ensure our company website would be listed first, their site would override it. Anything close to us that a customer searched would be redirected to their site. We had several of our customers tell us they specifically searched for our company and the first 5 listings were just various links to HomeAdvisor with our name used as a preface( you had to really look to notice it was actually home advisor not us) and that they had no idea otherwise they would have contacted us directly. They did this even through social media outlets such as fb searches. Now that we have canceled our service with them they have continued to do this, and continue to list us as a contractor on their site and use our good reviews and things to redirect people to click on their link even though they were trying to find us directly. I have called twice to have them change this with no real results.</p> <p>We met strong opposition when trying to cancel our membership. They kept trying different ways to get us to stay, and dragging it out. After two different phone calls and multiple transfers we were finally able to get them to cancel it. But they continued to harass us with calls, emails, and lead bribes if we reinstated our account. And, even though it was explicitly discussed and agreed that we would not be charged another yearly membership fee because we had canceled, they still charged us \$350 (a week after we canceled) and it has been a nightmare trying to get refunded for that.</p>
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		they do the leads, you can set a spend target so that they will only send leads up to a certain amount each week. But what they don’t tell you is that that only covers their general leads, if someone does a market match, which means they specifically picked your company to call them, then they can charge you as much and as often as they want because those are “separate” from your spend target. So you could budget \$200 a week for leads but end up with a bill for \$500 and there’s nothing you can do about it. Long story short I whole heartedly believe they are misrepresenting the quality of their leads, generating fake leads, and purposefully complicating (and denying ) the credit process. They are a scam.	
238	GA	Fake leads. People never answer the phone. One lead laughed at us because the job had been done for months. People would call to set up appointments then cancel and were never heard from again.	HomeAdvisor would not stop charging our account for bad leads. We had to cancel our debit card to make the charges stop coming through the account. After we canceled the card they sent us a bill saying we owed money for negative account even after we told them to cancel. We had a \$250 monthly targeted spending and they charged over \$1000 per month out of the account.
239	GA	Within a week I got 120 leads sent to me and had an account balance of \$711. That’s when I canceled my membership with them.	After I Googled my business I found out that they were redirecting people to their site.

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240	GA	Fake leads. One time the number went to a police station in the city of Cumming.	
241	HI		I was in the process of applying to be a contractor for HomeAdvisor and dealing with a rep over the phone in a contact they initiated. They said they needed my name, DOB, social security number and credit card number for a background check which I provided and told her in no uncertain terms in plain English so she could understand exactly what I expected that this card is not to be charged until I approve it with someone else to which she replied, no problem it's needed for the background check. I said OK great. The next day there we two fraudulent charges to my card totaling \$349. The first charge was for \$347.99 for an annual fee which was not approved and a charge for \$1 for a lead I never asked for, wanted or used. At no point did I agree to become a contractor or pay them any monies. They went against my direct and explicit instructions to not put any charges on my card and engaged in interstate fraud and theft.
242	IA	I have had several leads that were bogus, not a service we offer, repeated, etc., that were denied to have the credit returned.	...their SEO tactics are misleading to consumers and unfair to local businesses. They clickbait claiming to offer the "best" companies, but it is pay to play, so they cannot back up their claim.
243	IA	They charged me for leads wrong numbers thing that didn't pertain to carpet cleaning they say I owe \$700.00 and never got \$100 worth of work. They put out a lead for 15 dollars and if you didn't respond right away it would be gone but you are still charged	

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		for the lead.	
244	IA		I am co-owner of an Iowa business...that was duped into joining HomeAdvisor program and have been taken for quite a sum of automatic charges after the initial signup just to review their service. Afterwards they would not stop charging our business for leads we did not ask for or want. Since then I had to cut off my credit card and they also turned my over to collections for the remaining balances, HomeAdvisor is a scam and fraudulent company that misrepresents my company and themselves.
245	IA	I left HomeAdvisor because they are thieves. They charge the contractor a large fee for the service, then they charge the contractor for each lead, which they send to several contractors each one paying the large fee for the lead even if they can't afford it. So when a lead comes in, it's always a surprise fee. When asked why the amount of the lead is so high all the customer service reps. say is that it is computer generated. So HomeAdvisor can charge you whatever they want and you have no choice It to pay for it. Also fake leads, leads aren't sure if they actually need the job done, leads don't call back or answer phone.	[C]alled to cancel asked for a verification number or code to know my account was verified canceled. Rep said he would send email verification it was canceled right away. I never received the email. Got sent to collections instead.
246	IA	My father-in-law uses HomeAdvisor and has sent several leads my way from his account, none of which have panned out.	I never signed up, but am frequently solicited with phone calls and emails guaranteeing local demand for home inspections.

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			I've requested to be removed from call lists, and it's basically impossible to unsubscribe from all emails. The persistent solicitation to become a member is unwanted, unwarranted, and generally annoying.
247	IA	Numerous false leads, leads outside my specified zip code, leads for credit card scams.	<p>...they essentially won't let me quit, i have tried several times.</p> <p>When i have requested credit, they always deny it, often dragging the process out until 30 days has passed, then telling me they can't issue credits past 30 days.</p>
248	ID	...I asked if they were associated with Service Magic, whom I have tried several years earlier, and I was told they were not affiliated with Service Magic, which I found out was false. In one month I was billed over \$1000.00 which included their original fee, and had not agreed with any of their referrals and they were sending referrals outside my service area. I even received a referral from somebody by the name of Billy Goat. This company as Service Magic does not screen their referrals.	I refused to pay for the referral charges but agreed to pay them for the initial fee and I am now being threatened with collection for \$337.89. It's not about the money but about the fraudulent way they represent themselves and the stress of dealing with them. I have perfect credit and want them out of my life. A worthless company at best
249	ID	I would call leads back with no answer from customers, and left messages and still never had a call back.	...I had asked [the HomeAdvisor sales representative] to send me a breakdown that showed my true cost of the participation...I called [HomeAdvisor] the next day to clarify how the charges work. She said if I had bad leads they would credit me. I still asked for a break down that showed how I was being charged. I asked about the calls and she miss led me and told me all incoming calls are free...

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			When cancelling the guy I spoke with said he was a supervisor and they cannot issue refunds. He continued to offer me credits to stay, but I explained that if they take care of their customers this poorly, I did not want to be associated with them.
250	ID	Most “leads” do not actually answer the phone, but HomeAdvisor won’t issue a credit because they feel it’s still a lead. I’ve had several people answer and say they’ve never used Home Advisor, in fact I actually woke a lady up, but HomeAdvisor says there’s no way of getting that person’s contact info unless they went on their website.	
251	ID	They sent more than I could reasonably respond too. Then found out later they were charging 10x what I was told I would be charged.	<p>I requested to speak with my rep who happened to be sick after I saw they had fraudulently charged my account over \$700 in less than 2 weeks. They never said I would be charged for every text, email that was sent. When I spoke with their so called manager, they refused to give any refund at all.</p> <p>I have had people tell me they found me through HomeAdvisor even after I asked them to completely remove my company.</p>
252	ID	Fake Leads. Leads not within my area or parameters. Leads with numbers that don't work. Leads with email addresses that are invalid or fake. Leads never lead to an appointment. Leads where the homeowner	

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		was unprepared for actual work.	
253	IL	Charged for leads that multiple contractors were charged for, some were false and others were for jobs I simply didn't specify for in my information, i.e. floor waxing, construction site cleaning & chemical clean-up. I also got a call from La Grange, Illinois who was actually looking for a cleaner for a house in Rochester, Minnesota.	After my 'bundle' was used up (lead bundle) they continued to charge for leads without my permission.
254	IL	I have received leads that do not pertain to what I do...Absolutely nothing to do with my actual skills. I have approximately lost \$400.00 a month, possibly more, since signing up with HomeAdvisor. I was led to believe that I would only be charged for the leads that I acted on.  One "lead" was for a cleaning company in southern Illinois who never submitted a cleaning request, and wasn't even looking for employees. I had to pay for that.	They have also added "quality claims" that I never made such as being a cleaner for 20 years.
255	IL	1st lead- told it was for estimate to replace furnace - customer did NOT want or request. They sent that lead 3 different times. 2nd lead - for service on furnace, phone number was for someone named Micah not Bill Buttons, address does not	Horrible, horrible company. False & deceptive business practices & theft by deception. We're a new company, starting out & these people stole from us, sign you up under false pretenses & tell you "there's no way you'll get your money back, you're signed up for a year.". "It takes 8-10 days to review request for credit." Should be nothing to

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		<p>exist, drove past to see if there was home there. 3rd lead- no such person &amp; lady that did answer was upset &amp; had no idea what we were talking about. 4th lead - for estimate to replace furnace, no idea why we called &amp; asked where we got info. Told by account specialist, Lillian, "we will never get our money back."</p>	<p>review you know leads are bad. Seems similar to Wells Fargo bank scheme, sales team fills out the 2-3 pages of info needed to generate lead. They still get their lead &amp; estimate fee and there's no job done to pay for it.</p>
256	IL	<p>Leads were false, some phone numbers and addresses were fake, out of a hundred plus leads I only got 3 true leads.</p>	<p>After termination I was still billed for leads I didn't get. My spending limit was \$600 but I was being charged \$2000. When I would request refunds for false leads, I would get denied. If I paused leads, they would be turned back on without my knowledge. They used bait and switch methods by offering one lead to bait and when you accepted the lead, your paused leads would be automatically turned back on. Several other issues. HomeAdvisor is a big scam....</p>
257	IL	<p>...they don't give credits to jobs that you can't even get in contact with. You never hear from the client or get to actually measure the job, but you're charged any way or the clients' needs aren't in the service you provide. You name it.</p>	<p>They go past your spend target</p>
258	IL	<p>More than half of their leads now are probably generated from "click farm" with fake names and phone numbers. People never answer the email, never pick up the phone, if they pick up the phone they state that they never initiated this with the HomeAdvisor. When you call their customer service they dispute that and they</p>	

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		do not refund the money for that lead...	
259	IL	Bogus leads. Most calls ended with no answer, and the ones that did answer were not serious about hiring a professional but had been tricked into asking for someone to contact them.	
260	IL	They took approximately \$1500 in the month of January 2017 for bogus leads. Several leads were set appointments that the so-called customer set on their webpage. Two of the customers never answered the door or phone calls. Two of the customers that answered the door claimed that they were not the person on the appointment sheet and were not remodeling their basement. Bogus leads...	
261	IL	<p>Bogus leads - cannot get a hold of customer or hang ups when you try to introduce yourself (\$140.00 lead).</p> <p>Two leads were people looking for general information, (what’s the going rate so I can general it myself). One goes thru switch board and then AT&amp;T answering system that you need a code for. Another one, customer already had general contractor and was almost done with the blueprint already, (so was old lead).</p>	Placed on hold 3-15-17 and still receiving leads to run up bill.

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262	IL	They changed me for every leads, when I call them to give me a credit, because I don't get the job or nobody answer on the phone..... they didn't give me a credit. They changed me more, than I work for.	
263	IL	A lot of customers that request service do not answer the phone or give a call back once voicemails are left. Sending an email directly to them also gets no responses. Some emails have "@homeadvisor.com" as the domain name. Some phone numbers are outdated/disconnected. Leads that request "only estimates" are still charged a full price for the lead, even if a refund is requested. Refund requests are limited, and a lot of them do not get refunded. Leads cannot be turned off for more than 2 weeks at a time (they need to be turned off again after they are activated).	
264	IL	I prepaid for some leads \$300 and received 4 leads. Nobody ever responded /call back.	Was trying to cancel the membership and spoke with three different representatives but never received any confirmation. Now they sent me some final notice for collection.
265	IL	I have also just found out that their deceptive business practices claim that a contractor is getting an exclusive lead but that lead is being shopped out to several contractors at once. The lead fees are also charged at full price and categorized as an	I have had dozens of calls from people who contacted HomeAdvisor directly thinking they were calling my company directly. They were then redirected through the HomeAdvisor switchboard to my phone at a cost of \$24.65.

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		exclusive lead when in reality they are not. Totally unethical and deceptive.	
266	IL	In my conversation with the salesman, I was given the impression you only pay for the leads you accept.	I started service on a Friday. The salesman said he would call the following Monday to coach on how to set up my account. I did not receive the educational call, however 5 leads made their way to my phone/email...I left them alone as they were not even related to my specialty. By Friday, I decided to explore my account rather than wait for the call. I was surprised to find they had not only charged me for the leads I had not requested, but auto-debited the money from my account. I contacted their customer service chat line and explained what had happened. He said the leads can be turned off and the ones billed totaling \$110 would be credited (I printed the transcript). A couple hours later, I received the educational call I had been waiting for all week. I asked that person to confirm the credits, but they informed me the credits were not valid and had been denied. At this point I asked to cancel service. I spoke with a supervisor who offered to credit the leads if I kept the service. I said no. She then said the leads were not capable of being credited and the annual fee (\$287) was already out of the 72 hour grace period, however she would submit a credit request for the annual fee and I would hear if that would be credited in 2-3 weeks. I submitted a case with BBB, but BBB requested I contact two gentlemen with HomeAdvisor via email for resolution. They have not responded to my detailing of events and request for credit.
267	IL	ALL LEADS never answered phones. Leads came at ridiculous times for construction 10 p.m., 1 a.m., never during regular hours. Out \$650.00 with zero leads.	

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		AND THEY WANT MORE.	
268	IL		I told the sales rep that I was not ready to use their service but was interested. He suggested that I set things up and when I was ready I could activate the account - there would be no charges until then. HomeAdvisor immediately started charging my account. I called back and the sales rep said he would take care of it. They continued to charge. I challenged the charges and now they sent my account to a collection agency.
269	IL	I've received leads that were already done, leads that specifically state something different than what I do, constant calling with no response, disconnected phone numbers, wrong email address, wrong home addresses, wrong zip code, and wrong state.	
270	IL	Charging unreasonable amount for leads.	
271	IL	Never contact for any leads All leads are fake	
272	IL	They were all fake leads. I have a list of fake leads with phone numbers. I am very persistent and talked to some leads that had told me they did not call or called months ago.	HomeAdvisor keeps calling me and will not refund any money and they keep trying to charge my credit card.

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273	IL		I'm a new comer to HomeAdvisor they like others promise the world and just take.. They said they have an unprecedented need for air condition installers near me in Lansing, Illinois . I paid for over \$200 worth of HVAC leads and nothing.
274	IL	Over 17 fake leads, triple leads, etc.	I've only been with HomeAdvisor for about 4 months and after I realized what they were doing to me, I looked at the Better Business Bureau website about HomeAdvisor and I started reading the blogs and everything I read was exactly what was happening to me. I have a \$750 bill that I am not wanting to pay but also not wanting to go against my credit so I'm in a dilemma there. As far as my website with the service...from the day that I started getting these bogus leads. How are they doing this to all these contractors? How easy would it be to generate fake leads to contractors? It would be so easy and so I believe that's what they're doing.
275	IL	Don't answer the phone or email and say they are ready to do the job. Tire kickers that don't answer the phone or e mail & say they already did the job.	Told them to stop sending leads and continued sending and billing me. I had to cancel the card and they still call.
276	IL	Bad phone numbers, numbers that never got answered, people reporting more than 5 other contractors calling them. People that didn't want estimates or never requested estimates, out of area, wanted totally different service.	Run around on the phone, disconnected numerous times. Kept trying to offer some free leads instead.
277	IL	Leads are given out to too many people and half of or more people just looking for a place to buy a window or something not pertaining to my business.	

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278	IN	<p>Generate leads that were not good numbers, credit some but would not credit all that were reported. Send more leads than supposed to once the market match was reached...A lot of the leads did not want cleanings but just was online and made a mistake and did not know that they were signing up for cleanings quotes and still was charged.</p>	
279	IN	<p>When they send you a lead they don't research the information to see if a customer really needs a contractor or if the information they send to the contractor is correct. For example, they send me 25 leads in month. I will call all the leads sent to me but will only reach 5 and 20 will not answer phone or email. So, you as a contractor, have no way to know if this is correct or bad and HomeAdvisor has told me every time I call about this is that they just sell the information to you so you are paying to get the information on a customer and they, HomeAdvisor, can't rectify every lead, it would cost them too much to do this and have to hire more people then, in return, would cost more for leads. Bottom line you receive more false leads the true lead.</p>	

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280	IN	I've received fifteen leads from them and only two of the leads worked out well. Many of the leads I have been given have been dead end leads- no one answers, wrong numbers, etc. I have called multiple numbers which have not picked up and I am still being charged an astronomical fee for these terrible leads.	They have withdrawn a large amount of money out of my bank account and have not given any payment breakdown, whatsoever.
281	IN	Including a very low percentage of solid leads and ones that actually become jobs. Leads that had no home at given address and clients that never answered or were just checking prices without being serious.	mHelpDesk was a horrible company to deal with, waste of money as well. Pressure to buy and very poor customer service.
282	IN	1 out of 8 is a legitimate lead and has turned into a project. Most of them are made up names and no one answers the phone. Then if you google the name and address of what the lead shows, no such person is at that address.	You can submit a request for credit from HomeAdvisor, but rarely do they credit you. And when they do the credit doesn't show up on your statement?
283	IN	When I signed up I was told that the only time I would have to pay anything was if I got a job and did it and that the only thing I would pay was the lead fee which would be anywhere from \$13.99 to \$49.99...I started receiving several leads for hire a handyman (construction type work which I don't do) and mowing and maintaining landscaping. When I was on the phone with them I told them I do mowing and tree removal. I only	... I was also told that I could not pass the background check due to my felony so they asked for my girlfriend's information so they could list her as owner instead of me since she could pass...

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		<p>tried to contact one lead which did not answer or return my call. All the other leads were useless to me because they were for work that I don't do or out of my service area.</p>	
284	IN	<p>I have had numerous leads with either a wrong number, contact stayed they never requested a quote, wrong services (that I don't offer), not serious leads and they will not credit or say I have exceeded my limit of credits.</p>	
285	IN	<p>I stopped my leads pretty soon after I saw they were not giving leads that were in any way from people interested in hiring a contractor or they were from an area that I didn't service.</p>	<p>I found that HomeAdvisor had deducted money from my account for another full year membership when they weren't authorized to do so. They said it was automatic and that I received an e-mail a few weeks before the contract renewal date to inform me if I wanted to cancel. They said they couldn't refund me as they had already paid national advertisers. I checked my e-mails from them and nothing was stated about an automatic renewal of my account. When I signed up in 2017 I was told it was a trial for a year and I was given a special pricing. They did disconnect my leads as I called my supposed sales person and got them disconnected permanently within the first couple of months. I told them that they were deceptive and giving dead leads. They wouldn't refund the \$287.99 for my account renewal for 2018 and said they terminated the account but I will be checking my credit card company to verify that.</p>
286	IN	<p>Leads were incorrect for my zip code, or area of expertise. Calling customers within 30 seconds of receiving my notification,</p>	<p>They constantly over spent my spend limit by 100% and even in some cases 250% over my limit.</p>

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		and the work was already done weeks ago. Receiving dead leads that were NEVER intended to do anything but generate revenue for HomeAdvisor.	Cancelling was an hour long process, and I had to yell at several different people before they would end my account.
287	IN	I have received fake leads, duplicate leads and denied credits, I've received leads that had disconnected phone numbers and was denied credits. I've received leads then upon calling customer they state they never requested services through HomeAdvisor, denied credits.	I tried to terminate services once and all they would do is pause my leads.
288	IN	We had a terrible time getting refunds for clearly bogus leads.  This company is nothing short of horrible and despicable.	
289	IN	...wrong numbers, never head of HomeAdvisor when we call. Actually last week five companies called me about my roofing project. I am actually a roofing contractor. They had my name and number correct. I did not request any roofing project quote. Makes me wonder how many times this is going on.	
290	KS	Many fake leads. Now they are beginning to deny reimbursement for the fake leads.	

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291	KS	<p>They made many promises about the small fees for leads, how they screen the leads so that they are 'good' and how if the leads turned out to be 'bad' leads we would be refunded. How it turned out is we were being charged much much more than what had been discussed, and for very small projects. The leads we received were mostly people that did not even understand that a service professional would be contacting them, and that the service professional was being charged for the leads. Many of these people did not even have the funds for the project, one was nearly homeless, and most often were just trying to get an idea of how much 'x' project would cost. Out of all the leads we received, only one was considered promising, but that person hired another company. One thing I do want to mention, because I am a data analyst and understand the nature of designing logic in programs, is that the way HomeAdvisor has their logic set up to capture leads is in their favor only. Anyone can get on their website and enter in a bunch of phony information and whoever gets that lead is charged for it. You are told when signing up for their program that leads are 'fielded', but what they don't tell you is that all of the 'fielding' is done by their system, which doesn't know</p>	
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		<p>whether the information being provided by a consumer is 'good' or 'bad'. I was given the impression that the 'fielding' of these leads is done by a REAL person, but that did not seem to be the case in my experience.</p> <p>I attempted to stop receiving some of the leads, but once the hold time runs out, you are immediately bombarded with a bunch more leads; being charged however they see fit. Many of what they consider large projects and charge the most for, are in fact projects that would hardly break even with what they are charging for the lead and the actual work. The logic they use for calculating the cost of the leads in their system is very faulty and meant to overstate the size of the project.</p>	
292	KS	Fake leads	
293	KY	<p>Every "lead" that was given to our company was either a wrong number not in use or there was NO ONE to actually contact. My assumption is that this company has individuals fill false information through the web with inaccurate contact information and submits that to the company in which they create huge revenue for themselves but not for the company paying for the "leads."</p>	<p>It is almost impossible to contact a representative to give you correct information. They do not answer phone calls and hang up on you when there is an issue. I have now received letters from collection agencies saying that my company owes them money after I was told by Jeff that this matter would be resolved. He lied to me and said everything would be refunded and taken care of but they are still charging my company after I canceled membership within 30 days.</p>

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294	KY	<p>1) Leads with bad phone numbers                  2) Incomplete leads - missing name                  3) Over 4 contractors given same lead per customer                  4) Leads for services we didn't offer                  5) Charged higher rates for leads than originally offered</p>	<p>Constant harassment from customer service and sales people from HomeAdvisor</p>
295	KY	<p>They aren't confirmed leads like they lead you to believe...</p> <p>...One lead didn't even own a home and no contact with the 4th lead...</p> <p>...They do not tell you that the same lead is sent to 3 or 4 contractors.</p>	<p>Very rude customer service manager wouldn't give us his full name. He mentioned having me recorded agreeing to pay the lead fee. I just told him that their sales reps stopped and started the recording as needed in order to tell me what to say, so it's a very coerced recording...</p> <p>We received no welcome call that Andrew Robertson told us we would get which would walk us through the system on how to accept leads and put leads on hold etc...</p>
296	KY	<p>Tons! False leads, one to an owner of a competing window cleaning company. Five plus contractors bidding same job. After winning bid on two separate occasions, we showed on schedule to find another HomeAdvisor window company cleaning glass. HomeAdvisor took no action, double billing leads, refusing refunds for false leads, etc....</p>	<p>Constant run around between different employees not allowing me to immediately terminate service.</p>
297	KY		<p>Was told by rep that I could have a week to decide. 1 out of 5 leads willing to work, little old lady just needed water heater lit. Tried to cancel and get a refund and was told no. Jason lied to me to get my \$350.</p>

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298	KY	They are non-responsive customers outside of my area after I specifically said I can't travel that far.	I wished to terminate but they won't do it
299	KY	I received "leads" that I couldn't ever reach and leads that were asking for services that I didn't offer nor claimed to offer. I also received leads that blatantly told me they were only looking for a cost estimate, not services-they didn't know why I was calling them and how I got their info. I was never able to receive credits for these issues, I would be put on hold for hours before speaking to a Customer Representative HomeAdvisor that would try to explain to me that there is nothing they can do. Upper management was of no help, only put on hold once more to get through to them.	After calling multiple attempts and waiting on hold for over an hour each call, I was still unable to cancel my membership, HomeAdvisor still held my credit card information and charged it after specifically telling them they were not given permission to run it, all I could do was cancel the credit card with my bank.
300	KY	Most of the leads were no good, people didn't answer, also some leads weren't even for things we offered.	
301	KY	Dead/fake leads, no answers, rude leads and no refund.	I type my business name and their website would come up first.  [W]hen I told them that I'm terminating because I was receiving dead leads and getting no answers from the number and email address, I was told that maybe I don't know how to reach them and need to take classes.
302	KY	Leads are fake small company want to put a stop to this.	They're now threatening me with collection. 75% of my leads were not real.

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303	LA	Numerous inconsistencies in lead cost after being sent duplicate. Charged of a lead on "dead leads" from random people surfing website.	
304	LA	They will not give credits for wrong category or bad numbers if there is no answer - they say they can't verify	
305	LA	Several over 100 miles away. Several for services not offered. Several from other owners in same business as me. Got leads before official tutorial and signup	
306	LA		...I set the options to limit [the] amount or [sic] leads to \$300 I racked up a \$2,000 bill.
307	LA	We were told when we signed up that we did not have to take every lead given. And that we would occasionally receive a test call from another contractor or a bad lead but no worries all we had to do was fill out a credit form. Both were big fat lies, they charged us for every lead they sent and we could only receive 5 credits. Out of the 21 leads we received -0-...\$00.00.Zilch, Nada viable lead or dollar.	...proceeded to continually send leads after we cancelled. Then we received calls from someone in their office weekly. Now we are getting harassing robo-phone calls every three days from an attorney's office in Cleveland, Ohio; McCarthy, Burgess & Wolf phone number 918-1636.

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308	LA	They generate leads over my target, they won't reimburse for duplicates, people I can't reach after multiple attempts, people who speak languages that I don't understand, people who sold their home, children playing with the service, anything over 30 days. If I call through mHelpDesk, which gives me the direct number, and I don't use the system then I can't get credit because their system didn't record the call.	
309	LA	I received 2 legit leads on the first day. After that it was all downhill. On day 2 I received 2 leads for services I do not offer. By day 3 it got bad. I received 9 leads total. 2 leads were legit. Of the 7 bogus leads, 3 have been determined to be fraudulent. 1 of the leads finally returned my call to inform me that she had no idea what I was talking about. She had never used HomeAdvisor in her life. Of the 2 others they contained fake information including service address that does not exist.	
310	LA	I agree that the leads are not what they claim and they are significant reasons to believe they are fake leads.	
311	LA	Excessive bad contact information, jobs that were already completed, jobs outside of business hours, received leads while my	

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		account was paused, incorrect job fields selected.	
312	LA	Fake leads. People had no idea what HomeAdvisor is or who I am. No work needed. Fake names.	They have cheated us out of money and can't reach anyone to cancel.
313	LA	Most of the leads were not true.	
314	LA	When I signed up for home advisor the sales rep told me that the only leads we have to pay for are the jobs that we receive.	After I found out that we get charged for every lead, I put my account on hold and the next day HomeAdvisor charged my account almost \$500.
315	LA	...leads for things I didn't work on and stated to them that I didn't work on.	
316	LA	None of the leads' phone numbers were given to our company. The platform or dashboard only gives you a generic number with an extension to dial. Every single contact attempt went to a generic voicemail.	I was told when we signed up that we would be able to control our leads precisely... that is not the case at all. The leads are like a faucet, they are either on or they are off. You can control the amount that you want to spend for the month, but you cannot decide on whether you want a specific type of lead versus another very easily.  ...they would not cancel my membership immediately. They are offering "credits" instead of any of our money back.
317	LA		They billed me for \$ 800.00 of bogus leads and then turned me into a collection agency.
318	MA	Told them my service area and my expertise and they began sending me ridiculous leads outside of my service area and for services we don't provide. We never	To our recent knowledge, our membership had been fully canceled and we would no longer be charged. After checking with our bank today, they have continued charging us and sending us bogus leads. We called again and we actually got

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		accepted these bogus leads and they began charging us anywhere from \$30-\$200 per lead! We called to make changes and they said everything was all fixed. No, it wasn't. Over \$1000 later, we called to cancel.	hung up on! We are still being scammed out of our money.
319	MA	<p>1. I would get leads from people that never owned the property. Would call HomeAdvisor and told that they cannot control that</p> <p>2. I would get leads that never answered their phone/ HomeAdvisor told me that I would have to keep on calling</p> <p>3. I was told that leads that I contacted would only get three other HomeAdvisor contractors. Homeowners would tell me that I was the fifth or sixth contractor from HomeAdvisor.</p> <p>...They had never told me that you pay for leads even if you do not get an appointment</p>	
320	MA	Leads from areas that are way out of my working area, in which I called and had them narrow that down but it still was wrong....etc.	
321	MA	Numerous HomeAdvisor-generated leads proved fruitless. We were often unable to	

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		reach customers through the contact information provided by HomeAdvisor. Other times, we were able to establish contact, but the customers were either not serious about the job, were simply "shopping around," or were no longer doing the job. In short, the leads did not appear to be screened at all by HomeAdvisor.	
322	MA	Received a lot of fake leads, couldn't get any services from any HomeAdvisor leads at all.	It was the worst marketing service I've ever dealt with. I had a Google advertisement that used to give me a lot of leads but after joining HomeAdvisor my phone stopped ringing from that source...They made me lose a lot of business opportunity. I'm a small business owner, but always had a fair amount of clients before joining HomeAdvisor, these people are awful. They are ruining me financially.
323	MA	... I asked to be in the additions section. I received leads to add cabinets to kitchens, extend platforms for washers and dryers, etc.. When I asked for a refund they told me it was not possible. Also, I got charged if the potential client did not answer the call. After a few days I asked for a refund, they told me I had to contact the client 3 times a day for 3 days to receive a refund.	
324	MA	I was recruited by HomeAdvisor rep Danielle (508-659-9085 cell: 913-608-4612) stating that there was a shortage of handy people in my area. I asked specifically about leads and was assured by both Danielle and her manager that I don't pay for leads that don't materialize. I	I shared with Debbie that I felt duped and wanted out! She transferred me to someone who would "help" me with that. The man who came on...wanted to help me change my mind! After close to an hour on phone letting him know I felt deceived and wanted out, he said it was too late! Even though it was only a week, the account could be put on hold. HomeAdvisor has already advertised on my behalf and the

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		<p>realized that this was not true after my 3rd call when one of their reps (Debbie) called "to see how things were going." I shared my frustration with their leads, but thankfulness that I didn't have to pay for them and she informed me that I did, regardless of whether they materialized as jobs or fitted my category. It wasn't HomeAdvisor's fault if "the client" misclassified their job request...</p> <p>None of my leads fit the category of Handyman!</p>	<p>money I paid covers that. He stated that I should have read the email contract that email came in after the voice verification. When Roscoe or Reyes, whatever his name was started getting insulting because I refused to change my mind, I ended the call letting him know I'd be contacting the State's Attorney's office letting them know about HomeAdvisor's illegal business practices. I later checked the app to make sure leads was turned off. It was.</p>
325	MA	<p>Every lead I was given was fake, the numbers were not in operation or I would go to the property...only to find out that the property owner was never looking for any painting.</p>	<p>It took days of me calling them and speaking to countless individuals to cancel my membership. At one point I had to call my bank and list every HomeAdvisor fee, including the start up fee, as a fraudulent charge.</p> <p>Even after termination, for the last 2 years I'm still listed on their website, have asked many times to be taken off and they refuse to do so, I still receive calls from them on a daily basis. Since I signed up for HomeAdvisor, my email and phone number have both received dozens of spam mail, text, and phone calls which leads me to believe they also sold my personal information. At the time I was just a start up company and 10 out of 10 against HomeAdvisor they almost ruined my business before I even started and left me in debt right from the start.</p>
326	MA	<p>Customers were all "bottom feeders" low bid. The potential customers were not interested in anything but low price..... not</p>	<p>It was a disaster from the start, was told my processing of my initial application would take 24 hours, yet in 2 hours was approved and my credit card was being charged for</p>

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		<p>what my current customers are like, getting out was not fun as they kept trying to give me a free dead end lead to keep me on, and kept charging my card for zero cleaning jobs done.</p>	<p>leads...</p> <p>...I was coerced into spending more to gain an "advantage" over competitors to be placed at front of the line of vendors. HomeAdvisor would contact 3-5 contractors in the area with the same lead, charge them all I assume and only the member who is paying the most has any chance of winning a customer.</p> <p>Started "receiving calls" in 2 hours from applying, had to go through HomeAdvisor special number but because of the Piranha like tactics a potential customer like bait is "fought" for by several local cleaners in my case....</p>
327	MA	<p>Leads from nonexistent customers. Refused credits based on inability for them to contact customer which is why we are requesting credit</p>	<p>Customers have said when on the phone with HomeAdvisor representatives they were asked if generally what future jobs might you need and in our case they stated they might need a roof in a few years. Then we get bogus leads for roof they don't want yet and we can't get credit because they personally spoke to HomeAdvisor reps and that's valid lead as far as HomeAdvisor is concerned.</p>
328	MA		<p>We agreed from the beginning to have a \$250 spend target. They recorded our voices agreeing to this. They since have billed us over \$600 a month and when asked about these erroneous charges the representative said "there are other types of leads that are outside the spend target, everything is in the terms of use which you must not have read."</p>
329	MA	<p>...if it wasn't for the fact that 90%+ of the leads were from people that never answered the phone after multiple attempts, didn't answer text messages or even email. When I got on the line with some of the leads</p>	<p>They want me to pay the past due balance of \$3,202.47 before taking any action on the account and are refusing to even review the bogus leads unless I pay the balance. They have threaten to send the account to collections if not settled by April 2018.</p>

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		some customers stated they weren't even looking for service and was just browsing HomeAdvisor. Some people had no interest in service and wanted to know prices of service. I receive some duplicate leads, and many that went straight to voicemail for weeks.	We were receiving about \$200/ week worth of leads since signing up with HomeAdvisor. Then all of a sudden with no warnings they sent us \$1000+/week worth of leads.
330	MA	HomeAdvisor has been giving us dead leads and charging an arm and a leg for almost three years now. Every time we call to let them know the lead is fake they tell us they have a department that verifies everything which we have proof is not true.	
331	MA		I had a \$450 cap on leads and yet my bill was \$2,000 then the next week rose to \$3,000. I called to dispute the invalid leads and they made it nearly impossible to get a credit and continued adding to the bill after I repeated that I only agreed to a cap of \$450. Now they sent the bill to collections.
332	MA	They do not fit the categories they are sent in, they don't pick up, competition sending leads through the website to price check, customers claiming they didn't fill out the form.	I've cancelled it and am still trying to cancel it again as I have learned it was not fully cancelled.
333	MD	When I originally inquired about HomeAdvisor's services, they promised certified leads which would ONLY be available to THREE (3) contractors, including our company--this is completely false.	After several issues with our service, our leads were being turned on without proper notification while the leads were being charged against our account. There was a total of three times when HomeAdvisor turned on leads without notifying us, prompting us to call their offices to settle the issue.

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		<p>...the leads would be bogus and unchecked...I would say that 3 out of 5 leads were not certified and/or falsified in order to charge us for the lead.</p> <p>Being frustrated and unsatisfied, I spoke with a HomeAdvisor representative wherein which he confessed that leads were being given to five (5) or more contractors, contradicting their original promise of giving leads to only three (3) contractors.</p>	
334	MD	<p>Fake leads, no answer leads, wrong numbers, never getting reimbursed for bad leads. My spending target is \$2,000 per month and most of the leads are bad.</p>	
335	MD	<p>Out of approximately 14 leads, I was able to actually speak with 1 person who actually owned the home and wanted work done. The other leads were:</p> <p>wrong numbers  call went into an answering service/machine without identifying who the receiving party was  calls never returned  people answering and saying they did not request any kind of estimate person's wanting to buy a home; but not owning a home  persons renting a home (no home</p>	

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		ownership) I called HomeAdvisor to report these problems and they only credited two leads by replacing the bad leads with two more bad leads. HomeAdvisor is a scam and should be put out of business and customers/businesses should be refunded their money	
336	MD		My biggest concern is that they have my business advertised with a 1-800 number that goes to them and then they tell people that I am either not in service or do not work in that area. (I have even called that number and pretended to be a customer calling for Clean Power Wash and they told me that clean power wash wasn't available and didn't match the request for power washing) That is a gross misappropriation of my businesses reputation and strong profile on HomeAdvisor. They end up using my profile to sell leads for their company to other companies and I don't even get a shot at those calls. I have reported the issue several times and they initially told me I had to become a paid member instead of on a per lead basis (that is how I have been since day 1)
337	MD		They use heavy-handed and coercive means to solicit new members for Membership Programs
338	MD		Was advised by HomeAdvisor that I was too scared to use their lead service and they would dump as much competition in my area as possible.
339	MD	This is where it all happens I was screened as a general home inspector and they group more into that that should not be there. Per	... I didn't have a problem do to then canceling me after reporting them to the better business bureau and crediting my account for \$200.00 which didn't happen. After long

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		drywall roof inspector, pool inspector, zip codes wrong on and on	conversations with J D Williams he babbles out numbers that you can't grasp and give you back a couple of leads then it starts over and over. You can't get hold of any one that will help until you go to BBB then they answer and quickly then cancel you
340	MD	Would decline service when call to customer. Some would not know. And some would say that I'm literally the 25th company to call them.	
341	MD	Their rep signed me up for leads that I did not ask for, including tasks I am not licensed to perform.	
342	MD	I constantly received leads for services I do not provide. When I attempted to have a refund issued I have been told more than 1 time, "sometimes you will have to take these type leads to get the others." In some cases, I am NOT licensed to provide the service.	I cannot get a refund on leads or the membership.  My business is listed with them as of yesterday. The biggest issue is they ruined the thousands of dollars I have spent in SEO work. My direct calls for services are down by 300%.
343	MD	Disaster. No answer, all fake non working numbers	
344	MD	They send me leads for work we don't do... they send leads and customer says they will not be ready for 3 months or so. Customers don't answer when you call right back..  I own a Demolition Company.. Should not be getting calls to black top driveways.	...said they would reimburse me for the payments taken out my bank account...instead gave me credits but still too money out my bank account not from credits. Had my bank file a dispute and had to get new credit card. HomeAdvisor lied on the dispute and a month later my credit was reversed back to pay HomeAdvisor.

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			<p>I'm the COO and I set up the account. After they ripped us off for over \$700 I emailed and called to close...I sat on the phone for 45 minutes then they said the owner has to close account. I put him on phone to close...but it looks like the account is still open and they say we have a past due balance for \$67.70 for a lead sent at 6 am on a Sunday. I called him back and he states he made a mistake requesting a contractor. They still want me to pay for it.</p> <p>I had my bank file a dispute and had to get a new credit card. HomeAdvisor lied on the dispute and a month later my credit was reversed back to pay HomeAdvisor.</p>
345	MD	<p>It seems that maybe one out of every 15 leads is an actual person looking for a contractor. I've had suppliers contact me through paid leads. Many of the leads are people not actually interested in having work done. They send me leads out of my service area and for work I don't do. Some leads cost more than I would charge for the actual job.</p>	<p>The first time I terminated my membership, I found out they had changed my phone number on many internet listings for my business, to their phone number.</p>
346	MD	<p>They sent me false leads and charged. 8 out of the 10 were false leads.</p>	
347	ME	<p>Most of the leads where never completed leads. Potential customers started but canceled the submission. But yet I was charged direct request charged of \$24.99. I even went on as a customer to see what a</p>	

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		customer went through before entering information about work canceled/deleted lead. But in the morning I got a lead by me to do work at the requested worker charge. Most of the leads I called said the same they had started but never finished or deleted the lead, but HomeAdvisor still charged contractors for this lead and does not refund.	
348	ME	At 88 leads, I've gotten 10 actual jobs from it and I've only gotten refunded 13. Bad leads, so I've paid over \$1200 for bad leads, wrong work. Also price shopping on a lot of the calls that they don't answer their phones or their voicemail is full, don't have a voicemail and don't return emails.	
349	ME	<p>I like many others have paid for 58 unqualified leads. Telephone numbers that lead to nowhere, people just curious about what happens if they fill in the information, people that had already purchased their materials and just wanted us to install someone else's products.</p> <p>Leads started at about \$24.00 a lead then escalated to \$78.00 a lead. I spent \$3000.00 and only got one job from them.</p>	<p>[R]equest refunds but were told they do not do refunds but would credit my account. I told them to suspend my account until further notice, and recently found out that they were once again charging my credit card...I went to my credit card company and put the charges under dispute -- a total of \$68. They are still billing me and have recently sent me to a collection agency. Once you sign up with them it is like a lifetime sentence-- you cannot get them to stop charging your card, even though all the card they have on file have expired dates-- somehow they are bypassing that. the last referral sent was 7/28/2015--that was when I asked to be discontinued and they used up any credits I had on file and then started charging my credit card again--my year</p>

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			contract-- if I had one --was up and I had no notice that they were renewing it automatically. I thought I was done with them until I found the recent charges. It looks like the first time they charged was 08/16/2013, last charge was 1/24/2017.
350	ME	We had many leads that nobody was there and many duplicate leads. We also used them as service magic with the same problem.	They are very dishonest  We were charged more then we allowed for the service. We tried to talk to them and they sent us to collections without any notifications. We called to try and discuss and they told us tough it's in collections and we can't take it back oh well.
351	ME	<p>The first lead was a phone number starting with 518. Called and left 2 messages the same day it was received and did not get a call back.</p> <p>The second lead was also a phone starting with 518. Called twice and left 2 messages the same day it was received and no response. The next day he emailed the client and then they responded the following day. They had already found a painter.</p> <p>The third lead was a phone number starting with 518. Called and left a message. Then when he didn't hear back, he emailed the client. At that point the client got back and he got another phone number to use.</p> <p>We don't know what this 518 phone number</p>	<p>Leads were being sent without telling us that we cannot turn off leads coming in from company.</p> <p>Kept getting offer of free lead, to put on hold, upgrade to pay more for leads, etc. I would put it on hold for 2 weeks, and then have to call them back to put it on hold for another 2 weeks, etc. as they wouldn't cancel. Kept charging for leads anyway.</p> <p>Would not give us a refund - emailed the BOD - by name - and never heard from any of them. Trying to get our money back.</p> <p>We found out if we go with just the advertising leads they don't even show our profile page - just our name and phone number. We were not told that even as we talked of only using the marketing/ad leads in our initial conversation.</p> <p>We were told they would contact our references and post them to our "profile page". They did not. I have contacted at</p>

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		<p>is? One time he called the 518 number and it just kept ringing.</p>	<p>least one reference/for a review - there was no attempt.</p> <p>We did not know that the leads we received also went out to 2 other people and we were at a disadvantage to not even have any references, reviews, history or photos on line for the client to refer to. We were under the impression we were the only one receiving the lead.</p> <p>We had been told that if there was a good reason for not getting work from a lead, the charge would be refunded. For example: we did not know that the client not answering the messages would be considered as a positive lead for example and we would be charged anyway. We went through the designated phone number with the extension provided by HomeAdvisor’s and at one time all it did was ring - we could not even leave a message but followed up with more messages later on. We did what we were supposed to and were unable to even contact the lead. However we were charged the full amount even after I had emailed earlier in the week to ask about it.</p> <p>We found out for other leads there are even more charges - as for "exact lead" they are an additional amount of \$150, \$250 for "market"? This was not explained before we signed up.</p> <p>Under the impression the company made us a "website", "profile page" for cost of membership - that was never done/completed or followed up on and seems the website is actually an additional cost.</p>
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352	ME	70% uncontactable leads  Negative results attempting to resolve my complaints about bogus leads.	Complaints to HomeAdvisor resulted in little to no action. \$400 monthly spend target and somehow in 2 months ended up with a \$3000 bill.
353	MI		They are still billing me for leads after I cancelled my membership
354	MI	A customer put in a request on HomeAdvisor for a tree removal about a week ago and then he was asked if he might ever need a handyman, when he answered yes they matched him to us and another company so now he is getting calls and e-mails and is very irritated with HomeAdvisor. They charged us and another company for a lead to a person that did not request handyman service but rather answered yes to possibly needing one someday. We regularly get charged for leads that people do not request. We contact them and they clearly state that they did not put in a request or only started looking at HomeAdvisor and didn't finish filling out the questions or submit anything but then we get their information anyway and they do not want work done and we do not get refunded for that lead. HomeAdvisor will tell us that they could not get in contact with that person to verify that they did not put in a request so they cannot refund our money we paid for the lead.	

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355	MI		<p>...one email details they have so many customers in my area that they are turning them away. I quickly responded "do not turn them away, send those leads to me." Once they realized they were sending those emails to a contractor already on their network they replied and said it's an automated message. I replied again that sending contractors an email saying that HomeAdvisor is currently working with dozens of homeowners that are being turned away because there's no contractor to serve them (and sending it to a contractor who is signed up to service them) is wrong and deceptive. I know for a fact they aren't working with dozens of homeowners because I've only gotten 2 leads in the whole year. But they send those emails out in hopes more people are like me and sign up to get those dozens of homeowners that never really exist.</p>
356	MI	<p>Many leads were for cleaning gutters and I called the customer and they really wanted septic tank cleaning which I do not do! They also sent me leads for areas where I do not do business and categories that I do not do business. I have not made one dime off their leads and it takes up my time chasing down leads!</p>	<p>I've spent over \$700 and I finally told them to put my account on hold for 90 days then this week the leads started back up again! Then I have to call customer service and stop the leads which they were going to do for 90 days however I got a confirmation email that said the hold was only for 30 days!</p>
357	MI	<p>Numerous leads I received were sent twice sometimes 3 times. Most leads never answered calls, texts, or emails. At least 30 were numbers that didn't exist or were wrong numbers. Every time I asked for refunds I was told no...</p>	<p>...At least 4 returning customers outside of HomeAdvisor tell me they had a hard time contacting me because every time they'd go to my website it would take them to HomeAdvisor where it would tell them that I wasn't available but they had other installers they could refer to them</p> <p>...I finally closed my bank account so the said my</p>

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			membership was put on hold. But still sent leads, charging me for those leads, and even turned me over to a credit bureau for over \$1900.00 in leads after my membership was put on hold.
358	MI	90 % of the leads I had were bogus, no one would answer the phone, emails or texts	
359	MI	Leads went out to multiple providers in the area (Warren) 15 mile radius. 8 out of 10 times I was on the call within a couple of minutes. I was sent over 70 leads that we're paid for, 8 people I actually spoke with and 3 that had me do the work. I was Home Inspection, Residential Cleaning and Yard Cleanup provider. Each lead ranged between \$12 and \$37 per lead on average. I was charged over \$600 for leads that generated \$275 in actual sales of services.	I talked to Josh Lent on October 16, 2017. Josh then asked me how much I spent in leads versus what I made. Josh next offered me 5 free leads when he called me on October 16, 2017 for the inconvenience. Most "free" leads are stale leads from long ago. I still have the email from this offer.
360	MI	<p>Low Quality Leads - Homeowners looking for a specific company, not a bunch of referrals; homeowners not knowing they are asking to be contacted; person listed is not the homeowner.</p> <p>Incorrect Task - Homeowners submitting for a repair, but it coming through as a replacement (which we weren't offering at the time). HomeAdvisor refusing to credit the whole lead or at least the difference between the two services.</p>	<p>Credit Revocation - Providing "Approved" automatically after online lead submission and then later revoking it asking us to "think about how valuable the service overall is."</p> <p>Homeowners who are not signed in through Angie's List are coming through via HomeAdvisor. Our Angie's List rep admitted this is a problem, especially since homeowners do not know they will be contacted by service professionals listed on HomeAdvisor as opposed to Angie's List. We happen to be listed on both, and they are unable to credit the lead because the homeowner didn't join/sign in (both free) on Angie's List.</p>

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			We have had existing customers call the "exact match" number listed on HomeAdvisor (rather than our direct number) on more than one occasion.
361	MI	The leads were all from people who did not return calls or they did not even fill out info on HomeAdvisor. The rest were just tire kickers playing on the computer, none of which have any intention in having work done.	They did not want to terminate so they gave five free leads which were also bogus. This company is such a scam, I tried speaking to a corporate head but the will not transfer. The manager that I spoke to was a jerk and did not care at all.
362	MI	Phone number disconnected, also not ready to do projects	They refuse to let me speak with management - they say those people don't take calls ma'am. They will not refund my membership, not even partially!
363	MI	Most of the contacts I received were from people who had no idea what I was calling about and were not happy to hear from me, or the contacts would not return my email or phone call. I think we actually did perform 1 small service call.	<p>When I called HomeAdvisor to have no response contacts removed from my account, I was told that a 1-10 ratio of hits vs contacts were about normal, but paying for all of them was just how it worked. I blew my cork and asked to be removed and all of my money refunded. They would not do that but gave me a number of free contacts, which I really didn't want but figured maybe I could cut my losses a little at least. Wrong! That is when the junk contacts really poured in, I don't recall any of the contacts after that phone call being real. I was in several heated phone calls with various HomeAdvisor reps while trying to be removed.</p> <p>After my last contact when I told them I wanted to be removed from all things HomeAdvisor, I will still get an occasional call from someone who says they saw our company listing HomeAdvisor website.</p>

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364	MN	Dead leads, declined to cancel the service, leads kept coming in and card charged even after we demanded to cancel the service.	
365	MN	When they first called me they just told me it was \$300 for a year and didn't mention anything about lead fees. Then when I found out about the lead fees they failed to tell me that up to 5 contractors will also pay for these same leads.	A few months into my membership I got a call from a different sales rep telling me I should sign up for HomeAdvisor because there were currently 12 active leads in my area. Meanwhile I hadn't had a lead in weeks. When I questioned them about this he just hung up on me.
366	MN	I signed up for HomeAdvisor this summer (2016) I have only received one lead that the homeowner wanted to talk to me, other leads I have received don't answer the phone or they are not interested.	
367	MN	I would say out of the 100's of leads we have been forced to absorb maybe 3 have actually produced a job. The justification of the lead cost makes no sense and I believe it's a legit scam. I have had bathroom remodel job leads that I've called and it's been someone looking for firewood, which is a service we have never, and don't plan on, ever offering. I've called and canceled and had them give us free leads. They gave us 6 leads which took about 3 weeks for them to produce. None of them have paid off. On top of that after the 6 free leads came through now this week we are averaging about 2-4 a day. This does not	

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		even make sense to me.	
368	MN		I got a membership and once they got my money I was basically on my own for trying to get my profile set up right. Service area was wrong and services provided are wrong...
369	MN	Duplicate leads, leads without correct address, leads of people shopping for others, lots and lots and lots of bad leads...	
370	MN	Dead numbers without ability to even leave a voicemail, leads for services that I don't offer "said" they would refund me for those but didn't, leads for curious customers who were not serious about ordering service	I got a surprise charge of \$217 that my debit card luckily declined for some reason. I immediately cancelled and replaced my card. The next day I cancelled my membership with HomeAdvisor. They "said" that I'm cancelled. But my company information still remains on their site. When I call about this they gave me the run around. I'm not so much concerned with a refund. I just want them to take down my info.
371	MN		I have also been scammed by this unethical company.
372	MN	Leads went up from \$60 to \$90.00 [with] no notice. They charged \$120 for exclusive leads and 4 other guys would show up. Customers would yell at me because I was the 15th guy to call them. HomeAdvisor would tell me that 4 or 5 people from the same company would call. BS. At the end the leads were just a name and number, no one ever answered and if they did, the people were pissed because they didn't sign up, or they weren't even homeowners.	I told them I was done, they didn't cancel me and two weeks later charged my charge card a yearly membership fee.

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373	MO	I have had a few leads who have never heard of HomeAdvisor. I have had leads for things that I don't do and that I don't have on my profile. I've received leads that I cannot get ahold of. I've also had leads that I have contacted and they tell me that they have never been on the website but I'm the 3rd or 4th HomeAdvisor person to call. I've been told over and over about all of the work in my area for what I do and yet never received any leads for any of the work.	
374	MO	I signed up didn't use them after like 3 bad leads and bogus leads. They would send me leads and charge me.	I went to bank to stop it and I was being charged for another month. They stole over \$2000.00 out of my account. I was posting on their Facebook pages and they removed my comments then deleted me and blocked me so I couldn't post what they did.
375	MO	Many leads were scams. I would call the customer instantly, but they would say they weren't interested or just hang up.	Unable to suspend leads for more than 2 weeks. Just this morning I clicked activate leads so I could re-suspend. Within seconds I received a window lead that just hung up on me. After several calls she told me she wasn't interested anymore and had filled out the request 3 days ago.
376	MO	...80% of the leads I received either were not interested or did not answer their phone or would not return calls after I reached out to the lead. I sold two people product out of the 97 leads. (I will note, those two clients called me)	
377	MO	I was then signed up in 2015 and did not get 1 single job. Most were disconnected or the customer had already received 8-10	

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		other calls. I revived no work and they refused to credit me for the leads or the membership when I cancelled.	
378	MO	When I signed up, I was told by representative that my leads would be exclusive. I believed this meant that I would be only company who provided this lead. So at the beginning, when they sent me leads, I didn't call right away, either due to a weekend or late hour. When I did call to find out that they have been called by several other HomeAdvisor contractors, or they already had the job completed, or the information was all wrong. Some of the jobs were out of my abilities and shouldn't have been sent to me, and some are not in my area or state. Try to request credit and they basically tell you it's under review, just another way of saying no, as a handful have been credited, as I have requested 25 leads to be credit.	I call my representative personally and text her on her cell number which I obtained when she solicited me. She assured me that all would be credited. Spent couple hours going through each lead with her, to only find out a couple days later, via email from rep, that she could not assist me.
379	MO	Most of the leads were no reply by customer; the HomeAdvisor lead would not return emails or phone calls. Many said they made a mistake and HomeAdvisor would not refund my money (give me a credit)	
380	MO	On many occasions the phone number was disconnected or the person had no idea	

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		<p>what I was calling about. I also found out many times that leads have been sold to a lot of people. In one particular case I remember a customer tell me they had received over 20 calls.</p>	
381	MO	<p>Was a scam. [sic] They sent the leads, and I tried to contact the potential customers but everything was fake. I remember the worst one, they sent me a text message so I called the customer, but no one answered. So the alleged client started to text me and told me that he cannot talk to me because he was at the hospital out of the state due to his cancer condition, but he will send me his address to go to his house because he needed an estimate on exterior painting. So the next day I got to the address that he gave, guess what no one was there, the house was for sale, and the exterior of that particular house was vinyl siding.</p>	
382	MO	<p>Way too many leads have been where the customer wasn't ready to hire work. Sometimes they just wanted a price with no intentions of getting the work done. This particular example, I'm sure, happens more than any other complaint. This is where I think their business model fall apart.</p>	

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383	MO	5 out of the 9 leads the customer never answered the phone. We called all leads within 12 hours of receiving them from HomeAdvisor. Of the remaining 4, one said that the person supposedly requesting the lead was in the hospital and could not have requested the work, one was for installing gutters which we do not do, the final two were real customers but were for very small repair jobs, which I did not request to have leads sent to me.	We cancelled our membership and we were promised a refund. Refund was not received. We also called by the individual who signed us up after we had cancelled, he was very hostile and harassed my wife for cancelling our membership.
384	MO	They said they had a ton of jobs to be done and then as soon as I signed up for it they did not give me any jobs all the numbers were either disconnected or no answers.	They would not return my phone calls, they would not pay me any money back, they put my bill into collections for \$500  My name is still out there and they will not take it down. I told him several times but I don't want anything to do with them
385	MO	Out of 28 leads from 2017, I have been able to contact 4. They will not credit the ones that I cannot contact and I have even had the customer service people try to contact while I am on the phone. I always try phone call, text, and email and I have even dropped leaflets off at the addresses with no response.	
386	MO	They refused a lead refund to a bogus lead because they couldn't contact the customer after one try. I had one lead who believed	I asked for my membership to be refunded and canceled effective immediately. They turned off my leads temporarily and did not refund a dollar. They did not reply

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		my company was coming out to do work for her when I had never spoken to her before. I had two leads that never returned contact. I had one charged lead that text within five minutes of the lead generation and said they did not need work. Finally I had two leads that I did make contact with for estimates and then they decided to pass on the work.	to my email.
387	MO	They told me I would only pay for the leads where I contacted the customer or the customer booked an appointment and I accepted. There was no way for a two man company to contact 10 people in a day. They said they kept track if I called the customer or not.	HomeAdvisor, they pretty much told me I was a dumba!* for not reading the entire contract. Even after telling them a third time to turn off my notifications, they started back up again. They hit the credit card anywhere from \$13 to \$99 per lead they send you and it is your fault if you do not receive it, as they still want their money. So they maxed out my card, went over the limit, my credit score dropped and they are hounding me for additional money and threatened to send me to collections.
388	MO		We continue to get soliciting calls from HomeAdvisor regarding leads that are readily available in said city within our service area if we sign up with HomeAdvisor. Once questioning customer service about this issue since we have had an account for 2-3 years now, they respond that they are pitching their sales calls wrong and our number isn't set up correctly and setup under an undeveloped account, however we are paying them a membership fee yearly for this service and the leads we do get come to said number that is setup under an undeveloped account. Why aren't these leads they are referring to in these sales pitches already coming to us?

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			<p>Why are they saying they have leads and names and numbers but not giving us this information when we tell them we are active members with HomeAdvisor already?  <b>FALSE ADVERTISING</b></p>
389	MO	<p>Leads start off good for first 3 weeks then they stick it to you. Then you get fake leads. I was advertising in plumbing and would get calls for roofing, when I tried to get my money back, they said now they have my contact information should they need a plumber, so no refund.</p> <p>I never had one lead for the entire year</p>	<p>The phone number associated with my business was not mine. I had to call them every time I came across a different site to get them to stop using my name with their phone number. I also had a customer of mine call the number looking for me, and was told I was no longer in business, but they could match him up with a plumber.</p> <p>I am a member of Angie's List. HomeAdvisor bought Angie's list. Now I pay over \$600 a month to advertise on Angie's List. I just found out that if anyone new goes to Angie's List, there are questions they are asked, type of service needed, date needed etc., then they are given a choice of 3 contractors, 2 are HomeAdvisor and one is Angie's List. The questions the customer filled out are sent to the 2 HomeAdvisor professionals and they are billed for those leads. They get to call the customer. The Angie's professional is never contacted unless the customer reaches out to him. So to me they are double dipping. My leads have died since the merger, and I can't get out of my Angie's List contract without paying a huge penalty even though this is not what I signed up for.</p> <p>...wouldn't let me terminate. Program was paid in full for a year. They listed my company in another state on the website. When I complained they told me there was nothing they could do about it. Complained so many times, they refused to give me my money back even though I was listed</p>

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			8 hours away.
390	MO	42 leads but 2 have answered my phone calls. Didn't win either job.	They told me I have to pay \$70 to close account and if I do not the remaining amount I owe will be sent to collections.
391	MO	Most of the leads were bogus leads, people just inquiring about something they were thinking about doing. The leads went from \$16 to \$75 - \$80.	I found out in August that they started charging me \$29.00 monthly in 2012 without telling me, then they told me they would drop it off and said they gave me credit but I don't think they did. Then I found out on 1/09/2018 that they were still charging me the fee.  I tried cancelling many times but they would tell me they would take care of it and just do the opposite then i find out I tried to get out again and the same thing happened again this time. I told them and found they charged my card 7 days after and then sent me a lead.
392	MO	BS leads. Customer didn't even know what I was talking about. Phone numbers were disconnected or weren't looking for a project to be done.	...they want me to pay almost a thousand dollars. Plus I already paid them almost a thousand dollars for BS leads.
393	MO	The leads were multiples of the same dead end customer.	They wanted me to pay for the crap leads to cancel. I told them I would not do so.
394	Montana	The leads I received were either unavailable or over 100 miles from the city I operate out of.	
395	MS	Got 2 leads 1st one was for a company that does the same thing I do, lawn care	

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		2nd...Never answered and no returned call after leaving messages	
396	NC	I have received a total of about 50 to 60 leads in the last four months charging me about \$70 to \$100 per lead. But the last go-round they loaded me up with 14 leads and did not get one job out of it. Half of the leads the homeowner would say that they did not need a roof replacement...	
397	NC	<p>I was told that I would get credited for a lead if the job is out of my zip code specified. When I submitted a request for such I was told that the lead is ineligible because HomeAdvisor was unable to in fact connect with the same number they gave me for "verification".</p> <p>I have contacted leads who stated they did not request any house cleaning while some have stated that they did use HomeAdvisor in the past 2-3 months.</p> <p>I had a lead that in my opinion was the competition because of the very succinct over the phone conversation and the rare coincidence of finding her on google. That lead was also ineligible to receive credit because HomeAdvisor stated sometimes the competition are looking for pros...</p>	

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		Not to mention, I couldn't receive credit for a number that rings without anyone picking up or responding to an email.	
398	NC	<p>Leads they sent would not respond. Some who visited the HomeAdvisor website said they didn't understand what they signed up for and were only looking for ideas. I tried to explain to HomeAdvisor the problems I was running into with their leads and ask for the \$60 lead credit refunded but they would not refund any money. I blocked them from sending anymore leads and when they called I demanded to be removed from their list of contractors which wasn't an easy feat that alone took several phone conversations.</p> <p>They called a couple of months ago asking for me to give it another try, saying they now understand the problems I had before and had all that worked out. I told them they would never get another dime from me and to never call back.</p>	
399	NC		<p>Market Match Spend Target: \$350 Exact Match Spend Target: \$350. I was never told that I had what they call a “Market Match Spend Target,” which means, as I found out after stopping my leads, that these were random leads not exact. I never knew I had this second charge and they will not remove the Market Match Spend Target. So where I thought I was having a \$350 a month charge it really was \$700. I did not find this out till I started decreasing my leads</p>

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			and I had already been with them a year when I found this out.
400	NC	Out of the referrals received when I called the number I, more often than not, did not receive a return call. I was unaware the lead would be given to others besides myself... Refunds were refused and I was told that once I receive a lead it was mine and no longer their responsibility as to what happens with the lead...	I also was not aware of being charged for the mHelpDesk assistance.
401	NC	Salesman claimed ALL leads are thoroughly vetted (lie), all funds are verified before leads are sent (lie), all leads are project ready customers (lie).	Salesman claimed mHelpDesk would have to be ACTIVATED if we wanted to use it (lie)  Salesman assured me that if I was not satisfied with the HomeAdvisor service that a prorated amount would be refunded from my initial annual fee (lie).
402	NC	I have only received 3 leads in 2 1/2 months. The first lead I called within the hour and no one answered and no option of leaving a voicemail, and the other 2 where shopping around. I only received a refund for one lead although I followed there protocol.	
403	NC	The issues for me are bogus leads. I am only able to reach approximately 3 of 10 customers. The others are either non responsive or incorrect contact information. Also have a very hard time getting credits issued. I was in the process of pausing the	

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		service because of these issues.	
404	NC	They always sent over leads that never match our service. For example we are a carpet cleaning firm. They charged me \$54.00 for a plumbers lead! I asked for a replacement lead and I had to jump through 50 hurdles to never receive a replacement lead or a refund.	... they simply would NOT replace the leads and never honored the \$12.00 lead for my professional service (carpet cleaning), they simply skated around my concerns. And after the year’s subscription was up, they had their reps call us up weekly with the lies and deception of all of the leads that was pouring in. It was all in an attempt to collect the subscription fee of \$300.00.
405	NC	They do not vet the leads they provide. My first few leads were clearly not serious about hiring a service, yet I paid \$25/lead. Now it's like every other lead that I get that is bogus and either doesn't answer or is just browsing around and not serious. Yesterday, I paid almost \$40 for one lead and when my company showed up, the woman didn't even open the door for us. She ignored out phone calls twice. She texted us over 10 hours later saying "sorry life has been hectic for me lately, but the original cleaning company I wanted called me back so I decided to go with them." HomeAdvisor refused to refund me for that lead and many other including one today who answered the phone and literally stated that she was "just playing" when she clicked on our service. That "just playing" cost us \$25. Another fee that HomeAdvisor will not refund. I am almost dealing with	

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		this on a daily basis now and they say "there is nothing protecting the pro from this" and that "it's the cost of advertising."	
406	NC	Fake leads that cost me money with fake numbers and names.	
407	NC	Leads given for clients that had already booked inspections. Some leads over a week old.	They would not stop sending leads, and would not take me off their call list. They are still emailing me.
408	NC	I was initially told that I would receive leads within 20 miles of my home in Salisbury NC. Instead I began getting leads from over 50 miles away and in other STATES!!! Not only did they not explain that I would get charged per lead, whether I took the job or not, but they led me to believe that the leads given would be within 20 miles. So in short it's kind of like they sent me leads that were light years away KNOWING that I couldn't do it, just to get my money!	
409	NC	The leads themselves 80% I could not reach by phone email or text. The 20% I could reach, half of them where not serious customers or seemed put off I was contacting them.	When I first signed on the rep. said I would have a cap of \$500.00 a month. That was a joke as they are charging me over \$2300.00.  They have attached their name to my company's name. So when you search for my company through Google's search engine. It pops up as my company with a HomeAdvisor's

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			<p>link to HomeAdvisor.</p> <p>After having the account open for 2 weeks, I was very dissatisfied with the program. I called and complained on 5/1/17 I wanted a refund and was denied. I wanted to cancel and was not given any information on how to cancel. I was told the only thing I could do was pause the leads for 3 days. So I was fed up with their services and deleted their app from my phone and tablet and canceled my credit card. But not having canceled my membership, the leads kept pouring in and racked up to \$2400.00 +/- within a month’s time.</p>
410	NC	So called leads given were never verifiable. Claimed they already found someone even minutes after receiving the "lead".	A total lack of concern for me as a customer.
411	NC	I was misled about the Lead Fee. I thought they charged upon completion of each job. I didn't realize they charge regardless of whether or not you get the job.	
412	NC	Leads were often to numbers that no one answered. They didn't even have voicemail. When a customer did answer they already had the job done by other HomeAdvisor contractors. Failed to credit me when no one answered.	
413	NC	They gave me leads that when I contacted them said they did not fill out any information on HomeAdvisor. Also, when I contacted HomeAdvisor to explain all the	My account went to the \$4000.00 range and we were unable to pay within a month, so they turned us off. I spent hours on the phone with them to no avail. Now they have turned us over to collections and said they were going to lock down

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		problems with the leads, they gave me the run around and then said I couldn't get credit for all kinds of reasons. The more I complained the worse the leads became.	my web page until I pay them.
414	NC	We got some of the same leads sent to us two or three times and were charged for them every time. Then some of the leads were way out of the area that we clean in. Some of the leads were people just looking that had no interest in having their property cleaned.	They would still charge me for things after i was terminated. That makes me believe that they were putting my name in my business out there with me not knowing.
415	NC	The leads received were for projects that no one answered the phone or you never received a return call. They quoted \$21 max per lead and I was being hit for sometimes over \$70 per lead.  HomeAdvisor was sending me leads for trades not listed on my plumbing service list.	Account was put on hold after HomeAdvisor was trying to process a \$2700 payment and I owed them \$27. They tried to process the payment 6 times.  I canceled the service and was still being billed after it was placed on hold.
416	NC	Lead was without vetting and a true Blue Crook with all sorts of license shortcomings and frauds. Result: \$400 out of my pocket and \$746 out of Cary Plumbing (a subcontractor). Posted complaints with North Carolina BBB, North Carolina Department of Justice, tv stations, etc. for home advisor to stop misrepresentations on tv, but they still keep on misleading people	

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		by saying that they vet their leads.	
417	NC	The last lead I received was \$30 for a job that would only pay out \$80. I also had 2-3 that never answered me making me think they were falsely generated.	
418	NC	Many issues with the leads. A lot of leads were old. People said they already had their roof replaced yet I just received the lead. Leads were out of my agreed upon area. Phone numbers were wrong and disconnected. Many duplicate leads.	Many times they exceeded my maximum monthly budget.  After I was no longer using the service I have had some customers and appointments tell me that they got my information from HomeAdvisor.
419	NC	Leads continually came in for a service we do not offer, contacted HomeAdvisor several times asking them to not send those leads and they refused and would not credit us for the leads. Several leads I contacted said they had gone through a different website seeking information. Several leads that they sent were non-existent phone numbers.  Our HomeAdvisor dashboard would show that we had not ever contacted leads if they connected via direct connect feature of they called us first.	Repeated refusal to credit for bad leads without sighting a reason.

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420	NC	When we got leads we would call the person and we either got a voicemail or no one answered. Never got a live person.	<p>We finally had to get our lawyer to write a letter to HomeAdvisor to stop them from sending us bills.</p> <p>Because of us terminating the membership with HomeAdvisor, the calls from Angie's List (we have a business membership) are few. I submitted a request for a deck being built on Angie's List and I got 6 contractors and not one was ours (Pinnacle Custom Decks and Remodeling). There were 2 from Angie's List and the others were from HomeAdvisor.</p>
421	NC	...bogus most of the time.	They have been calling us for months, today when I asked if the only way to stop them from calling is to sign up, they answered yes. I was also lied to and told it was \$24.95 a month for unlimited leads for three months. They became tight lipped when I asked what the price per lead is.
422	NC	Exceptionally poor quality	I owned a previous company, JP Solutions LLC. I sold this company in February 2018 to Mike and Cindy Gray. Numerous attempts to get the Home Advisor office to change the ownership records. All HomeAdvisor invoices for JP Solutions LLC (now dba JP Solutions of Charlotte LLP) were billed to Mike Gray's credit card. Early this year he set up an absolute maximum monthly invoice amount with HomeAdvisor at \$1,000.00 month. He told them he no longer wanted their services which he confirmed via an email but HomeAdvisor continued to provide bogus leads that they invoiced him. He then told his credit card company, Citibank, to block all future invoices from HomeAdvisor. He also sent a copy of this email to HomeAdvisor. The continued to invoice Mr. Gray for an

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			additional \$1,260.21 after he told them that his credit card would not pay for these services. Now they are trying to come after me as the former owner. JP Solutions LLC is no longer in existence but they still are trying to invoice this amount to another company that I own - JPSWNC LLC.
423	NC	<p>Junk leads</p> <ol style="list-style-type: none"> <li>1. The leads used to be good. Past year terrible</li> <li>2. If there is a problem with lead you spend way too much time to get it back, if at all.</li> <li>3. They say only four pros. I have been cussed out many times for being the being the one that 15th call or close</li> <li>4. When you cut the leads for a day, your account limit goes back to zero. If you set your limit at \$1000 for the month and cut it off after getting a couple good leads for example \$500 then the balance for the month goes back to zero. So everyone is surprised when they find out the \$1000 limit can turn into thousands by month end</li> </ol>	<p>I had it with the junk leads I was getting. I told them to cut me off and they continued to run up thousands on my credit card. I had the credit card company cut them off and they still ran up a \$1200.00 balance when the card was being denied.</p> <p>These people will do anything to get their agenda.</p>
424	NC	I’ve received leads that were sent out to multiple contractors at the same time.	They bill you first without having any opportunity to even speak to a person who is a qualified lead and when you go through the automated process your credit is denied. If credit is applied the following leads will be billed above your spend match to make up for the credit.

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425	NC	I received leads that were not actually people looking for an organizer but someone inquiring about an organizing unit or just looking up organizers. One lead was an organizer who was inquiring about advertising with HomeAdvisor but I received her info as a lead.	
426	NE	Most of the phone numbers that were provided by HomeAdvisor were totally bogus numbers, being either disconnected or only rang and rang. If I was able to speak to, what should have been a potential customer, in most cases the people didn't even own the house, or they weren't in the market to start a project. This was true in nearly every instance.	
427	NE		The problem was they overcharged us almost every month. We set a target amount that they totally disregarded and then tried to say certain types of leads don't count toward the target amount. We would have been willing to go over the amount by a lead or two but our account was charged thousands.
428	NE		I signed up on a Saturday after having spoken to the HomeAdvisor sales representative several times. I agreed to sign up and was then told the price of the subscription, which seemed small compared to the value I believed I would be getting. I was then transferred to a voice recognition system where I was read some terms, but not the

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			<p>full terms that I was later said to have agreed to. After getting access to my account and realizing the full cost, which was never fully or completely explained to me, I decided that I wanted to ask for a refund. I was told that I was one day outside of the 72 hour window in which I was eligible for a refund. I asked to speak to the supervisor who told me I could have a refund. I was then transferred to customer service and told I could not have a refund. I called the supervisor again and explained to him that, even though he told me I could have a refund, the customer service representative indicated that I could not. I was transferred to a business customer care representative and told that the sales manager who offered me a refund was not able to give me a refund. She was not sure why he offered me a refund, but she assured me that she was in headquarters in Golden, Colorado and was correct (though I found the manager's Linkedin account and learned he had been working in the role for almost 5 years). She said that to get a refund a "case must be built" and submitted to accounts receivable, whom she assured me, were not even accessible by her without an official internal case number. I asked her to build a case while on the phone with me. After speaking with the business customer care representative for an extensive period of time I was told that I actually was within the 72 hour period (her supervisor informed her of that). But they changed the language to be "3 business days", which I was within when I first requested a refund. On their terms of agreement it says 72 hours, later told it was 3 business days and that I was within that time period. As of 04/20/2018 I have "built a case" with the business customer care representative to get a refund and since I was apparently</p>
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			<p>within the refund period (though 3 people to whom I was transferred told me I wasn't) there is no reason I should not get a refund, though I was told that she could not promise me a refund.</p> <p>I didn't realize that I would have to pay for leads that didn't result in me actually successfully acquiring customers. If I had known I was going to have to pay for them just giving me names and phone number I would have never signed up. I was told, and asked, about the budget that they set for me, but since I assumed I would be paying out of earning that I received from doing the work they sent to me I was not concerned. Now I understand that they could have sent me any number of leads which I would have been expected to pay for. That fact, plus the fact that if I didn't pay them they would send my bill to collections would have made their proposal laughable. The sales person completely misled me from the beginning about the very nature of the proposed relationship.</p>
429	NJ	Not a single lead was real. All of them were no callbacks, no answer or a wrong number.	<p>After we canceled our membership, fake calls and texts continued for about a month.</p> <p>We had to pay them for the whole year membership to only cancel two months later. Some of them were texts with only emails to reply but still never got an answer from any. When I asked for a refund, was laughed at with "of course not" reply.</p>
430	NY	No answer on lead phone calls No call backs from leads 80% were dead leads	Called HomeAdvisor customer assistance number complaining about dead leads, no answer on leads, etc.... the HomeAdvisor associate was not able to refund me anything.

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			Was on \$500 month max limit and my bill in 14 days was over \$1900!
431	NH	Most leads no one answered the phone or it went to a business that wanted to sell me something. Of the ones that answered the phone all but two said that they did not need my services as they found someone else. Most of my calls I made where within 10 mins of getting the lead.	
432	NH	They send us leads that do not match what we do, and we can't get a refund. I've called, text, and emailed and still can't get a refund to these numbers where nobody answers. We're always ineligible according to them, when they are the ones sending us bad leads from \$15.00 - \$24.00 per lead that goes nowhere. They are nothing but a scamming company that is out to take people's hard earned money!!	
433	NH	HomeAdvisor promises leads and you get charged for the ones you accept. They charged for every lead.	I hadn't even accepted the HomeAdvisor program yet, never got an orientation, nothing. So I paid \$398 for a membership that they weren't supposed to charge my card until after my surgery, but they also hit it again a week later for \$207 for leads I didn't even know I had. I had to cancel my credit card, but am now stuck with this bill.
434	NJ		[I signed] up one of my friends business for her to try to generate more business for her...she used it for 3 days and asked me to cancel it...weeks later I received an email stating

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			that they were congratulating me for opening up my account with them for my business. I called right away and said, wait a minute, I never authorized anyone to sign up my business...They apologized and couldn't give me a reason. They took my information from my card on file, for signing up [my friend's business] and transferred it over to my account. NO! That's not right so I said please return my money and close my account...I still haven't received my monies because they said it will take 7-14 business days and now when I call they said it can take 3 weeks and after the weeks it then can take 7-14 days. I spoke with 5 people, even the corporate office and they said I should have it 7-14 days of 7/8/16, but now they are saying they are backed up and it's going to take a while to get the return back. Unacceptable.
435	NJ		I had a client tell me the number that they had advertised as mine was in fact theirs and when called would reroute the customer to HomeAdvisor. Since I had my leads turned off at the time, the client was told that I was not in business and HomeAdvisor tried to send her to another business. Luckily she was a good customer of mine and an even better neighbor and gave me a heads up. She thought it was just as shady as I did.
436	NJ	The first time we joined in 2014 we immediately started receiving an excessive amount of invalid leads. Rather than refund the lead as promised, they simply credited us with yet ANOTHER bad lead. When we attempted to get a "credit for THAT lead" - the response was - it was a credited lead,	

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		therefore, didn't cost us anything and will not be refunded or credited.	
437	NJ	Major issues. Wrong numbers Non valid email And zero credit issued. A lot of people looking for products....that's not what the site is for. AND no credit from that. Terrible experience Some people had no idea what I was calling about.	
438	NJ	...nothing but bogus leads, wrong numbers etc.	They force you to call in and they give you the run around and talk you into just pausing it for a while, then all of a sudden you get hit with tons of leads when it is unpaused all at the same time, stealing more money because they are fake leads. So you go to call and make it almost impossible to cancel. So I paused it through the website again trying to buy more time. Somehow I get a charge for an extra year that I did not agree to so I called to finally cancel like a week after the draft from my account and they say they automatically renew each year unless you cancel (we never gave them permission to do so). We explained we wanted to cancel again at the time and they state there are no refunds. I just need this thing canceled and they make it way too difficult by trying to take up way too much of your day sending you from one person to another...These people are a scam, something must be done.
439	NJ	Many leads were fake. I tried calling the customer but no one answers or the number	

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		<p>is not active...</p> <p>Once I received an online booked appointment. I tried to confirm the appointment by calling the customer but no one answered the phone. I was in the area so I decided to knock on the door (the address provided on the lead) and when the homeowner shows up to the door he told me that he never used HomeAdvisor, and there is no such a person living there. I show him the lead and he did not recognize the email nor phone number provided with the lead.</p> <p>Many times I will receive exact match lead and I get charged premium but when I talk to the homeowner he tells me other contractors from HomeAdvisor called as well. Once I even responded on the exact match and when I pulled over, there was another contractor finishing up the job.</p> <p>Last but not least, they claim they sent the leads only to 3 contractors but by getting feedback from the customer I got to talk with, I figured that is not true.</p>	
440	NJ	HomeAdvisor rep told me that they will charge me per lead per jobs, so I thought guaranteed jobs	

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441	NJ	First lie- no connection to Service Magic. Lie #2- our leads are viable contacts & are educated consumers about pricing & ready to hire. We used Service Magic in Florida, same garbage! Consumers aren't aware leads aren't free for contractors. (All) leads are shoppers for price, quality work not a factor, Many bogus leads. We haven't closed one lead in the year we joined HomeAdvisor...	
442	NJ	Dead end leads and constant arguments for credits.	
443	NJ	I never spoke to ANYONE from the leads they gave, always got an answering machine. They are a huge scam!!!	I had called about a charge for a lead and they were supposed to credit my account back but after a month still no credit. At that time I cancelled my account with them. I called back after a month, when the woman said she wasn't authorized to credit my account, I asked to speak to a manager after waiting someone finally answered. I was told that they could not give me a refund, but a credit towards another lead, I said my account was cancelled and was not renewing it.
444	NJ	Leads are fake or made up Leads contain false information Leads are sent to more than agreed amount of pro's Lead replacement program is a scam	

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445	NJ	<p># 1- Lots of dead end fax machine numbers.</p> <p># 2- I received three call backs out of 45 leads.</p> <p># 3- They would send me leads sometimes 10:30 at night when I'm sound asleep.</p> <p># 4- Out of the three call backs I never had an opportunity to give an estimate.</p>	
446	NJ	The leads were misleading and generated from generic Facebook posts, having me pay for leads that were never actually interested customers, but rather people who clicked a link.	They continuously charged my card after cancellation of membership.
447	NJ	<p>Many problems with their lead services. These leads are not verified. Anyone can put in any information for any work to be completed and they instantly get sent to contractors who get charged. These leads are not checked and in my experience, more than 50% are bogus leads that contractors have to pay for. You cannot get in touch with the homeowners so the charge stands. HomeAdvisor has a "request a credit" but a lot of the reasons, they will not give you credit back under their current policy. Also, the leads that homeowners put down are constantly in wrong category. I am categorized to do DRIVEWAY SEALING.</p>	<p>I was off HomeAdvisor’s network for a few months and yet my page and information was still up. People were able to visit my contractors profile but there was a different number that was put in place. If a homeowner was trying to call my business, they would get in touch with HomeAdvisor instead, which really confused a lot of my potential clients trying to get in touch with me.</p>

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		<p>Homeowners contact me thinking that I am a paver and installation of new driveways. Many times in the past, I have had to pay for this lead when I could not do the work....</p> <p>Finally, a lot of homeowners who use HomeAdvisor think it is a free service for them technically. They go online trying to get information not expecting to be bombarded with other contractors trying to bid for the work. Those contractors are the one who pay and HomeAdvisor reaps all the rewards.</p>	
448	NJ	<p>75% of the leads are absolutely bogus. I get connected to people that have no idea what HomeAdvisor even is. HomeAdvisor gladly takes \$20-\$50 per lead and makes you jump through flaming hoops if you try to get a refund.</p>	<p>Fought to keep me signed up offering to put my account on hold and reconsider. Offered to cancel current balance to stay with them. I've been down that block before and wasn't falling for it again.</p>
449	NJ	<p>...I received numerous exact match leads that are significantly more expensive than regular leads, and supposedly should be sent only to me. When I contacted the customer, I was informed that he is awaiting another estimate from a HomeAdvisor contractor. I contacted HomeAdvisor, and complained about the situation with no results.</p>	<p>...HomeAdvisor on its website under my account had different number than mine</p>

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450	NJ	The majority of numbers I was supplied either don't answer, don't reply to texts or emails, are disconnected, someone answers but they never heard of the person, they are the person listed but never requested services, or they already had the work done. HomeAdvisor was less than helpful with this, didn't offer any kind of explanation other than it was what I signed up for. They refuse to refund you. This is nothing but a scam making someone else rich off of people trying to build up a business.	
451	NJ		I spoke to a sales representative and specifically told them I work in New Jersey and did not wish to receive leads, I only wished to be listed on the contractor directory. He went behind my back, listed me in New York and they went ahead and kept sending me leads from New York where I do not do business. In the first conversation, he also told me I can turn the leads on if I wanted to leading me to believe they were off and I would not be charged unless I myself turned them on.
452	NJ	Fake name Charged for estimates that profile was wrong job description People don't answer calls, emails etc.	This involves a double billing scam... I am a member of Angie's List and HomeAdvisor. If you go to the Angie's List ad, it directs all customers to a HomeAdvisor icon that will charge me for the leads!!!

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453	NJ	Too many leads that I have bought are bad leads, over \$1,000 of my dollars are wasted on bad leads and the company does not care	I am an active contractor both licensed and insured in the state of New Jersey. I have made too many complaints to count to HomeAdvisor about bad or false leads, even writing letters. I've called the company asking when was it they took a background check on me when I was supposed to be able to sign off on this. NO comment. In the state of New Jersey contractors are supposed to be licensed and insured and hand this over to them but there are so many contractors that are not licensed nor do they have a clean background check but all my posts to them go unanswered.
454	NJ	They would refuse to give back credits for improper customer information. They refused to credit us when they made a mistake and did not notice we had turned off our leads. Leads had a problem with incorrect service areas and incorrect jobs	We've had many issues including, refusal to give credits when customer's info was not fully available. When asked to temporarily pause leads, they would still send us leads and then charge for them and they would send them out to numerous other contractors besides us. Sometimes it would go out to 5 or 6 different contractors. We have a lot of this documented in phone calls and emails communications with HomeAdvisor- they would tell us certain things that were in a contract that we've never seen or signed nor would they be willing to give us any said contract so we could review it.
455	NJ	Only one good lead, the rest are not good contact numbers or people who need a commercial appraiser when I am residential.	<p>This rep, Gregory Jaskowski, keeps promising my money back, however, as of today, the still owe me \$121.45 and I would love to have the \$290 fee I paid. They promised unicorns and rainbows and delivered nothing in return!! I do not want my name associated with their search either!! This company is a fraud!</p> <p>By doing a google search, the second listing is my name under HomeAdvisor. They won't cancel my membership</p>

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			either!!
456	NJ	Not being able to get in touch with anyone from the leads they sent. Also have had people tell me that they never even requested any services.	They continued to send leads when I turned off the leads and had to close my bank account because they were trying to take money for leads they sent when I had already turned them off.
457	NJ	The contact information was incorrect. The phone number given to me did not match the potential customer's information. The leads appeared to be generated at random. One of the individuals in question was willing to corroborate that she had received numerous phone calls despite never requesting the service in question.	No refund would be processed, despite the high percentage of unvetted or incorrect leads that I received (and for which I was subsequently charged).
458	NM	They would send me leads, I would call them as soon as they sent them but I could never get in front of a person to do an estimate or get ahold of them...	...I would always be on the phone with HomeAdvisor to cancel but never would let me cancel my plan, only restructure my target leads...  After I FINALLY was able to cancel they started sending me notice after notice that I owed them more money, phone call after phone call to try to get me to pay and sign back up, and threatening to send me to collection. This company is horrible and I regret ever signing up with them in the first place
459	North Carolina	I often get bad contact information or find people that do not actually need the service they claim. I also have spoken to more than one person that decided to go with someone that called prior to me, when	

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		I called within 30 seconds to a minute of receiving the lead. Speaking to them, it appears that the leads are sent out at varying times, as much as 20-30 minutes prior to my receiving the leads and other emails go out way earlier, leaving no real chance for me to win the project.	
460	NV	But didn't realize how this is all a scam and a con with the way they did the leads and up charging what I was signing up for.	
461	NV		The service disregarded my lead parameters when it came to billing (charged me a commercial rate when we provide residential service), refused to credit my account (told me it was against their policy to process refunds on credit cards), and charged me for customers who were just "price shopping". The salesman assured me that would not happen before I signed up for service.
462	NV	9/10 of the leads that come through have email and phone numbers that aren't real or have no voicemail or never call back. Most of the leads I have gotten are for services I don't offer but come through as a lead fee for a job I do.	
463	NY	Not being able to contact quote on quote leads.  Some of the addresses given don't even exist.	

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		They have charged me over \$18,000 and out of 293 leads, I only reached about 35 leads which is about 11%, but sold maybe 10.	
464	NY	Never got any job from their lead(but they still charged me for each lead)	
465	NY	Leads for jobs that were completed months before. Leads for people that did not own home and were considering purchase. Wrong numbers. Leads for work outside of classification. Leads outside service area.	
466	NY	GARBAGE LEADS. When it was \$15/lead, it was annoying, but when paying \$95.70 for a lead & the person says "we were just researching. The commercial made it seem like we were going to put our info into the computer & get a ballpark price for the work. We didn't think anyone had to come out." I hear this & versions of this all time. We have had clearly fake names & addresses, disconnected phone numbers, people not looking to get work done now, people misled, etc. It has gotten to the point where we have shut off ALL residential leads from coming in. These people are very rarely serious, yet this year, if I had to take a guess, we have paid at	

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		<p>least \$3000 in leads, if not more. When I call them &amp; tell them this person isn't interested in doing the work &amp; I want a refund. Their response ALWAYS is, "They may be a customer when they are ready so we cannot refund your Money." That has NEVER happened in the 6+ years we have been with them. Over the past year it's gotten out-of-control bad. They do ZERO vetting &amp; charge an obscene amount of \$. I asked why I'm paying \$75.05 for a residential interior painting lead for like 2-3 rooms &amp; others that are the same service are \$35.50....if I'm not getting an opportunity to even give the customer an estimate, I shouldn't be charged. This happens at least 30% of the time. I'd say at least 60% I never speak to the customer (bad number, they won't answer/call back, etc.). I'd say 1 out of 30 leads turn into a booked job &amp; 1 out of maybe 10 we do an estimate for.</p>	
467	NY	<p>I have to call them consistently for sending me leads that are not active or for people that I cannot contact via phone or email. I receive duplicate leads all the time for the same work orders and I'm charged. HomeAdvisor will not refund your money to your account, they just credit you another lead for the next billing cycle. This is a</p>	

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		continuing problem that happens on a weekly basis.	
468	NY	They are completely inaccurate, unverified, and all basically cost the same.	
469	NY	Most leads are wrong numbers or people that just do not get back to you. If I called someone 7 days in a row with no answer I consider myself cheated.	Currently in a dispute with them over \$400 auto renewal of services that I was unaware of...I contacted American Express to dispute the claim and after 2 months HomeAdvisor ignored their requests of proof that I agreed to the auto renewal and therefore refunded my card. BUT now today 12/6 I received a letter from HomeAdvisor stating that I have ignored their calls and emails, which is a downright lie, and have 10 days to pay the balance in full or I will be sent to collections. These guys are a bunch of crooks and need to be stopped.
470	NY	They sent me many leads that were false fake or people that had no idea that they triggered a lead.	
471	NY	Andrew, the person who works there, told me I'll receive real leads every day and I had to call them immediately. I received about 25-30 leads in total and called all of them. I was able to speak only with 4 or 5 people who were not interested to do the work anymore. I called and explained HomeAdvisor the situation but they said we don't care and you have to pay for it.	After I found about their fake leads, I closed my bank account. I told them to close my account, I'm no longer interested and I kept receiving fake leads and my balance was going up and up. A few weeks later, I called HomeAdvisor and told them close my account again. After closing my account I had a balance of \$288. I refuse to pay them and they threatened me with collection and my whole credit history will be ruined. On December 5th, 2016, I received an email from CMI Credit Mediators (www.paycmi.com) collection agency that my total due is \$338.68. I refused to pay them as well. HomeAdvisor is the

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			biggest liar on Earth. Stealing money from people.
472	NY	<p>After receiving several expensive leads and not getting business from one of them, I changed my profile to receive less leads and also less expensive leads. After following up on several leads, wasting my time, I did not get one project out of the effort.</p> <p>Then I received three or four leads that had no interest whatsoever. I complained to HomeAdvisor to no avail.</p>	
473	NY		<p>HomeAdvisor solicited me to the point of harassment...I was completely misled and intentionally deceived. Mr. Robertson explained that I would not have to pay for leads unless I acted on them. I did not sign-up/or create an account with HomeAdvisor. I was involved in a serious accident and sustained multiple injuries which caused me to fall behind in reviewing my bank statements for several months. When I finally reviewed my statements, I discovered HomeAdvisor had withdrawn \$2,060 from my bank account from 7/18/16 - 11/19/16. I contacted HomeAdvisor and was told that I had "verbally agreed to the terms &amp; conditions." I was also advised that I gave them my bank account routing number (which I do not recall doing) &amp; the charges withdrawn from my bank account were for "leads". They told me they sent me "69 Hot Leads" and that I acted on two of the leads. I tried to contact two leads once I discovered HomeAdvisor was charging me for them, but they appeared to be fake/bogus leads. I tried turning off leads program &amp;</p>

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			canceling "alleged" membership to no avail. Even after I turned off the leads program, HomeAdvisor charged my account for leads. HomeAdvisor is destroying my business...Many of my business checks bounced because of the fees HomeAdvisor was withdrawing from my account. I am in the process of closing my bank account and now HomeAdvisor is emailing me "Past Due Account" notices...I requested a copy of my "verbal agreement" which they told me they have a recording of. They told me they could not provide it to me unless I had a "subpoena."
474	NY	Charged for fake and dead leads...	
475	NY	First lead was from a past customer trying to leave me feedback, then a lead from a guy who was wondering how much electricians charge, two leads from people who didn't even realize that they clicked on my business, the one that put me over the edge was from Canada. I was promised a "refund" of that lead, not a credit but a credit was given..	...once they have your credit card number it is over.
476	NY	I was a customer and still a customer for over a year setting \$2200 a month in leads. And at least 9 out of every 10 are bogus leads and can't get credit for. I am in a situation that they are costing me so much money in my business. I am in a situation where my dealer program with Luxaire (Johnson Controls) this is a part of their dealer program and I am supposed to get a	

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		10% credit on all leads. It also looks like the price of the leads jumped 40%.	
477	NY	We constantly have to fight to get credit for a bad lead and often are denied.	
478	NY	Most do not answer the phone when called or answer emails. Happens 2/3 of the time. Have also received duplicate leads, bad addresses, bounced emails and wrong numbers.	
479	NY	I was getting completely unqualified leads and if we'd call them back within 5 minutes, they already had another appointment. Some didn't even need plumbing services.	
480	NY	The main and ongoing issue is bogus leads and fighting for a credit and being denied. Also I recently found out they are sending out leads to me and others I assume that were sent out to exact match pros who already booked the job. They received the leads in advance of sending them to the non- exact match pros such as myself, virtually giving us no chance of winning the business.	They are creating an unfair marketplace as they buy their way to the top of Google rankings and are being greedy by sending out leads to more than 3 pros when they explicitly said when we signed up the leads would only go to 3.
481	NY	It was stated to me that the average fee for a lead is about \$20.00. Everything is more than that.	When I asked to reimburse "cold" leads it is all blamed on me.

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		...most leads are from people that are vaguely interested	
482	NY	Bogus leads.	
483	NY	Was charged for leads when I paused service and continue to receive leads and get charged without calling any	....I had paused the lead flow because I was not ready to receive leads at this time but still was given 2 leads and charged without attempting to call any leads.
484	NY	<p>The leads I found out were old if real it all, In fact I wanted to see if these leads were real. I went on the site to look for designers in my area. I never asked for help nor gave my address or anything. I was simply browsing the professionals in my area. I received a phone call from an architect, I told him the truth I never requested help this was not a lead. He told me he was charged for the lead. I then realized why no one calls back they aren't real customers looking or browsing is not a lead.</p> <p>This is when I realized what a scam it was and I called to cancel which was a nightmare since they try to con you to stay and threaten. I was firm and said cancel.</p>	<p>They have continued after years of trying to get my work off their page and lying about the fact that they will remove my interior design work. I can't believe they can continue to show my work as part of HomeAdvisor since I have emails repeatedly asking them to take my work down. Here is the link:  <a href="https://www.homeadvisor.com/designmine/photo/warm-unique-living-room-design-new-york/3289499/...">https://www.homeadvisor.com/designmine/photo/warm-unique-living-room-design-new-york/3289499/...</a></p> <p>I called HomeAdvisor repeatedly to stop the leads since I realized they weren't real. No one ever returned my calls or emails. They subsequently charged my card \$1206.18. I did however call American Express and disputed the charges. They threatened me repeatedly and said they would ruin my credit send to collection etc.</p>
485	NY	I paused leads using the feature in their system. However, their system repeatedly sent me leads and charged me. In addition,	...they will not remove my credit card. They say I that I must have a credit card on file.

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		the few leads I did call in the beginning of my membership, were all unresponsive, as in no one ever picked up the phone or returned my voicemails, leading me to believe these were individuals paid to create fake requests on HomeAdvisor.	
486	NY	1. People I call said that they never requested to have someone come to their home for an estimate. 2. More than 3 contractors were given the same lead. 3. Call center will not help with looking into leads that never answer the phone. 4. Exact leads were not taken off my account after many calls to the lead center. 5. Wrong numbers.	...after I stopped payment for 12 weeks, they still kept sending me leads. I stopped payments thinking HomeAdvisor would end my membership, It did not. They kept billing me adding up to \$1,700. I called them they said pay or they will go to court.
487	NY		I received a phone call from a number controlled by HomeAdvisor. The woman on the line claimed to live in Queens, NY and needed a roof inspection. She kept questioning my listing with HomeAdvisor and wanted me to update my account with them before she would get me her job. The update required me to pay addition services charges but I refused because my phone indicated she was calling from Colorado. Later when I called the number the individual answered HomeAdvisor...
488	NY	Was supposed to get 4 leads per week. Was getting 10-15 repetitive leads. they were called many times charging me and no credit all leads were not taken no jobs at that time	

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489	NY	They sent us fraudulent leads over a 3 and half year period and refunded us only about maybe 10 % percent only of a lot of the fraudulent leads they sent out!	They terminated us due to complaining about the fact they were being defrauded!
490	NY	<p>...the leads are NOT vetted. I have submitted more requests for lead credits more so than actual closing leads. The price for leads which I was told would be on average between \$21.66 &amp; \$25.00 is not accurate, I have been charged for leads in excess of \$100.00 at times.</p> <p>Also, I was given the impression that I would only receive leads for potential clients that are ready to hire, not price checking and budgeting.</p> <p>...the majority of my leads are merely looking for the cheapest price and schedule pros for multiple appointments, yet I'm sure I am not the only pro being charged for said lead and the lead hardly ever closes. I have had 27 leads in the short time I have been a member, less than 30 days, and I have only successfully closed THREE (3) LEADS!</p>	Once I became a member, now my company website is not populating in Google searches to link to my site, instead HomeAdvisor is the top billing on all searches specifically for my HomeAdvisor profile rather than my website. The phone number has also changed to HomeAdvisor when using online search engines.

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491	NY	We were charged thousands of dollars by them sending us fraudulent leads!!	
492	NY		I signed up with them about September 20, 2017, saw the dishonest scheme they used and canceled with them around October 1, 2017. They have since billed me \$849.33 for leads since cancelation, and demand the money by November 16, 2017 or threaten to turn it over to collections. I talked to 2 supervisors who refused to budge on their position. I am 82 years old, on social security and unemployed at the moment, hence unable to remit.
493	NY		I joined HomeAdvisor on 15 Dec 2017, after 7 days when I reviewed my credit card statement I saw I was charged more than I was told for the initial application fee. I tried to follow one lead that was sent to me through HomeAdvisor but the client was too busy to talk and wouldn't take my calls. On 22 Dec 17 I called to cancel my membership. I was told the application fee was none refundable because it was after the three day grace period (which wasn't mentioned to me) and that I had to pay an additional \$238.41 for leads that I never used. I disputed both the fees and the membership fees with my credit card company and have now on 10 Jan 2018 received a letter stating that after numerous attempts to collect the debt (no one from HomeAdvisor has called me or sent me an email) they are sending my account to collects for the disputed amount.
494	NY	We had several leads that were false. When calling the leads, they would not connect and we tried a few time to connect but did not connect. Plus we get leads and a lot of the people that we talked to said that they were just browsing and were not interested	Called on 1/15/18 to terminate account and was told they cannot because the account was on hold and would not provide me with any more information.  Yes, they continued to try and bill me for jobs I had not sought after and to bill for new membership I did not

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		<p>at that time, and we were charged for them.</p> <p>Most not legitimate or wrong description, as well as not what I asked for. Some were sent in by 8 year olds and not vetted at all. When I would contact homeowner, they didn't have a clue what I was talking about, most didn't even have plans or a starting timeframe.</p>	<p>authorize or want. Bigger than Bernie Maddoff.</p>
495	NY	<p>Leads that should be \$15 leads come through as \$75 leads almost every time. The leads are submitted for credit and automatically denied for multiple reasons, usually because HomeAdvisor could not contact the person on the phone (even though the details usually describe the correct category that the lead should be listed under in the original request that the customer submitted). I spent at least an hour every week arguing with someone over the phone as to the validity of the leads, usually with partial credit refunded to me. They deny credit for leads that are plumbing jobs when we do low voltage electrical work even after I tell them we are not licensed plumbers.</p>	<p>I have even had customers specifically search for my company, find the HomeAdvisor ad, and get redirected to other companies because I have my leads paused or I was at my monthly advertising limit.</p>
496	NY		<p>I was blatantly lied to on the phone by a sales associate who introduced us to the program and wanted to get us signed up. He told us leads could permanently be turned off and all we would have to do is pay the membership fee. We run a small</p>

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			<p>IT firm on Long Island, NY that provides quality services and we service mostly attorneys’ offices for our commercial accounts. However, Dustin McKinley the sales associate 'misinformed' us and told us the leads could permanently be turned off; however to find out we had to disable them every two weeks. I tried to set our leads budget to \$0, however that was not allowed and was a minimum of \$100 (preset to \$750). EACH TIME leads were re-enabled automatically every two weeks, we would get a ton of leads to our account ranging in various lead costs resulting in damages of \$70, \$80, \$15, \$30 at inconsistent rates. Our business cannot afford to get hits like that on the random, yet have to constantly turn leads off after being 'promised' they would be. Their system algorithm automatically shot leads to our account without our consent and has a 24-hour window to disable them again even if we disable them the minute they get re-enabled. This allows HomeAdvisor to shoot 24 hours worth of leads to our account. Upon cancelling I demanded a pro-rated refund for the 8 months of unused membership; mentioning the fact that I am trying to work with them and not demand a full refund for my membership since no payment agreement was determined ("if you're not happy you can get your money back anytime"). James, an online representative when attempting to cancel my account with a demand to see their policy that a refund was not possible, proceeded to tell me that it's a federal law. I immediately let him know it's illegal to have a verbal agreement and detain someone’s money, let alone charge their card automatically if they do not consent to it being charged or held; without a contract. We have these agreements with customers ourselves. As soon as I let James know this, all he wanted to</p>
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			do was cancel my account and not discuss anything further. Please Chimicles & Tikellis, there are many hard working businesses at stake that need this class action lawsuit to pull through! Many of these businesses at the sake of HomeAdvisor are not computer literate like us with years of experience to figure this system out.
497	NY	<p>1/24/18 - charged \$18.59 for lead with full voicemail</p> <p>1/24/18 - charged \$117.15 for bathroom remodel. Called woman "my husband having heart surgery, I can't think about a new bathroom"</p> <p>1/24/18 - charged \$78.10, bathroom remodel. Called, went to house, gave estimate, she said she has no money.</p> <p>1/26/18 - driveway estimate charged \$44.28. He's doing job himself.</p> <p>1/31/18 - concrete charged \$43.69 did not go on estimate. Called homeowner and advised no longer with HomeAdvisor.</p>	
498	NY	<p>They would send me leads that would not return calls.</p> <p>Some of the people I called were wrong numbers.</p> <p>Others would call me and when I was done talking to them, HomeAdvisor would send the lead info after 10 minutes and charge me.</p>	<p>When I called to get a refund they played dumb, they said I still have to pay because they sent the lead and there is nothing they can do.</p> <p>I called to cancel, when speaking to them they refused to refund my money. They said they would give me credits for leads which they never did and every time I called they would say they had no idea what I was talking about.</p>

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499	NY	We were charged for many leads, but in many cases when we contacted the homeowner, which was always immediately, we were told they already had another plumber there.	
500	NY	False names and addresses. Claims they will credit but they won't	
501	NY	I had my account setup for service requests and installs. The install leads were inaccurate, I had homeowners tell me they didn't fill it out or that the job was done months ago.	I was going to terminate the account but then found out i would lose all my reviews.
502	NY	HomeAdvisor was generating and charging me for leads that were not serious, qualified and/or project-ready homeowners. They were always giving me leads with wrong or disconnected phone numbers and contact information; persons who never even heard of HomeAdvisor; contacts for homeowners that were not the homeowners any more.	At the very beginning of my service with them I started noticing charges for leads that I did not service so I call them and I said that if they continue charging me for leads that did not work I will cancel my account and they give me a credit for...now they don't want to cancel my account and I have to pay them more than \$2,000.00 for leads that i did not work for. I took my credit card from their files (website) and now they are sending me to collection for more than \$3,000.00.
503	NY	These leads are not responding. I signed up for cleaning services and was told I would get jobs as an organizer. It is not generating the leads I am experienced in.	
504	NY	Most were not real leads. Call numbers and never call backs or disconnected numbers.	Charging \$80 for a lead that I could only charge \$100. I think they get fake numbers to scam contracts. They robbed me of a lot of money. Call and complain about leads and they never gave me money back. You can't win with this

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			company.  They would run me in circles and pawn me off on different people. I had to change my bank account so they would stop taking money.
505	NY	7 leads-- 2 stated they never even signed up for HomeAdvisor, 4 other leads would not return calls - unresponsive. Requested refunds which were denied because "you should try harder, call at least 5 times a day." That sounds like stalking or harassment!	
506	NY	Received fake leads Received leads with wrong phone numbers	
507	NY	Fake leads. People who never heard of HomeAdvisor.	They refused to let me terminate my membership. I had to turn my leads off.
508	NY	Leads sent out to me were either never answered by clients, or the lead was not in my work criteria, and I still get charged for the leads.	HomeAdvisor still has my company name on their listings
509	NY	...they are not legit people, don't answer and the leads are definitely compromised  I've questioned their lead generating	
510	NY	They sent me 6 leads.	

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		<p>1. Woman knew nothing.</p> <p>2. Was not looking to have work done.</p> <p>3. Called twice, left a message both times. No call back.</p> <p>4. Called twice, left a message both times. No call back.</p> <p>5. Called once. Emailed once. No response.</p> <p>6. Was not my line of work.</p>	
511	NY	<p>Out of 66 leads through HomeAdvisor, I only called 25. Out of 25, only 9 were serious about using my cleaning company. 10 were just looking and 6 didn't answer their phones. I was charged for all 66 leads for a price of (\$1806.15) from (Feb. 22, 2018 thru Mar. 30, 2018.)</p>	
512	NY	<p>I have encountered problems with the leads. Disconnected phone numbers; persons that never heard of HomeAdvisor; houses for sales, etc.</p>	
513	NY	<p>From the day I signed up on February 27, 2018 to March 16, 2018, HomeAdvisor sent out 3 leads, 2 leads which I can't get in contact with the homeowners, no call, text</p>	<p>After disputing bad lead charges, asking for a refund on leads and cancellation of membership with a HomeAdvisor rep, they said it would be cancelled and sent me 3 complimentary leads which I didn't even bother to use. They</p>

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		or email responses. 1 lead was a door repair which was out of my registered category and was being charged by HomeAdvisor a lead fee of \$85.02. Fees exceed more than job costs.	didn't honor it and on April 28, 2018, they sent my account to CMI collection agency to collect a fee of \$1,012.23.
514	NY	They always sent me phone numbers of leads that are not working, no one answered the phone numbers and in most of the cases those leads said they were just looking for numbers. Also most of the time, they said to us do not call because they already told HomeAdvisor to not send or call any contractors. They never wanted to credit us for these leads.	Every time I called to cancel my membership they always said ok but after a month they (without my consent) sent me leads. Every Friday of every week they charged my debit card, and only two times they gave me a credit on my account so the next week they send another lead and then charge my debit card again. I had to pay because the customer service of HomeAdvisor had their employees threaten with sending the cost of their leads to the Credit Bureau. They took \$6,000 from my account.  I still can see my company on their website. You can find all my company's information on their website.
515	NY	Most of the leads are: Not serious leads. Don't call back or answer. Are not targeted, serious or ready homeowners. They charged me for leads that I called, emailed and text numerous times with, no answer or false leads or not interested in doing any work! They charged me for leads that I didn't accept or acknowledge.	They are refusing to cancel my membership when I specifically asked them to do so. They are sending my account into collections for the leads that I never received.
516	NY	I've encountered problems with over 80% of my leads	When I set up a busy profile with Susan Bagwell, a HomeAdvisor Rep, who set me up for the zip code of 13795 and one service match of roof installation FOR

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		<p>I've had many issues with HomeAdvisor leads where the contact information is incorrect and/or they're not the home owner or property owner, and I also receive fictitious leads in the middle of the night that never turn over.</p>	<p>BUSINESSES ONLY. Upon the second night of having the profile set up, 4/19/2018, I set my busy profile on at 8:41pm and received a RESIDENTIAL LEAD NOT A BUSINESS LEAD, IN THE ZIP CODE 13787. HomeAdvisor is not currently accepting my credit request and are only offering a \$30 courtesy credit instead of my FULL credit in the amount of \$83.73 + tax which is not accurately priced at all.</p> <p>My main concern is the busy profile being set up, which can only be set up by one of HomeAdvisor reps, and receiving a lead outside of its parameters and then not receiving a credit for the lead when I am 100% entitled to receive the lead credit due to the busy profile being active. The service professionals only have the capability of setting the dates to which they run through while HomeAdvisor sets the parameter. I also verified the parameters including only one zip code and one service with the original rep Susan Bagwell who set it up and the following day with Angela.</p>
517	NY	<p>They intentionally pushed more leads than any professional can realistically handle so they can make a profit. Many times the leads have been contacted already, or simply don't answer and never return the call.</p>	<p>During renewal, I specifically asked for directory service only, no leads due to the terrible experience I had in 2017. This time the salesman lied and contracted me for leads. I was provided an almost \$2,000 spending limit without any authorization or request from me. After a month, my account accrued almost \$3,000 worth of leads. They basically ignored my spending limits.</p> <p>Trying to get past their credit requirements for each bad lead is almost impossible and honestly not worth any contractors time because it's almost always blamed on you no matter what. After filing a complaint on BBB and after multiple attempts to talk to head managers about the salesman's</p>

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			practices and false lead request, all they can say is why didn't I call earlier, completely ignoring the original problem. After asking proof that I requested the service and spending limit, I was referred to an email sent to me after my over the phone confirmation, stating at the end as notes, "targeted leads" lead rates very. This was their way of saying "we notified you", and only stood to that. Again HomeAdvisor completely ignored the fact I did not request leads or the spending limit. I recently received a warning for reporting me to a collections agency after a few weeks of my account being put on hold.
518	NY		They were instructed to stop the leads due to illness in family until a certain date. Never did speak as to why they said they made a mistake. I had to call my Amex to stop accepting charges due to being bombarded with unauthorized leads They tried to bill me \$1395. I refused to pay and now I'm in collections, and I am waiting for a day and will file consumer complaints for slick business practices.
519	OH	Received many leads that had no working phone number, not returning calls, person saying wrong number, did not submit request. I have also come across a case when I have talked to a potential client and they were not ready to commit to service. A week later they decided they were ready and attempted to call me back, however I was unable to answer at the time so she left a message. She then decided to look me up	

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		<p>online and found the number that HomeAdvisor listed to contact their call center. So, I was then charged an exact match lead for someone I had already talked to about setting up service. They would not refund the credit due to them not being responsible for how leads cross my other advertising efforts.</p>	
520	OH	<p>Leads from people who used fictitious/fake/made-up names. Phone numbers that were fake. "There's nobody here by that name. "We got leads with bad addresses, not only ones that don't exist, but ones with fake street names, zip codes, etc. We got leads from people who never answered their phones, didn't have voicemail set up, etc. Leads from people who were simply just trying "to get an idea of price" from the website. We got leads to clean houses, make beds, etc. Our company is listed under their COMMERCIAL CLEANING/ BUILDING. These were NOT the project-ready, serious shopping customers we were promised! We even got 1 lead from a lady who was looking for a job and figured she's try this! Out of all of the leads we received, 1 ONE was legitimate! Yet, we were consistently billed.</p>	<p>He said that he not only could he spend any more time talking to me about the plan, but he couldn't offer any more information about an account unless he did a thorough background check on myself and my company. He said that he had to have credit card information in order to make this happen. ... (I was told all kinds of things that were never true. I was promised "online digital invoicing" included with the yearly fee, only to find out later that I would only be receiving the first month of mHelpDesk for free. After that, It would be \$60 a month...He, Noah, said that it would take a few days for the check to come back and he would call to discuss it and then we would be able to sign up. Well, after a few days, we received a call from another rep telling us that we were all set up, and our cc had been charged the yearly fee, and we would be contacted by yet another rep that would walk us through how to set up our presence on the website. It was at this point that we said that we NEVER authorized our card to be charged as we had NOT EVEN MADE OUR FINAL DECISION YET! We were told that there could be no credit issued to us and that we needed to go back and read their TOS. This rep said that if we didn't want to join, we shouldn't have given our cc info! I was</p>

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			<p>livid! We had been duped...</p> <p>One rep even told me that she believed that the reason people make up names, addresses, and telephone numbers, is so that they aren't constantly hounded by people asking about their projects. If you ask me, I think THAT may be part of it, but I also think that HomeAdvisor makes them up</p>
521	OH	<p>Dead leads, I called 17 leads and only contacted 3 homeowners. One homeowner had no clue on what HomeAdvisor was. HomeAdvisor is a rip off and scam.</p>	
522	OH	<p>Bad or nonexistent contact information including names, addresses, phone numbers, email addresses and job types. Unable to contact approximately 70% of leads paid for. Poor customer service. Refusal to credit account for bad leads. Fake leads.</p>	<p>Non-disclosure of lead dispersal practices, misleading information as to lead dispersal timing and receiving order regarding contractors, misleading information as to number of contractors receiving same leads, fee changes (increases) without notification. Phony charges.</p>
523	OH	<p>After a few weeks, these leads were not very good leads at all. They were phone numbers that none would answer, call you back or even have an interest. If we immediately called back the lead in less than two minutes, we got none to ever answer the phone. We received initial credits for some "useless" leads, but that did not continue. We did keep asking. Got nothing. We ask for a printout (audit) of contacts and the price we paid for that</p>	

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		contact and they said they can't.	
524	OH	Dead leads, leads that don't call back, leads that are over 1 hour commute from my house when I specified no more than a 30 minute commute, when I pause leads, leads begin coming in before the scheduled time, was told that the average lead was around \$10; it's been around \$80-\$100	
525	OH	HomeAdvisor solicited me and scammed me out of over \$800 in 1 month with bogus leads in which customers only wanted free information but charged me \$20 on each job, but I never got a real job.  Also, other leads had at least 10 other contractors bidding for the job.	They lied and manipulated me. All I begged for was my money back but they laughed and hung up on me.
526	OH	Of 21 leads, we made only one sales call. Three said they were just looking on the site and did not actually have a project. Most did not answer.	HomeAdvisor charged my card when I had a net credit.
527	OH	Every lead I received from HomeAdvisor did not turn into a job. One client I called back told me she never even submitted a home inspection.	I canceled my subscription in 2016 and HomeAdvisor charged my credit card on February 18, 2017 for \$347.54 for another year. I called them to get a refund and they told me they would cancel my account but not refund my money.
528	OH	People's description of what they want and when I contact them are totally different. Call a customer right when I get the lead	They were very aggressive when calling me about sign-up. They wouldn't take no for an answer and bring down the signup fee until I said yes.

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		and they already found someone.	
529	OH		I just googled myself and roofpricer.com (HomeAdvisor) had an ad saying 1st Choice Roofing Deals - Get Best Prices Estimates Fast. 1st Choice Roofing is us. So I clicked on it and it took me to a website that said (Roof Pricer save up to 40% on 1st choice Roofing) so I filled out the information which makes it seem as you will have pricing as soon as your done filling out the info. Not the case they say they will have roofing company's call to give free estimates. Nowhere did it say HomeAdvisor. I only found this out when the other company's called and I asked where they got my information. I have all the screen shots of this information.
530	OH	Never provided a single lead that was beneficial or generated any revenue for my business. Provided a site grading lead where there was still a structure present on the property, so the lead should have been categorized as a demolition lead and not a grading lead. Money for the lead was reimbursed but time, fuel, and effort will not be. Another lead with a mistaken identity was charged and a reimbursement was promised however they decided to give me a credit for a service that I no longer want to use and refused to put the money back on my business credit card stating that they cannot do that. This company has basically stolen approximately \$500 from me over the last 5 months.	

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531	OH	Leads that do not match services offered. Leads that when you call they have no idea who HomeAdvisor is and how I got the number. Leads where they do not answer the phone even when the lead is a few minutes old. Lead going to multiple people with some companies getting preferential treatment- that's my belief.	
532	OH		I verbally revoked permission to charge my account because they refused to give me credits for leads, but still had my account charged. Refused to give credits for bad leads and told me they were legally entitled to it.
533	OH	Ask HomeAdvisor to stop sending leads but they still did.	They admit they charged me when I asked them to stop but still they will not drop charges - they keep adding more on.
534	OH	Over 50% of leads are problematic, refusal of obvious credits. When I simply questioned them about it they turned my leads back on without my permission, they sent me the most expensive lead type with a disconnected phone number, and then terminated my membership without my permission/request.  The name on the last lead was "Ben Dover."	They have refused to refund my membership fee of \$287.99 despite the fact that they chose to terminate the one year membership after just one month (I had leads off for 2 weeks of that because I was losing so much money).
535	OH	HomeAdvisor sends false leads. When we called the customers, we were informed they did not request a call from us. When I confronted HomeAdvisor rep about this, they said it is in the fine print. No one is going to agree to pay for false leads.	

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		HomeAdvisor misled me on their billing procedure. HomeAdvisor sends false leads and then charges you an additional 35 dollars a lead, and they are false leads...I want my money refunded because they didn't disclose this information about sending false leads when signing up for membership.	
536	OH	<p>I'd get three leads in a row as opportunities because we were at or above our spending limit - then a lead would be billed to us. When I would call to complain, they would give me a range of excuses for why the system billed that lead. Then we'd start getting opportunities again.</p> <p>If I fought one of these unapproved leads and got it reversed, the system would just read the recent reversal and automatically send me another junk lead.</p> <p>I had several occasions where leads were not qualified (wrong numbers, no address, complete lack of information) and HomeAdvisor would still charge us.</p>	They pressured me to maintain the leads even though I had complained repeatedly about outright fraudulent leads, HomeAdvisor disregarding spending limits, and the overall quality of leads coming through
537	OH	...I continuously received bogus leads that led to no actual connection no call backs no initial jobs & was being charged \$18. I received a handful of jobs that I actually	...[O]n different occasions I told a representative I no longer wanted their service due to leads that were bogus and that due to calling back supposed leads that wanted my service and receiving call backs that they had never even

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		paid for, the majority of the calls that I received were bogus and I even received callbacks from so called leads that I called and were told they never even request for any service. I was actually threatened from two people who said they were tired of people calling them from HomeAdvisor, which is what caused me to be solidified in feeling this company was scamming people.	requested for any service that I offered. I was directed to a different rep, he claimed to honor my request, claimed to handle the situation, take off \$200 and give me the option to come back as a "valued" member. Only to continue to receive bogus leads.
538	OH	I have gotten 22 leads from HomeAdvisor and 19 of the leads no one answered or called back and HomeAdvisor wanted me to pay for this. I would not pay for it, so I dropped them. Out of the 19 leads, 4 were wrong information.	
539	OH	Wrong numbers, no answers, customers saying they never requested our services, never heard of HomeAdvisor.	My leads generator was supposed to be turned off and they still kept sending leads. Even double of some.
540	OH	Wrong numbers  Contractors price shopping	I called customer service to cancel our membership because I originally signed up back in 2010 when you only paid for leads. (NO MONTHLY FEE) I was NEVER notified that in 2015 they started billing a monthly service fee as well. I had never authorized a monthly fee, but did not catch it until I put leads on hold indefinitely because we kept getting bad leads, wrong numbers, etc. The process to issue a credit is horrible, most times they refuse to issue. So they have been billing me a monthly fee I never authorized.

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			I called to have the monthly fee returned and they refused.
541	OH	There were fake leads. Every lead they send, the more money they steal from my account. A lot of customer had no idea why I was there.	I knew they were ripping off contractors and stealing money from my account
542	OH	Many leads from individuals that were not interested. Some people told us to remove them from our call list. Many were unreachable.	
543	OH	I received leads while I was on pause or had the account closed that I was billed for. They refused to credit me for faulty or fake leads that I received.	Also was told that my lead prices would be 50% less than what I was charged. They also credited one of my customers a refund for my services based on him threatening them and then charged me the bill for the refund. The total I have been charged by them was \$2,857.50.
544	OH	One call was not a valid number. On others, I would get no answer when calling, and no return call when leaving messages.	I called HA to cancel my membership a week after signing up, and was told I had to cancel within 72 hours or no refund. I disputed the charge with CHASE to no avail. My company was originally listed as a mold and asbestos abatement company, neither of which was correct. My AMEX card expired, so I thought this was going to come to an end. It did not, AMEX gave me a new card, new account number, and still allowed HA to charge the annual fee. I called and asked that no charges ever be allowed again from HA on this card.  I called on 2/16/18 upon learning that another annual fee had been processed on my AMEX card. I wanted a refund and to cancel. They would not issue a refund, even though I had

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			not received a single lead in the previous year. They said that they could give me 5 free leads, and I said OK, since I had paid for another year anyway. 10 days later no leads.
545	OH	No information about the job and still talking more money after I'd call and talk with them	
546	OH	Leads would claim they registered for a giveaway, they did not own their residence, could not reach by phone or email.	
547	OH	... the leads I was given were to people in other states regularly. When I would contact the lead about service they would ask how I got their number, and that they were either in another state and or had never used HomeAdvisor. Then HomeAdvisor would charge me for the false lead anyway. When I refused to pay for these fake leads they sent me to collections, which is my current status.	
548	OH		They told me none of my leads would be more than \$25. But I didn't sign up for the leads I just wanted the internet advertising.
549	OH	Every lead that they sent was someone just looking or will be in touch with you or we have someone already not one lead	
550	OH	Jobs not in my parameters, bogus address.	

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551	OH	I received 2 leads after business hours, 6:00 a.m. eastern time, second lead when my leads were paused. First number no one answered, second number was unrelated to the business I provide.	[T]hey are still using my business to advertise other business and representing their self like if it was my business answering the phone.  I was never explained that they will remove my business phone number and use HomeAdvisor number and represent their self like if it was my business. Now they refused to remove my listing...and it takes one hour on hold for someone to answers the phone.
552	Ohio	There were no pre-screening for the leads that you received. Also they sent you so many that you could not keep up with the leads...they send these to three contractors at the same time.	I talked to customer service and all they wanted to say was they had another program to charge me more money to keep up with your leads.  ...had to change my bank account for them to stop taking payment out.
553	OK	Undeliverable email addresses, out of service phone lines...I believe I only had contact with two people after spending thousands of dollars.	
554	OK	Leads being sent to me of homeowners not ready to hire. Overcharge of leads. Customer leads that will not answer the phone or return phone calls. It was not disclosed that I would be sharing leads with other contractors.	
555	OK		I had contacted HomeAdvisor in July about crediting my account for bogus leads, wrong phone numbers, no returned phone calls. They said they would credit me. They never did. I contacted them again in October for them to credit me more and found out they never did the first credit. Contacted

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			them another time in October and they refused any credits. Even with the proven bogus leads or contacts. As of December 4th, they sent me to collections for \$1,372.00. They racked up these charges within a month and a half.
556	OK	My leads were all bogus leads. I was charged as much as \$252.00 for a lead that didn't pertain to my business.	
557	OK	Some leads were folks who had never contacted HomeAdvisor, others phone numbers were disconnected, many customers were irritated that we were reaching out to them to provide services saying they hadn't even gotten off the computer and we were already calling them. HomeAdvisor stated if I didn't call the customer within their time frame I would not be granted a credit. One customer service rep told me if the phone rings even if there is never an answer or a phone machine to leave a message, I would still be billed for it.	My biggest issue was when I set a limit for spending and that they didn't tell me that when I pause my leads it resets my budget. So when I turned them back on they could continue to rack up the bill past my set limit. They wiped our business bank account clean and refused to refund my money even after admitting fault on their end. I called in to make a one-time payment and used a different card than what I signed up on and they kept it on file and charged it many times without permission. Keeping a card on file is so you can use it to make a payment without having to re-enter the card info again. That doesn't give them the right to continue to charge it whenever they want. I never gave permission for that. It was for a one-time payment only!! I am currently disputing the charge with my bank.
558	OK	Got so many bogus leads	
559	OK	Had several leads that where abandoned houses or houses that were up for sale. And when I called the reality company, no one was in negotiations to buy the house.	

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560	OK	The leads were not ready for service or hard to reach.	I originally signed up for HomeAdvisor under the impression there was a \$280.00 membership fee only. I thought my membership did not go through because HomeAdvisor claimed my bank denied them drafting from my bank account. I was not aware of the fees associated with each lead. I was told my account was not started and I did not even have membership access until sometime later and saw the fees for each lead. I was also not told that they attempted to draft from my account each week. I was charged for multiple leads that did not answer the phone or were not actually ready to do any services. I literally was charged \$568 for a service that generated nothing. I have attempted to disable my account multiple times and there was an issue with it each time.
561	OK	Bogus leads, spam, wrong numbers, wrong job scope leads being sent and billed for. Day to day non work related or skill set being billed to me.	They wanted to discount my card, promised to do so but never did. They continued on with charging bogus leads.  Never credited any wrong doings they did.
562	OR	I was told by representative Brent Miles that I would only be charged for the leads that I accepted, but I was charged for every lead they sent me and none of them have anything to do with my business. \$152 in 4 days!	Contacted Mark Cunitz with HomeAdvisor and cancelled my account, he informed me I would still be charged for the fraudulent leads. Very deceptive, I was lied to and misrepresented in my business.
563	OR	Most of the "direct" leads I called, never answered their phone...I have no idea how many leads are legitimate.	After one month my app on my phone was "updated" removing some of its functions. When I called to ask about this I was told I would have to sign up for mHelpDesk app for \$59.99 month. This was an expense I cannot afford. When I complained about this, they ran my lead bill through

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			<p>my bank account including leads that should not be included until the next cycle. Since I was not expecting the extra charges, the money was not in the account to cover this, creating a non-payment, thus they put my account on hold cutting off my ability to contact ongoing leads. When they sent the email to "explain" the mHelpDesk app it tried to get me to download the app before watching the tutorial, in my opinion, to force me to pay for it. I recognized this and did not download the app. However, their email still says thanks for your order, even though it was just to be a demo. I have had difficulty in being contacted at all hours because they will not allow me to set standard business hours of when leads to be accepted.</p>
564	OR	<p>Neither of them felt real or panned out. I was promised that there were 10 leads in my area waiting for someone to call them. I only received 2 leads in 4 days then asked to terminate my account.</p>	<p>I was also told that I would have a week long period to try out HomeAdvisor and could still cancel in that time for a full refund. I was told I was on a recorded call so this was binding (obviously it wasn't).</p> <p>I specifically asked and called in several times to fully terminate my account and they have refused. They have merely put my account on hold. When I call in they say they are going to terminate it, then follow up with emails for perks if I do not leave them.</p>
565	OR	<p>Half of the leads I call I get no return phone call. They send to more than 3 other contractors all the time. I am in a small town, they just sent a lead to 6 painting contractors. I know this because we set them up just to see how many contractors they really are sending to people. Also, leads for a plumber are in a remodel</p>	<p>They have totally screwed up my Google listing and continue to take people away from my website because they pay way more for top of the page.</p>

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		<p>category and that is a \$100 lead fee. Total scam I've lost a lot of money to them.</p> <p>They want me to pay for bogus leads and leads I know were sent to 6 contractors. They are scamming small businesses in central Oregon</p>	
566	OR	<p>So my company does locksmith and garage door repairs. Some of the leads that I have received and got charged for are:</p> <ol style="list-style-type: none"> <li>1. A garage door painting job - we are not painting company.</li> <li>2. At least 2 different leads that the customer never picked up the phone - HomeAdvisor claimed that we didn't call them and therefore we have to pay for these leads, which was a complete lie because we called them multiple times right after receiving those leads through the phone number HomeAdvisor provided.</li> <li>3. A lady that we called right after receiving the lead told us she has someone on site working already.</li> <li>4. A job to repair an alignment on a commercial business front door - that is a job for door people - we do locks and garage doors only.</li> <li>5. A customer that all she ever wanted is to get an estimate and was not interested at all</li> </ol>	<p>...I've tried at least 2 different times to cancel my membership because they were charging me for leads that weren't real, or sending me a phone number of a customer that has or had already the service done (they obviously sent the same lead to who knows how many other contractors), and all they did was try to convince me to stay and promise me that the leads quality and amount will go up, then transferred me to a manager that will very aggressively try to make me stay with their service, they also said that I can cancel and get a refund later. When I finally decided no more, I want my account closed and a refund for the \$348 they told me that they cannot refund me. Then I called my bank and asked to dispute the charge from HomeAdvisor, HomeAdvisor started sending me threatening emails that I owe them money, and they sold my alleged debt to collections and now I am sitting here frustrated. How did I get into all of this? I feel that I have been scammed big time.</p>

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		in actually hiring someone for service. 6. A customer that said that he never inquired and never asked for a garage door service.	
567	OR	My area in Oregon was Line, Benton, Lane and Polk counties. I received two (2) leads from Portland. 50 miles outside that area. I checked my account and someone had changed my area outside what I requested. I used their online contact service. They could not make the changes that "I" had signed up for. I told them that I didn't sign up for that area. The line conversation stopped. This happened twice more.	On day 2 I tried to terminate my membership and get my money back. They did not do it. They next day I got a phone call from person named Justin. He convinced me that I could get as many leads as I needed, I just needed to correctly set up my account. He made some changes. The next day I got two leads from out of my area. My account was never canceled. Once it went past the 72 hour time frame they refused to return my money.
568	OR	<p>Many of the leads we received were from customers that could never be reached. They never returned a call, text or email. HomeAdvisor did not care about these issues and would not provide a credit for such leads. (At least 50% of the leads)</p> <p>We had leads that didn't want the work done for a few YEARS (so they claimed, more like never)</p> <p>None of the leads were ever verified, they simply went through them and send to us, there was nothing for the contractor to be insured their paid leads were actual leads. If there was ever a problem, they simply didn't</p>	<p>Step one, they would only have a special designated person call me to handle the cancellation. Eventually they allowed the account to be cancelled.</p> <p>When discussing options they offered a credit for some of the bad leads but would not return my money, offering me more bad leads. Not an ideal option. No option for return of payments.</p> <p>When I was a member they would use our name directly in the search engines to direct customers away from our site to their website, then charge us a for an EXACT match which was nearly 50% higher cost. When our leads were turned off they would continue to use our name, to lead customers, only to give them another contractor’s information.</p>

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		care unless the phone number was actually discounted, that was the only time.	
569	OR	<p>Most leads that I received were not serious customers, they were shopping around for ideas and costs. I have had leads sent to me when my leads were turned off.</p> <p>Leads turn back on at 1 am PST and often I would wake up to leads sent in the middle of the night before leads could be turned off. I have filed for lead reimbursement for non-serious leads and been refused a refund.</p>	<p>When I first started on HomeAdvisor, my site listed my actual phone number as the contact, within a month, the number associated with my business on their site was changed to a number that routes the calls through them, I contacted them about it and was ignored. When I search my business name on google, it has been hijacked by HomeAdvisor and gets directed to their site.</p> <p>I want my company name back from this service.</p>
570	OR	All leads I received had nothing to do with my business	All leads I received had nothing to do with my business and they refused refund me buffered as “account credit.” When I opened my account with them, I wanted 1 lead a week and in an hour I had 4 leads! And I shut off my lead generator.
571	OR		<p>...pretty shade company</p> <p>I terminated the account on 3/23/18, only to be charged another \$81 on top of the \$600 that they charged already.</p>
572	OR		They have sent me to collections for \$900+ when I tried to cancel in February. I sent another email in May inquiring as to why they were still charging my account. The latest lead was sent to me 08/07/17. I did not utilize any leads after the initial lead which was bogus. I was constantly put on hold, disconnected, harassed and disrespected when I tried to get help via phone so I stopped taking phone calls. Just today I

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			was cut off mid-sentence and lied to about recourse regarding these bogus charges and now it's actually the collection agency trying to help me.
573	PA	...out of all the leads I had I only landed 3 good leads and the rest was just pointless.	I haven't used them for almost a year now, now there saying I owe them almost \$3000 in leads I never even got any work from.
574	PA	I would receive leads to people who were not looking to have work done. I would also receive leads with invalid contact information.	
575	PA	I was never informed that I would be charged regardless if I contact the lead or not. I was led to believe that the leads were a "ready to hire" basis. This is not true. I was told I would be able to control the amount of leads. This is not true. I have had up to 4 leads in 1 day sent totaling over \$250. I was led to believe the credit request offered by HomeAdvisor was an automatic procedure for contractors that either don't come in contact with homeowner, homeowner is not interested in having work, wrong no. etc.	I have attempted to request credits for leads that I have contacted on several occasions, left numerous voice-mail with each individual as well as follow up text message sent directly to their phone no...After discussions with supervisors from HomeAdvisor they have now informed me they do not issue credit back for not being able to contact a homeowner, but they offer the option of "can't connect to homeowner after several attempts" on their website. After 4 credit request I have been denied ALL of my requests even after I have explained that some of the customers said they never submitted anything to HomeAdvisor and to stop contacting them.
576	PA	I keep my leads mostly turned off and only turn them on when I need a quick job, but one out of four leads is a no answer no response. In fact, I just talked to a fellow that I got a lead from for a bathroom remodel for \$70 and he had no idea what	

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		HomeAdvisor was or never contacted HomeAdvisor in anyway, so I know there's fraud going on.	
577	PA	I asked [the HomeAdvisor salesperson] the range anywhere from \$10 per lead and it began to charge me \$20 and then \$15...I was getting these leads from people expecting me to do the work for free or never returning my calls back. In some cases the leads said that they had gotten somebody already when I called the lead right away. I couldn't understand how they could have got somebody already and in many cases they never called and then I would follow up and will not return my calls and then I was getting charged from competitor testing this system and even my daughter at my house went online to see my position on HomeAdvisor and charged for leads when she never clicked on my name. I was also charged for leads from people who expected me to do the work for free like pick up a washing machine or dryer or appliance when I was told by sales that I would be getting calls for dumpster rentals when I had not received any in my area I was forced to shut my leaves off indefinitely because I was getting charged 4 bogus calls and some cases when I would call the number it was disconnected	

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578	PA	...countless bogus leads and old late information that has gone to 3 to 4 contractors ahead of my notification...	
579	PA	I received about \$1500.00 in leads in the very beginning of my membership, none of which answered the phone. When I called to dispute this fact they told me there was nothing they can do other than have me file for a credit which in turn was refused.	
580	PA	We have called on the same day the lead was received (as instructed) and no one calls us back, we just get an answering machine. The leads are small jobs in places that are at least an hour away; mostly a waste of our time.	
581	PA	The leads were worthless. Out of 85 leads, we only had 6 valid leads that did not come close to the cost of going out on all the leads we were sent.	
582	PA	I received 3 leads in 12 months - one lead was a current customer and the other two leads were well outside of my specified service area. I attempted to recover the fees for the latter two, but was told they could not reimburse me.	HomeAdvisor still charged a yearly fee (\$367.98) after I had cancelled and I refused to pay for a service that was not provided to my company. They have now sent the matter to collections threatening legal action. At the time of cancellation, I expressed my disappointment with their pathetic results and the service agent's response was that I expand my business to include more services, which in turn

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			would require added training and financial resources.
583	PA	I tried to get in touch with HomeAdvisor and request for the leads that don't respond and the leads that I was able to reach within a minute after receiving the lead and was told by a customer that they did not request the service ( I even have a text message). Also, customers that said they did not need a service and it was a mistake. All those leads were not eligible for the credit from HomeAdvisor. So, out of 33 leads, we had 5 jobs which are outrageous. It is obvious that one same lead is sold to many contractors, as myself, because there is no way the customer had time to contact another contractor within a minute of the lead.	
584	PA	Once I call leads, they don't answer. Once I call other leads they don't want service. Once I call leads, they're just looking for prices. One lead did not pay for service. Get to service address and customer cancel. Credit requested for leads in either told that I'm not eligible for credit & if credit is approved, I never receive the refund.	Cannot get through to an agent to cancel. Wait/hold times are long so I hang up. When I tried to cancel a few weeks after signing up, they guaranteed that the leads would increase in my area

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585	PA	Received leads and called with no call back from customer. I was charged for leads and never talked to a customer.	
586	PA	HomeAdvisor billed us \$94 for a lead to install a Blu-ray player. This is a grossly inflated charge. This charge was nowhere listed on the example of average charges for a lead. After we disputed the pending charge with HomeAdvisor, we were told they would cancel the pending charge but HomeAdvisor billed us the \$94 anyway.	HomeAdvisor will not terminate our membership. We are repeatedly told they will cancel our membership and refund our membership fee and the cost of our first lead (\$94 charge for lead to install a Blu-ray player). Our account continues to be drafted from by HomeAdvisor and is now in an overdraft status. We are currently working with our bank to file fraudulent charges, the outcome is not known at this time...Keep in mind, our request to cancel was given before HomeAdvisor actually billed our account. Yet our request to cancel was ignored and we were billed anyway.
587	PA	HomeAdvisor have sent out bogus leads.	
588	PA	We had purchased a membership to HomeAdvisor in 2016 to July of 2017. Since then we have gotten multiple "leads" that no one returned our calls or the "leads" turn out to be fictitious. The last set of leads we had received came through during non-business hours between 9 and 11 pm on a Friday. HomeAdvisor was to have our "leads" turned off after 5 p.m. as no one was in the office to answer them. We received the leads Monday morning and tried to contact the owners but had not received any response. We contacted HomeAdvisor for a credit and they stated they would only credit one of the three	...After not receiving a credit on my account and being billed through the credit card, I contacted my credit card company and stated that these charges were being disputed, they then put a hold on any future charges. HomeAdvisor then sends us a letter stating our account was overdue, I contacted them and told them that I was refusing to pay any of the charges as they were during non-business hours and they stated I was still responsible for them. To date, they still state that we are responsible for the charges, now we are in collections with them and we refuse to pay these charges for this giant scam that they are running.

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		leads because we hadn't contacted the lead within 24 hours. HomeAdvisor is the one that setup our perimeters for calls...	
589	PA		We joined HomeAdvisor last week, and we're promised no fees be taken out of our bank account until this week and if we want to wait until Friday of this week to call and they would hold off on that. Not only did they lie to us about it they took it out immediately last week and tried to take more out again this week.
590	PA	<p>I tried this service in 2015 and they hounded me to come back, saying their vetting process was better, but right off the bat they gave me problems and improper leads.</p> <p>People didn't answer their phones, were commercial phone numbers with extensions or were people who were not serious about jobs. The requests are not screened. It is almost like someone thinks they might want to do something at some point and are looking to get quotes to see if they want to do it. The requests should be for homeowners who are ready to do the job and need the right professional, as HomeAdvisor advertises.</p>	
591	PA		Just today 10/17/17 I have received a call from someone HomeAdvisor saying my account had accumulated to \$1300.00 but if I signed up with them they would waive that, if not they would potentially turn it in for collection. He knew the last four numbers of my SSN.

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592	PA	<p>Many times I have received leads that had bad information like a non-working phone number or someone just doesn't answer the phone number and they refuse to give a credit for those as well. I have received multiple leads when my leads were supposed to be of</p>	<p>When these people try to contact me all they can find is HomeAdvisor numbers. HomeAdvisor unfairly takes customers that would already be mine and then charge me an exact match lead for these customers (which is like 2 times the normal lead fee price) and all because these people can't find my business number because HomeAdvisor monopolizes the Internet with their phone numbers. And when my leads are turned off they tell people who were looking for me to do work, that I'm not accepting any new work. They only do this because they won't get paid if I don't have my leads on. This company is unfair and it does not truly do background checks on their contractors either.</p>
593	PA		<p>I was scammed by HomeAdvisor and now they are affecting my credit because I refuse to pay for fraudulent charges.</p>
594	PA	<p>Received leads that are “Exact Match” leads, get charged the extra fee for Exact Match Lead price, but there would be 2 other Pros matched as well.</p>	<p>We noticed months ago that HomeAdvisor constantly goes over our monthly spend target. However, when I spoke with a supervisor she told me they could only go back 3 months to credit the account.</p> <p>HomeAdvisor advertises that the leads are spread out through a 30 day period. This is not true at all! For over a year now, we have been going thru peaks with HomeAdvisor where they will inundate our company with 10 leads in one day, and use up all of our budget within two weeks after our balance has zeroed out for the month. However, unless we add more money to our budget and/or accept lead opportunities, then we will not receive any leads for the remaining two weeks.</p>

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			<p>Getting credited for leads is the biggest problem with HomeAdvisor. HomeAdvisor’s policy states that in order to get credited for a lead they have to call the consumer who originally placed the lead and then confirm the information they entered was as what we stated. However, after not being credited for leads that we knew were contractors looking for other contractors and/or leads that were miscategorized, we did our own follow up, and found out that HomeAdvisor made no attempts to follow up with the consumer. Also, we’ve placed several credit requests to HomeAdvisor for leads that provided the wrong phone number, the number was disconnected, and/or it was a false lead, and not been credited. When we followed up to find out why, we found out again that HomeAdvisor never made the attempt to credit these leads. The main issue we continually have and do not get credited for is when a lead is categorized incorrectly, which we averaged to be about 4 out of every 10 leads we receive. For example, since we are electrical contractors, we receive numerous leads for hydronic radiant floor heating. We’ve called HomeAdvisor several times and tried to explain to them in the simplest of terms that hydronic means water, water and electricity don’t mix, and hydronic flooring is not done by electricians, but by plumbers; they need to add an additional category of radiant floor heating so the plumbers in HomeAdvisor aren’t losing out on opportunities either. We’ve submitted this in HomeAdvisor’s feedback. However, HomeAdvisor refuses to add a separate category for just radiant floor heating, and we are continually being charged the \$76 Lead fee for this.</p> <p>When we call and try to get credit for leads often times the</p>
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			<p>reps will give us a hard time, refuse to enter the notes as we requested and then the lead will be denied, the HomeAdvisor rep will argue with us, and in many cases, hang up the phone on us because we requested to speak with a supervisor.</p> <p>Tried to Terminate account several times because of dissatisfaction with HomeAdvisor and billing but was either talked out of it, placed on hold for too long and was working on site, and other times HomeAdvisor reps were rude.</p>
595	PA	Home advisor has sent many leads which were bogus.	
596	PA	I received a total of 8 leads, only one of which I was able to actually connect with a human being.	<p>They put my account into a hold status and have refused to refund money taken from my bank account. I was advised that no money was due upfront, that I could send a check to pay for my membership, as part of an exclusive promotion they were offering. They requested my bank info as a guarantee that I would make good on the invoice once it was received and in the event I would not make good, then they would proceed and debit my checking account via electronic ach. The same day they charged my account, taking my account into the negative, and 8 days later hit my account again for another charge over \$270 for who knows what. Every person I have spoken with states they do not refund any money. Period.</p> <p>I would not put anything past this company, they are thieves and do everything and anything they can to rip you off and then blame you for their wrong doing.</p>
597	PA	Half of the leads I could never get a hold of or the people didn't even own the home the wanted me to quote prices for.	When you would google my company name it directs you to HomeAdvisor.

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			They would not stop taking money out of my account after multiple times of telling them to stop. I actually had to cancel the credit card and now they sent me to collections.
598	PA	Charge for leads that I never took except for one.	...without my knowledge they charge \$60.00 a month for mHelpDesk. I've lost \$4500.00 from these scammers.  Their business numbers are rerouted to HomeAdvisor's number. Customers that aren't using HomeAdvisor are being rerouted to their number.
599	PA	Several leads would not answer or return phone calls. Several of the same type of leads would come through on particular days, it was as if HomeAdvisor had someone generate fake leads.	They would not allow me to access my website that I purchased through HomeAdvisor after my membership was terminated.
600	PA	I would have leads come in that were for disconnect phone numbers, customers who did not own the home, people who were simply "price shopping", or leads outside of my areas or designated scope of work. HA replied that the homeowners fill out the lead contact criteria and that they could not credit me back for bad phone numbers and that I should quote the work anyway even if the person did not own the home yet... so that upon settlement I would be the first contractor in the door??? I would estimate 25% of my leads have been bogus with only a small percentage of them being eligible for credits. I carry a budget of approximately \$1000 / month with	HomeAdvisor advertises their phone numbers using contractors’ names and work. During the seasons when I have a larger budget with HA I receive at minimum 5-12 calls a week from homeowners who find "my number" online and in reality it is HomeAdvisor's phone number that appears first in a google search for my company's name. So when a potential customer thinks they are calling me, they are actually being routed through HomeAdvisor and I am being charged for HomeAdvisor to do nothing.

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		HomeAdvisor in the spring summer and fall. That is a lot of money being wasted.	
601	PA	2/3 of leads were not reachable by all contact means supplied. Immediate attempts to contact leads would go unanswered, leads would not know how HomeAdvisor got their info, they said they did not want someone to contact them about services, they were sometimes contacted by 5, 6 or more contractors as opposed to HomeAdvisor’s promise of total of no more than 4. Many disconnected numbers.	<p>I have been told by clients and leads that they found my company’s website online and were prompted to click on HomeAdvisor's link for my company, therefore obligating a charge to my credit card for the contact when I could have had a lead exclusively from my website due to its organic ranking and listing on the page.</p> <p>Ridiculous, unexplained denial of majority of credits requested.</p> <p>I believe that HomeAdvisor has a Contractor ‘s bank account held hostage once they are signed up, to charge their per lead fees at will, with many times, people’s unqualified contact info fished off of the Web and it is essentially theft or robbery.</p>
602	PA	<p>1. Some of the numbers were disconnected when we tried calling the number provided by HomeAdvisor.</p> <p>2. Some of the leads we would call (several times), email and even text and get no response from the potential client.</p> <p>3. Some of the lead costs seemed weird in comparison to the job at hand.</p> <p>4. I have requested 4 credits in 3 months for leads that have been duds and was told I am</p>	

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		requesting more credits than other contractors.	
603	PA	Some of the leads I have had were people who wouldn't answer and I couldn't get in contact with them. Wrong projects for me.	As I called to complain to try to get a refund of my membership fee and credit for my leads, I was offered that they would wipe up to \$ 150.00 off of my past due amount if I would remain in the HomeAdvisor network. After much arguing, Ryan from HomeAdvisor, would not refund my money and cancel my account. The only two choices I had, were to pay the \$206.16, so my account could be canceled or wipe 2/3 of the past due amount at an amount \$150.00 and keep my account active. I was very irritated at this point and Ryan said he will send my past due amount over to the collections department. I told him no matter what, you are not getting that money out of me. My account is past due because I noticed a pattern of overcharging and not crediting my account as promised when I was asked to sign up. So I froze my credit card account and halted payment to HomeAdvisor. For a good amount of time they continued to attempt to bill me even though I have called customer service earlier to request credits and I paused my leads, froze my credit account, and allowed them a few days to try to correct my issue with credits. It did not happen so I called today...HomeAdvisor profited over \$700.00 dollars from me and still refused to do anything about my account and even refused to cancel it.
604	PA		Yes. After being a member for one week I get a call from Becky, customer service rep and find out about the hidden lead fees that vary from so called metro areas & non metro areas and also "market match fees and exact match fees." I initially spoke with a Tanya, customer service rep on signing up with HomeAdvisor and was led to believe that I would

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			<p>pay a \$7.00 lead fee. Not True.</p> <p>It is not explained where the map lines are drawn as to the metro/non metro areas or how the market &amp; exact match fees are picked and determined. I requested 4 leads for the first week to get a feel for this service. I got 9 leads and was told I could not get reimbursed for the leads I did not request. HomeAdvisor makes you include "SPEND TARGETS" for these market and exact match fees without a clear explanation of what this entails. Another hidden fees trap. This has turned out to be a very deceptive service for my business - Ultra*Glaze.</p>
605	PA	<p>Unable to make contact with clients, clients that were competitors or realtors/agents, receiving leads for services my company doesn't provide, incorrect phone/email contacts, receiving leads from periods of days to weeks after the clients initially placed their requests, on a number of occasions received leads and upon calling clients found they were already serviced prior to me receiving the lead information. Upon contacting HomeAdvisor, would spend hours challenging leads with supervisors with no reconciliation. 21 of our 234 leads turned into jobs, and we have paid HomeAdvisor over \$5000.00.</p>	<p>I spoke with Ashley at HomeAdvisor, who stated she first had to put my account on hold and transferred me to the cancellation department. Betty, in escalations from the cancellation department, attempted to give me 5 weeks free, a \$100 credit, and other offers. When I advised why we were cancelling, and due to the challenged leads for improper services, I was told that my contract was until October and I would lose the remainder of my fees with no rebates or refunds, and that Home Advisor had indeed honored our contract. When I explained that they hadn't, the supervisor (Betty) insisted they had, and that my choice was clear to stay with them or cancel with no refund of any money spent towards them.</p> <p>I believe HomeAdvisor will continue to use my company name, as the agent I spoke with informed me on the phone that my contract with them was until October 2018, and that my information would still be there. This presents a liability to me, as I own a franchise under a corporate title, and</p>

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			HomeAdvisor now has the ability to use our name to either benefit or detriment.
606	PA	Bogus leads	<p>(1) using heavy-handed and coercive means to solicit new members for Membership Programs;</p> <p>(2) blatantly disregarding Home Service Professionals’ lead parameters and budgets;</p> <p>(3) adopting uniform internal procedures intended to deny and discourage refunds and/or lead credits.</p> <p>When I asked to terminate they were quick and rude to dismiss me and send my remaining balance to debt collectors.</p>
607	PA	27 leads total received to date. 4 leads were from people who were simply looking for a generic price range for engineering design services with no specific project planned. 6 leads connected to a full voicemail box with no ability to leave a message, and contact could not be made otherwise. 4 leads connected to disconnected numbers (these fees were credited by HomeAdvisor with little hassle). 2 leads were from customers expecting free professional advice over the phone. 1 lead was looking for building permit approval, which is a function of the local municipality, not a contractor. 1 lead was unaware how HomeAdvisor worked and did not expect or want Home Service Professionals contacting them directly. 2 leads had already found a service	

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		professional, but were simply looking for a cheaper price to aid in negotiations. 7 leads (out of 27) connected to legitimate consumers willing to discuss project terms.	
608	PA	Many leads I receive do not answer the phone, the few that do have told me they did not put a request in. Also i got a lead sent to me on Thursday, the customer told me the job has been done already, i called him back later that night and asked when he first made that call, he told me Monday. Now this made me wonder how many other leads this happened with, I have been doing the live chat and they just keep talking in circles, i asked for a \$154.20 credit for the customers that did not answer, they offered \$15.00, also the agent that talked me into this will not respond to phone calls or text messages.	
609	RI	I have received leads that were from renters to repair window damage, which I asked HomeAdvisor to refund the lead, only to be told that "sometimes the landlord gives them permission, so we cannot refund the lead."	I clearly remember having an associate showing me the mHelpDesk, and asking for a credit card to charge for the service, which I declined. I was first told it would cost \$60/month, but the associate who was showing me mHelpDesk said it was \$120/month. It was in March of this year I noticed the charges and complained.
610	RI		I was told that I could take the leads when I wanted. I explained that I wasn't ready to start for a couple weeks. I was busy at the time. They started to send emails. I didn't open them because I

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			<p>wasn't ready to start. The next thing I know, they are taking money out of my bank account.</p> <p>I have only looked at one lead, I couldn't figure it out. I tried to contract someone with customer service, but couldn't get through.</p> <p>I have not even opened any more of the emails in fear that I would be charged for the lead.</p> <p>It was not explained to me that every time they sent an email, I would be charged.</p> <p>It cost me the signup fee of \$287.99, plus they have taken \$725.94 for emails that they sent me.</p> <p>Please help.                  These people are crooks!</p>
611	RI	<p>They sent me fake leads and triple and double leads and charged me for the leads that: (1) I did not offer services for and (2) were fake people who did not even want work or the phone numbers did not work.</p>	<p>They bugged me for weeks for a payment that I supposedly owed them. I tried to talk to a supervisor to make a payment agreement and talk to them about how the amount I owed them was incorrect and I got hung up on multiple times by the representatives and my husband got hung up on many times also. And then they sent me to their private collection agency out of Ohio saying I owed them over \$2000. This is ridiculous. I just fixed my credit and now I owe HomeAdvisor over \$2000 for a year membership that I paid almost \$400 for and they want \$2000 more for leads that went nowhere. They gave me less than a month and sent my account to collections. Obviously the year membership is just a scam to make more money off of poor contractors that can't afford to pay leads because they lied about what was included in the membership. Every time I try to sign into my account that should still be active even though I supposedly</p>

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			<p>owe \$2300 in leads it says my account is suspended and I paid for a yearly membership.</p> <p>...a client told me that they tried calling my personal number and they kept reaching HomeAdvisor instead of my company.</p>
612	RI	<p>At least 50% of their leads are fraudulent. I suspect they are either having people create fake requests, or, more likely recycling old, out of date lead info.</p> <p>Of the remaining 50%, 20% are what I refer to as Tire Kickers...people who are just price shopping, and don't actually intend to do any work. These are the worst, since not only did you pay for a lead that doesn't lead to any work, but you've wasted your time pricing a job that will never be. The last 30% are what I'd call legitimate leads...sort of. The overwhelming majority of these folks live in modest homes, and have budgets far below your ability to generate any profit.</p> <p>HomeAdvisor sends you just enough actual leads to keep you on the hook, but they "cut" their product like a drug dealer and mix in a bunch of useless garbage to boost their profits.</p>	<p>I spent a lot of time on the phone with customer service trying to get credit for these bad leads (bad lead = you call promptly, and never hear back from so called customer.) They hide behind their "policy" and basically deny that this is a valid reason for a credit.</p> <p>I called customer service to find out why I was being charged more than my spend limit. They informed me that pausing your leads resets the spend limit. That was the final straw. I told them I was done with them, that I would be blocking them from debiting my credit card, looking into reporting them to the BBB and attorney general for fraud, and lettering my truck with the phrase "Ask me how HomeAdvisor steals from hard working contractors."</p>

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613	SC	<p>False leads, charged for leads not received. Costs that were not told to me at the time of sign up. And leads charged to me that never answered or returned calls...</p>	
614	SC	<p>I received calls from a sales rep for HomeAdvisor every several months for the past year but I told him every time he called that I wasn't interested in paying someone for leads. The last time he called me in early November, he told me that they have a new program which allowed for businesses to be added to their website but that the businesses would not receive leads, nor have to pay for leads. He told me that it was a 1 time charge per year and that homeowners and businesses could contact us directly, no charge. I agreed to that deal and told him numerous times that I did not want to pay for leads...</p> <p>I immediately received leads for services ranging from rock delivery, foundation repair on houses (2 of the same leads) and dirt delivery; none of which had anything to do with our business. I did not receive 1 lead that had anything to do with lawn care or landscaping services that we offered.</p>	<p>I contacted the customer service rep and told her about my conversation with the sales rep and about the "new" program that he signed me up for and she told me there was no such program. I told her that I did not agree to receive leads and the leads that were sent were incorrect. She told me that she updated my account and removed the charges that were pending and that I would receive a refund for \$77.40 which was the amount that was debited out of my bank account. I told her I wanted to cancel my membership and wanted a refund for the erroneous information that I was given but she told me I could not get my money back and that she would just suspend my service. I received a call a week later from someone trying to get me to turn my leads back on and I told her about my situation and that I still had not received my refund and she stated that she could see on my account that the refund was still pending and I should get it in a few days. I contacted HomeAdvisor customer service today to find out why I still had not received my refund and I was told that they credited my "in house" account \$38.00 so I could use it towards additional leads...They couldn't even explain why they didn't credit me the full amount that they charged me. I told them I wanted my refund since I was told by 2 different people that I would be getting it but the customer service rep told me they do not give refunds for incorrect leads and I would not receive a refund but I was welcome to cancel my account but they would not refund me for the membership</p>

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			fee.
615	SC	They got me for \$600.00 + in 3 weeks. Help! I'm a small company. I have no money. It's a rip off.	
616	SC	...Before I became a member, the salesman stressed how much of demand it was for my business in my area. He mentioned there were so many leads and at the end of the day I received 3 leads during my 7 days as a member. I was charged \$25 per lead and I couldn't even contact them	...I was told I could just pay for the membership to have my name listed, I specifically told them I didn't want leads if it was going to cost me...  ...it was difficult to terminate my membership with HomeAdvisor. The customer service representative tried to bribe me into keeping my membership and offered to give me free leads if kept my membership. HomeAdvisor took over \$550 out of my personal account, leaving my account with a negative balance. I was unable to contact the 3 leads that they provided. I was a member for 7 days and was told I could not redeem a refund. Their services did more damage to me than helping. I lost money and made absolutely none using their service.
617	SC	Leads with bad information and or wrong person and still getting charged for it. Being charged for services we don't offer.	
618	SC	Expressed numerous times how unhappy I was with leads that did not answer the call/text message. Many leads never called HomeAdvisor and many leads weren't ready to have the project completed.	...they did not want me to terminate. They kept taking money out of my account and sending leads until I changed my bank card on file with them and they turned me in to the credit bureau.
619	SC	Many leads that were unable to be contacted via phone or email. Leads were jobs had already been completed. Wrong	

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		<p>numbers. Bogus appointments to vacant houses. Exact match leads that were given to many different competitors</p> <p>We’ve have lost thousands of dollars in leads that fall within HomeAdvisor standards for a credit. They will not issue these credits.</p>	
620	SC	<p>I've had the similar issues of Home advisor not wanting to refund for bogus leads. Leads with false contact information, that are not in the scope of my work license, etc. I'm a home inspector, and hey charge for leads that are looking for a structural engineer, need ground sensing radar, etc.</p>	<p>Now things have gotten much worse. I used Angie’s List also. However, since the day they took control of Angie's List, I have not had one single phone call. Even worse, not one supposed search on my Angie’s List profile. I've called both companies to discuss my belief that they are redirecting anyone’s searches through Angie’s List. They deny it. Angie's List charges us \$1200 yr total, and all leads call us. This was a good deal, as these clients had already made up their minds, done their research, and were ready to hire me. HomeAdvisor charges per lead- about \$300-\$350 a month average for example. Yesterday I received a lead from HomeAdvisor, and promptly called them. In my discussion with the gentleman he said I was fast because he just looked up my information from ANGIE'S LIST... I continued my conversation with him- but wanted to drive to Denver! They are diverting leads, and I'm being charged twice! The homeowner is being deceived too. They need to be put out of business, because that's essentially what they are doing to us.</p>
621	SC	No leads	I couldn’t get my refund of \$347.
622	SC	Was overcharged; leads 50 plus miles from home; charging for jobs that did not exist and so on	

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		Charged for someone looking for a job not needing their yard cleaned or cut	
623	SC	No call backs, no returned emails or text. I looked up the emails using a people finder and it all came up as aliases. Bad accounts. Some of the names were not able to be found.	They will not terminate my contract or refund money. I had to change my banking account to stop any further withdrawals.  Every time someone searches for my business name the first link that comes up is HomeAdvisor.
624	SD	...the leads are unqualified and unverified by HomeAdvisor...I've experienced so called leads from renters, who have no authority or intention to buy whatsoever... I've also received leads from properties for sale where nobody ever answers the phone number in the "lead". You go out there and nobody is there, no way to give the estimate to a live person, phony email address. When you call the realtor, they have never heard of the person or "lead" and know nothing about anyone wanting a roof estimate.  HomeAdvisor still insists that you pay for most of these after "investigating" your complaints	...they give your info to mHelpDesk without even mentioning it to you. They try to hurry you through so you think that mHelpDesk is part of your service. It is not. Nobody tells you that you don't need mHelpDesk.
625	TN		My account was activated through HomeAdvisor without them being authorized to do so. They charged my debit card activation fees of \$287 and were never authorized to do so.

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			After account was activated I received 3 additional charges to my personal account for over \$500 on leads that I never received. I was never even given a login or password to my HomeAdvisor account. I called my sales rep, Raymond Mack, each time I was charged and was told it would be taken care of and never was. I have attempted to contact HomeAdvisor to get funds refunded but all they want to do is offer credits to my account which I never had access to. HomeAdvisor stated that leads were sent to me via email and text message and I never received either.
626	TN	Spend more time locating lead clients than setting appointments. Large amount of leads do not qualify and it is very difficult to get rebate on lead charge. Paid for "instant reply" to clients request but several other contractors have already contacted the client (old lead). Was told that leads could be worked for future client needs and no refund made.	
627	TN	Non-existent phone numbers, people and unsolicited leads.	Refusal to refund my membership, and charging for false leads and non-existent leads.
628	TN	Leads had already been contacted by other HomeAdvisor Pros. Also, some leads appeared fake as if they had been generated automatically or without any investigation into whether they were an actual potential customer.	...they changed they number on our website and when we would try to contact a customer our number would not show up it would show up as a HomeAdvisor number. We ended up making a whole new website to avoid any association.  We signed up on a Saturday morning and were told we would be able to access our account online in 24 hours. When we checked the account on Sunday all of our

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			<p>"complimentary leads" have been used up before we had a chance to contact any potential customers. The two customers we did speak to were rude and had already been contacted by several other contractors. We were still within the 48 hour cancellation window when we cancelled the next Monday. However, they said we had to pay for mHelpDesk (which we never even signed into) and for the "complimentary leads" which were only free if we decided to keep the service. They would not allow us to cancel our membership until we paid for the leads. We disputed the charges through our credit card and won, only to have them debit the money (with the backup card they make you submit) from our bank account again over two months later. We told them then and continue to tell them that we don't want any contact or to be associated with them in anyway, but we are still in their system and they continue to try and contact us to resign up for their service. I spent literally days trying to contact an individual to figure out what was going on with our account. I would be told that I needed to speak with a manager and they would have to call me back and when they would return the call (a week later) it would only ring once. I was only able to speak to a manager once, and he was still not able to address the issue at hand. These people are actual thieves ripping off and manipulating small business owners, it is despicable and I'm so glad your firm is taking them to task. We knew a lawsuit against them would be forthcoming. I look forward to hearing from you.</p>
629	TN	<p>Of the 76 leads I've paid for, only 6 have resulted in new business.</p> <p>Many leads are false leads, i.e. they are sent</p>	<p>Contractors set target limits for receiving leads that fit within our budget. For example, I set a \$200 monthly target limit for leads that I want to receive from HomeAdvisor but they always exceed this target. They tell me it's due to programs I</p>

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		<p>from people who have no intention of completing work or the owner has already had the work done and didn't even submit the lead. Or the contact information is bad and you can't get in touch with the homeowner. Other times, a renter is accessing HomeAdvisor to get maintenance work done and can't legitimately approve of work done to a home they don't own. The issue is that HomeAdvisor won't refund the leads based on any of these reasons and we as contractors must pay for them. It's is fraudulent at best.</p>	<p>am enrolled in like "Instant-Connect" which generate leads outside of the target budget I set. The issue is I NEVER signed up for this program or other programs that behave similarly.</p>
630	TN	<p>In some cases the mortgage companies, such as Green Sky and Quicken, would automatically get a price through HomeAdvisor's system. This ensured that the home would sell because the roof gets inspected and you just worked for free.</p> <p>It was volatile, many experiences where 6 and 7 different contractors show up.</p>	
631	TN	<p>...bogus leads.</p>	<p>I turned my service off several times and they turn it back on and just take whatever they want from my bank account. They fight you for credits on bogus leads.</p> <p>They turn the leads on when you turn them off. Send you leads that you can't reach after multiple attempts and never give you credit. When you request a credit online it denies it automatically and you are forced to call them, wait on hold</p>

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			<p>for long times. The rep fights you on every request and then agrees to credit you, but never does. This requires another 2 hours of hold and conversations that get nowhere. Currently they went into my bank account, took \$811 and overdraw my account. I called my bank, they reversed the charge, only to have them take it out again a few months later.</p>
632	TN	<p>I have received leads from a person named Josh Cantwell. There was something suspicious about this lead. I got the same lead again. Then I got it again. So I did a little detective work and found out the guys is a Senior Marketing Agent for a company called E.W. Scripps Company. The last time I got the lead, I pulled the phone number and two names came up, Josh Cantwell and Timothy Richardson, both from Morristown, Tennessee. The phone number is a throw away type phone.</p> <p>We have had suspicions of false leads being put in over the last year that's why we keep pausing our account.</p>	<p>One time I had a customer verbally tell me that the HomeAdvisor representative put his name in for several different contractors to call him about different jobs that he had no interest in doing. Apparently he had a conversation with the HomeAdvisor representative in which the Home Advisor representative made the comment that he should get quotes for several different types of job on his new home since it doesn't cost him anything to get these quotes. The customer said he had all kinds of different contractors calling him and he was only looking for one specific type of work to be done, but he had plumbers and roofers and air condition people calling. He seemed very irritated and he stated that he was frustrated and that the Home Advisor representative said they had a quota to meet.</p> <p>I had a customer tell me they submitted their information for my company, left a message and it was not our company.</p> <p>We have a customer named Maise that told us she specifically requested us and went on a HomeAdvisor online ad and requested our company to call her. When she clicked through, it gave her a number and she called it and it was not our company. She did not realize that right away and she left a message. Days later someone from another company called</p>

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			her back. FYI we have a 24/7 dispatch line and we have immediate service.
633	TN	<p>Several problems:</p> <ol style="list-style-type: none"> <li>1. Leads were not applicable to our business.</li> <li>2. Leads had a non-working phone number.</li> <li>3. Leads were irritated by our call and stated they never wanted anyone to call or reach out to them.</li> <li>4. Individuals were simply tire kickers and had no intention of completing any type of project.</li> </ol>	<p>We had a potential customer reach out to us this week (last week of April) and they stated they found us on HomeAdvisor but when they called the number associated with our business it went to HomeAdvisor and not us.</p> <p>They turned my membership off the day I asked but charged me immediately after I hung up the phone for the leads I had requested credit for but was denied.</p>
634	TX	I got multiple leads that where fake... I would go to the address they gave me and homeowner would say they didn't call or ask for services... had so many problems	
635	TX	<p>Faulty leads.</p> <p>Never expected or inquired about service.</p> <p>Out of service area.</p>	
636	TX	HomeAdvisor repeatedly sends false or fake leads and denies us credit even though we were promised credit for leads without issue when we signed up...	
637	TX	Misrepresented leads.	

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638	TX	Out of...21 leads, 90%, only wanted information, but have invested not only the membership cost but a lot of money on landscape designer's hours on the drawing table, on estimators, trips to go see "potential clients" and time spent on calls and emails that no-one responds to.	
639	TX	... I emailed every lead that I received and called a select few (with no answer leaving a voicemail with no return call) and did not get a single client out of the service in the 9 months with them.	
640	TX	I was very active calling back leads and no answer, with more than 3 emails on each. But alas, I was able to get hold of one contact which then promised to call me back on Monday.	
641	TX		They keep charging my account and they owe me \$323.99 and \$80.99 they refund the money but we never got it.  We decide to close our bank account because they keep charging.
642	TX	Customer never heard of or asked for new windows or services.	
643	TX	...we called a new lead last week immediately upon receipt of the lead. Leads are supposed to be matched with a	We submit credit requests to HomeAdvisor, however, if HomeAdvisor cannot speak with the individual to confirm the reason that we are requesting the credit, then they deny

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		<p>maximum of 3 companies. This gentleman said we were the 7th company to call him in 15 minutes when he input his information on HomeAdvisor.</p> <p>...we receive leads with no address (our company is IN HOME FLOORING SALES)</p> <p>...Leads come in for addresses to vacant homes; customers have not purchased the home and are curious about the price of flooring. We also receive leads that are renters that do not have authorization to purchase floors for the home.</p>	the credit request.
644	TX	Wrong numbers, customers that said they never put in a request, refusal to refund for bad leads.	
645	TX	Bogus leads, bad phone numbers, lack of credits for bad leads, leads who had no idea where we got their information. Charged for leads where work had been done 2-3 weeks prior to us receiving lead information...	
646	TX	<p>* The individual who filled out the "lead" in some cases, is not the homeowner, therefore, not authorized to solicit services</p> <p>* The individual (the name) does not exist</p>	

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		<p>at the address of the "lead"</p> <ul style="list-style-type: none"> <li>* The individual answered the phone; the moment I identified myself and my company, their response was, "No thanks"... then they hang up</li> <li>* The individual on the "lead" was searching for a specific company, which was not ours. He told me he would have absolutely no problem conveying this to HomeAdvisor, however, HomeAdvisor obviously did not call to authenticate</li> <li>* One "lead" was filled out by another contractor... apparently, he had underbid a job and wanted to see if he could use one of our crews (at cost)</li> <li>* A full 25% of the "leads" sent to us were for mobile homes. With an average lead cost of \$75, the potential net profit of \$500 is not within our tolerance</li> </ul>	
647	TX	<p>Did not receive one job from any customer lead. Was repeatedly promised good leads. Never got any good leads. Now I'm being charged \$746.00 for services promised but did not receive.</p>	

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648	TX		<p>...as it was explained to me, your cost is out membership fee of \$287.00 for the year. No mention of referral fees at that time. Also, at that time, I let HomeAdvisor know that I was in between jobs and the cost of membership would be kind of hard at this current time. Rep explained that it wouldn't be a problem, I would first have to pass a background check before any transaction occurred. I was content with that because I told the rep on Tuesday that it probably be more like Friday before I could come up with the extra money. Wednesday morning I wake up to find my bank account has been debited \$287.00 and that my account was now in the red by \$679.00. (I had my rent check come out at same time. Thought I had the funds to cover the rent portion, I was out for the membership fee. I called and complained but, ultimately they really didn't seem to care. I now had to go to a financial corporation, I already have a loan from and borrow \$1200 to cover bank and charges which, if any of you know who have taken out one of these high interest loans, needless to say I am about 2k more in debt than I was. Next morning, I have a debit on my bank account for \$69.19 from HomeAdvisor. I immediately call them and ask WTF! Come to find out, they forgot to tell me about lead fees! Ironically, I hadn't even responded to the leads as yet! They are taking money for leads you may or may not get, even before you have made contact with the supposed client!! What?!!! I am out a day's work to create a new loan, \$287.00 in membership fees and have added another \$1800.00 to my original loan which puts my payoff balance a little over 5k! All for joining HomeAdvisor.</p>
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649	TX	...I did have some issues with HomeAdvisor. There were several leads that were misled and no one would answer. It would just keep on ringing and ringing and no answer and others would just hung up and I got charged for the lead anyways.	Today I noticed an unexpected charge from HomeAdvisor at business bank account for \$278.00. I had no clue what it was and called HomeAdvisor, they said it was an automatic renewal charge and non-refundable. They didn't send any notice, no e-mail or call to advise me about the renewal. I was thinking about canceling because of all these misled calls from the past and now I'm stuck with only 30 bucks on my business account and have no money to purchase any materials or needs for my business for this stupid thing.
650	TX	Selling me leads that I am not licensed to do due to their misinformation on categories. DEAD END LEADS! THEY NEVER REFUND LEADS!	
651	TX	I have received leads, that when I call the lead they say oh I am looking for a job...one was no one ever answered and the address was nowhere in my area.... I have one right now that I have requested a credit because the referral told me over the phone that this was a "bogus" attempt by HomeAdvisor, that he never asked for any service.	This company is a scam, I have written and called them over and over about their referrals and no one is accountable.
652	TX	Dead leads, incomplete information, customers not wanting service, under qualified customers.	
653	TX	Unfortunately HomeAdvisor would send me countless deceptive leads of clients that did not follow through. I suspect many of these of leads were not real clients looking	

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		for a painter, instead they were just a way for HomeAdvisor to leech money from me. I stayed with them for about 3 months in which, I was only able to get 2 jobs out the many leads they sent me. I was charged a lot of money for every single lead they sent me, which totaled roughly \$1,200.00. After realizing that HomeAdvisor was just using me to generate money with false leads...	
654	TX	A lead for local work turned out to be some guy in Canada who said he's been contacted about 8 times today from "you people" and wants to know why everyone is calling his number. Lead is obviously false or wrong information because it is hard to mistake an east Texas phone number for a Canadian phone number.	
655	TX	Bad leads. Not interested parties. Never heard of HomeAdvisor leads. Disconnected phone numbers and non- working emails.	
656	TX	Unable to get a response from many leads using text, email, and telephone.  Leads that are other contractors "testing" the system Leads from pranksters No details of project, but forced to purchase lead, no credit given	Their SEO system is setup to benefit from back-linking, which continues to promote HomeAdvisor via your business, even after you have closed your HomeAdvisor account.

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		Ridiculous, system-designed policies preventing credit for leads HomeAdvisor support calling and dumping leads into your account without telling you anything about the lead Leads already finished with project, putting the project on hold, or denying they even have a project	
657	TX	No one would answer the phone calls or respond to emails. It was as if the leads were fake and no ligament home owner or prospective client existed.	I spoke with representatives on multiple occasions to have my membership stopped and stop from receiving leads. I was forced to stop payment in order to get the leads to stop. When I stopped payment I received about 15 leads within 2 days before the leads completely stopped. I believe this was done to run up my bill before turning my account over to collections
658	TX	I was receiving leads from people just "testing the system" and other contractors creating false leads. I've received leads from kids playing on their parents' computer.	...after termination, my card was continued to be billed. I then notified my financial institution to block any further charges. I have since been harassed by debt collectors after being sent to collections by HomeAdvisor without notice.
659	TX	Never got in touch  3 or 4 days after I signed up I found out I was getting charged for leads...they charged me \$200 so I cancelled. Most leads never answered the phone or called back...	...Now they say I owe \$200 more. I called and called was assured it was taken care of, now it's in collections
660	TX	Countless calls came in (my brothers company) with wrong return numbers	

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		and/or people not ever needing/signed up for the service. Countless others had already been contacted hours earlier by another provider.	
661	TX	Dead phone number old lead customers not really interested in speaking to pro	...long hold times followed by disconnecting me
662	TX	Most of leads are fake by a contracted person to them.  There is a lady or couple of men who have the same voice over and kept changing the name and called me. There is jobs that which is not. and charges the all the leads.	...this company is still contacting me no matter how I refused, with bad manner and attitude on the phone. Last time I terminated the account and still trying to charge some more (\$60).
663	TX	[We have] specific qualifications for remodels we do i.e. we only deal with homeowners, we have a \$10k minimum before considering a project. I told Noreen this and she assured me the leads would meet this criteria as HomeAdvisor asks these of the applicants on the form they fill out and we would get qualifying leads. HOWEVER first lead was not the homeowner; I verified this with county clerk. The woman also admitted she wasn't but that her boyfriend was the owner--not true, name of homeowner listed was a woman. Second lead did not want to spend our \$10k minimum, he only wanted to	

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		spend \$5k on his kitchen remodel. Oh and 3rd lead was a phone call that said to connect to homeowner to press a key, which I did, but it disconnected the call instead.	
664	TX	Bogus - I received 1 or 2 legitimate leads - and the rest don't answer the phone or return message - I don't think they are real leads.	I keep asking [HomeAdvisor to cancel my membership] and they won't - they say they will and they don't - then start sending me leads and charging my credit card.
665	TX	<p>1. Contractors have no guarantee that the leads are real leads...</p> <p>2. Customers that use HomeAdvisor don't even have to sign up. No registration/login to verify a customer. Yet again a way HomeAdvisor lead generations could very well be fraudulent.</p> <p>3. To get a credit, which is only a credit to your lead account, not actual money back. Calling a customer/email, with no response is not a valid excuse for a credit. Are you kidding me? I'm paying money for someone that may not exist.</p> <p>4. Leads are sent to multiple contractors. So that means.... Example. The minimum lead fee for my business is \$33, high is \$114 (Which I don't really know where they come up with these numbers) Multiply that by say, 4 contractors. = \$132/\$456 for HomeAdvisor per lead. Leads are not</p>	

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		<p>verified by HomeAdvisor and HomeAdvisor does not care about contractors concerns about these possible fraudulent or bunk leads. They just want the money and make it as hard as possible to get a credit.</p> <p>5. "Customers" put in the wrong category of what they need help with, and that severely effects how much we pay. Example, customer types in "home theater installation" (My company is an Audio Video integrator) costs me\$100+ dollars for lead. Customer just says they need a Blu-ray player hooked up. I'm already negative \$100, so I have to try and charge \$250 to make the lead worth my time and make my money back. How many customers you think are going to call back for that for hooking up a Blu-ray player? None. *(True story) this is just one example.</p>	
666	TX	<p>Many leads I receive contain incorrect customer information or customers not interested in my services at all. Although the leads are not true leads, HomeAdvisor will claim they cannot credit back leads, taking my money each time this occurs. Very rarely will they actually credit back leads..</p>	
667	TX	<p>Multiple leads do not get an answer when call back, some went straight to voice mails</p>	<p>After I cancelled HomeAdvisor service, one of my repeated customers stated that she looked for me on the internet and</p>

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		or appears to be fake phone numbers or Google voice mail. I requested them to stop sending lead to my text multiple times but they still sent it over and charged me money for their bogus leads. This is an unfair or scam practice.	someone else from HomeAdvisor called them back to introduce a different inspector right away.  HomeAdvisor’s staff were rude and unprofessional. They transferred me to many different departments and distracted my request.
668	TX	I got mostly false leads that they don't want to credit to, I tried only to pay leads that responded on my call and they also want to charge me the dead leads that they sent.	
669	TX	Wrong numbers, people stating that their work has already been performed, stating they did not submit a request, dispatching leads that do not specify in the profile, denial of credits for leads.	
670	TX	Received a lead for a category that I am not signed up for. Received a lead a charge for a customer who does not have access to a property as she is in the middle of purchasing home.	
671	TX	I received 7 leads total, 2 of which were for my actual business services, 3 for services I don't offer and 2 for ancillary services. Of those 7, I won the 2 ancillary services.  The leads that I was given were for customers looking for free roof inspections from roof contractors and repair service	I was sold and promised 20-30 or 30-40 leads per month for my primary business focus by the sales person. I was told on the phone that I had one month to try the service and I could cancel if I was not satisfied.  I attempted today to cancel via live chat on their website. After a 15 minute wait, the chat representative told me that I would hear from someone within 48 hours or I could call

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		<p>people. I am a home inspector. Roof inspections are a service that I offer, but they are paid services as a 3rd party to a dispute or as an unbiased opinion of the condition of the roof. HomeAdvisor argued the validity of the leads and refused to refund the charges for the leads. After multiple calls and hours on the phone, I was finally able to receive credit for the bad leads.</p>	<p>and speak with someone today. I called and spent 45 minutes arguing with a representative. At the beginning of the call I told him that I wanted to cancel and wanted a refund. 45 minutes later, debating the merits of their service and how I was not delivered the product I was sold, I flatly told him that nothing would change my mind. It was at that point he became somewhat hostile and short, told me he would cancel my membership but that I would not get a refund as promised by my sales representative and by other representatives that I spoke with.</p> <p>I was told today by the representative that my information was propagated to multiple listing services and that those leads would continue to go through their workflow.</p>
672	TX	<p>1. Getting leads for other professions - Persons looking for appraiser was most common. Had to call them personally to dispute leads, after 3 refund requests you have to call for each request.</p> <p>2. I own a franchise, the other guy that owns the same franchise in another market area would get the same lead. After comparing notes, he should have never received the lead due to zip code exclusions that were set up and agreed upon by us.</p> <p>3. Other competitors calling my number direct to price shop me, even had "inspector" in email address. This lead would cost @ \$28.</p>	<p>After a month of getting unqualified leads, I called to cancel membership and was told I wasn't entitled to a refund. Was advised my account would stay active for duration of "subscription". My account still shows active on website.</p>

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		<p>4. I would be competing with other businesses in a city 70 miles away. I learned this when the competitor that won a job, somehow ended up not following up and customer called me. I asked out of curiosity who won the initial job, I was told informed the guy resided in Beaumont, TX. Which is 70 miles from my area and 50 miles from the house to be inspected, which much further away than I was.</p> <p>5. The price of leads was increased without notice, this was after they secured my membership.</p>	
673	TX	<p>A large percentage of leads are bad. Homeowners won't answer/return calls. Phone just rings and nobody answers. Homeowner hangs up as soon as they learn who we are/why we are calling. Lead refunds were often initially, and oftentimes after we contacted them asking for refunds, flat denied, on the basis that HomeAdvisor called the lead themselves, nobody answered the phone, therefore they couldn't determine if the lead was "bad." And I'm out \$75-80 for each of those.</p>	
674	TX	<p>One was another cleaning service. I am a cleaning service. 2 leads said they never</p>	

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		heard of HomeAdvisor. The other lead was myself. Crazy.	
675	TX	<p>I received a lead...through the HomeAdvisor generated phone number and extension, so I called it to find out what the customer needed. He proceeded to tell me that he is tired of HomeAdvisor calling him, I told him that I was just calling a lead that HomeAdvisor just sent to me and I do not know his phone number because its dialed through the automated system. He said he's tired of HomeAdvisor calling him and he is not even in my area or state...I told HomeAdvisor immediately about the call and they acted like it was some kind of mistake and was no big deal...</p> <p>HomeAdvisor leads are horrible! Most of the time no contact is made with the customer, of the few customers I was able to contact, most of them didn't even want any work done, they just wanted to know the cost, then there's 2 customers I was able to actually go to their house and repair their a/c. So the actual numbers are:</p> <p>32 Total calls          6 Made contact with potential customers          2 Real Customers</p>	<p>...the first thing I noticed is that there's no contact info or email for support when you have a question, you have to call in and talk to some random representative that never gives any information that would help anyone and only wants to keep the membership active by offering a ridiculously low dollar amount of lead credit that will quickly disappear with the bogus leads they want to send to you. I declined their offer. I've called several times and talked to different agents just to receive the same one liners that never help anyone. One of the main reasons I terminated the contract 8 to 9 months early (HomeAdvisor offered no apology and no refund) is because I found out (the hard way) that they were slamming my credit card with these lead fees. I literally called every lead contact they offered only to end up generating a very small percentage of return on investment. Basically the numbers came out to about \$1700 total paid to HomeAdvisor for startup and leads and the final return was maybe \$400 and that took a lot of effort to accomplish that. HomeAdvisor wants to sell their bogus leads for top dollar and tell the potential customers that it is totally free to use and that can be no further from the truth. Then they turn around and slam contractors' credit cards? What happened to free?</p>

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676	TX	<p>The very first lead was for a certified fiberglass remover a service I do not offer.</p> <p>The second lead in the comments was listed do not call me I will call you when I'm ready.</p> <p>The rest of the leads were either work I did not do or I could not get in contact or people didn't want to be contacted.</p>	<p>I started having issues with the first 2 leads I was received on 9/8, not being services I offered or the customer had put in the comments not to be contacted. I called my HomeAdvisor consultant on 9/8 to report the problems, the HomeAdvisor consultant said to give it some time (stall tactics) and that my leads and my profile needed to be tweaked. I called on 9/12 after another weird lead about yard clippings and the customer not wanting to be contacted, my HomeAdvisor consultant was unavailable so I left a message and told her that I did not like the leads I was getting and that something wasn't seeming right, she called me and told me that the system needed more time to sync with my profile. The on 9/13 I received a lead (\$75 fee) to clear a parking lot for a strip mall, something else I don't offer. I called her again and no answer, so I messed around on the app and asked for credit back for this lead and it was denied...She finally called me on 9/15 around 3pm and I told her this is not what I wanted and I wanted my money back she said talked me into trying a few more leads to see how they worked out. I took another lead on 9/16 at 7:02pm and immediately started calling the customer no answer. I called 3 more times that night no answer. I called the next morning 9/17 I called the customer 3 more times and finally someone answered and said that they weren't interested and had already found somebody. I emailed my HomeAdvisor consultant on 9/17 and asked for a complete refund and that their practices are deceptive...I called the afternoon 9/18 and spoke with her and she told me that they don't give refunds. I asked for a supervisor and 2 days later on 9/20 I get a call from a lady named Jackie and she tells me that there is nothing she can do and they don't give refunds, but I would</p>
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			not be charged for the leads in question and to think it over since I was not going to get my money back for the membership. Then on 9/28 I see that my account has been charged \$31.00 on 9/22 and \$113.00 on 9/25. Those are the exact charges I was told that I would not be charged for. I call on 9/28 asking for a complete refund of those charges and my membership and once again Jackie tells me that she has been with the company for 5 years and she has never seen anyone get their money back. And also that I did not cancel within 72 hours of the account. I told her I had never heard of canceling within 72 72 hours and that I had been in contact with their reps and asking for a refund. They told me that I was outside of the window, I told her that her people intentionally stalled me from the start and that was not a good way to do business. She then tells me that she can credit my HomeAdvisor account for those leads I was wrongfully charged for. I told her that was unacceptable and I need the money to be put back into my bank account. It should have never been taken out of. She said there was nothing she could do and then transferred me to another department where they repeated the same thing that there was nothing they could do and they have never given back refunds.
677	TX	I became a HomeAdvisor PRO and have been lied to about how many contractors were sent to "my leads."	
678	TX	Deceptive services - was told by sales person that you only pay for leads you land a contact with. Later received a bill for	

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		over \$3000... then spoke to another rep to find that you should only pay for lead that you spoke to the customer and to call HomeAdvisor and let them know to credit account back... when called back to reconcile account, was told that that is not so... I asked for a copy of my recording and was told to get subpoena...	
679	TX	<p>One lady told us she called HomeAdvisor and told them she did not want to hire a painter just wanted to call a local painter to see what she would save painting herself. They gave her our number and charged us \$77. Every “lead” sent was not a person wanting paint. They wanted to move to our city...wanted a brick mason...or all sorts of things yet our credit card kept getting maxed out with bogus charges.</p> <p>They are scammers. All the “leads” were NOT leads.</p>	<p>The bank told me they change their “terminal number with each transaction” making them untraceable, a sign of scammers.</p> <p>They rerouted all people away from our site to their site. My google analytic reports went to 0 after we signed up with HomeAdvisor. We were shocked...we were rerouted to their site. If you googled the name of our business all that came up was HomeAdvisor.</p>
680	TX	<ol style="list-style-type: none"> <li>1. Promoted a big up-front package of leads</li> <li>2. Once we deemed HomeAdvisor process/leads to be worthless we tried to get a credit for 75% of unused leads and pro-rated annual fee that we only used for a couple of months, they gave us the middle finger and said they will be keeping our</li> </ol>	<ol style="list-style-type: none"> <li>3. One year later, a new annual fee showed up and started charging us for leads again, leads we never approved or used</li> <li>4. (back to the worthless comment) Their website heavily promotes to homeowners that this free service leaves no obligation to them and is a great way to find out what home repair costs could be. This enables tire-kicking to the extreme whereas very few leads are truly purchasers. If you listen to their 800 # you'll hear things like “contractors say</li> </ol>

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		money.	70% of leads turn into sales." FALSE ADVERTING - which you don't find out until after the collect \$350+ from you.
681	TX	Bad information, vacant homes, jobs done 3 weeks before my company received the lead, lead credit denied, reviews not posted after 6 months of finish the jobs, terminated once without a chance to defend myself after a false complaint	
682	TX	I do know one person that did not use HomeAdvisor but somehow HomeAdvisor ended up with their information, which they had never filled out and never asked HomeAdvisor to do anything for them	Never accepted any leads. Yes, I had major difficulties terminating this and with no refund for anything. They credited me money from leads but they don't give it back even though it was taken wrongfully. They lied and also never told me how it worked. This site is a pyramid scam and it is wrong. Know other plumbing company owners that also received the same leads they sent me.  Everything that was mentioned in the class action is the same things I have dealt with.
683	TX		I was contacted by a now client who said my company is still listed but she didn't want to put her info in then get a bunch of calls and emails so she went to my website and called me directly. This was 3 weeks after cancelling HomeAdvisor.
684	TX	Called leads as soon as they came in, as told by HomeAdvisor, people at residence not homeowners nor could do ultimate hiring.	They did not budge at all on crediting leads and sent us to collections.

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		Another was looking for service other than what we offer and a bunch of other dry/dead leads.	
685	TX	<p>Every lead they sent me was fake or made up by them. They were sending me leads they wanted me to pay for that was for a call center, that was Angie’s List and they told me it was a call center.</p> <p>I ask multiple times to remove my account, they kept pushing and pushing with free leads. I wanted my account removed after the last incident with the guy that was so mad we were on his property and was throwing water bottles at us and saying he was going to get a gun and shoot us if we didn’t get off his property. The guy had no idea why we were at his property looking at his roof. I am so tired of this and they still won’t remove my account.</p>	Yes, I ask thousand timed to cancel my account and they still won’t remove my account. I had changed my credit card info and they still processed my card even after I change the info, so they still have my info in the system.
686	TX	Most of my leads I could never connect with. Disconnected phone line or voicemail that was full. The two that I did make contact with were wanting services that I did not offer. There was never any screening done on the leads. When I was cancelling my service, I was told that I still needed to pay for the leads that I could never contact and it was not their fault that the customer did not answer.	I tried to contact Home Advisor to see what to do on rejected credits on 11/9/17 and was ignored. I then tried to cancel my account of 11/20/17 only to have my account put on hold. I was finally able to talk to someone who would cancel my account on 1/4/18. I was told I had an outstanding balance of \$169.00 that I needed to pay before closing my account. I told her they already stole \$350.00 from me for the membership fee and having received not a single good lead I was not paying them any more money. She threatened to send me to collections and after I continued to tell her I was

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			not paying them any more money, she claimed to close my account.
687	TX	Fake leads all the time. Won't give credits. Never will know how they come up with the fee they charge. Someone just looking for prices cost me 130.00 for 2 leads on January 1st. The list goes on and on. The list above #1, 2, 3, and 5, for sure!	
688	TX	We have got leads for glass replacement for cars, glass replacement, and people that said they weren't looking for windows. We have had a lot of complaints that customers were looking for "Clarity Windows"(our company) and the customer would have several other window companies call instead.	We are in the process of trying to discontinue services with HomeAdvisor. We turned off leads and they magically got turned back on. Then they continue to charge us for leads that we aren't even using. We have called in to customer support to find out who is turning them on and they said the owner. Funny I am the owner and have not turned them on. We asked for all of them to be credited and they denied it.
689	TX		\$400 worth of leads was withdrawn from my Bank then was told that it would be refunded because never used the generated leads.
690	TX	Every lead I received was bogus - the people were merely shopping around and were not interested in services. I was misled from the beginning and said I would be charged lead fees for the jobs we did but not every single lead fee.	
691	TX	My business is fiberglass attic insulation. Very specific. They sent me leads that were not related to what I do. I advised them and they said when that happens just call in for	I called to cancel after one week if not the same week and was told tough luck and there would be no refund. I had several arguments about a refund and was told that there was no way. They also refused to cancel my membership for a

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		<p>a refund. Guess what? No one answers the phone over there.</p> <p>Received 4 bogus leads out of 5.</p>	<p>year and began calling when they realized my credit card did not work anymore to renew.</p> <p>They kept my profile up and had their telephone number on it. I could do a google search of my company and I would see their phone number. All of the work I put into my website was basically gifted to them. People went to the internet looking for me and got the HomeAdvisor phone number.</p>
692	TX	<p>It was a feeding frenzy. Several customers told me they regret ever filling out that form, and have been inundated with an avalanche of calls ever since. Furthermore not one of the leads turned into an actual job. Customers not ready, just want info, already had the job done weeks earlier, etc... My conversion rate from leads I generate is over 60%. Not 0%.</p>	<p>Several emails and then a phone call where I was transferred and told to pay a balance owed, I said take me to court, and they said they'd "give it to collections."</p>
693	TX	<p>Some of the leads had no idea what were we're talking about, and getting credits for bad leads is very difficult and time consuming.</p>	<p>When you search for our company, Legacy Home Improvements, HomeAdvisor is the first result.</p>
694	TX	<p>Bogus, non-responsive leads</p> <p>They need to do a better job at qualifying serious customers.</p>	<p>After several attempts to contact HomeAdvisor, we were given the run around. They had past due balances they claimed we owed. There is no way to stop leads completely, they will pause for a few days and exhaust our budget.</p> <p>HomeAdvisor continued to use your business's likeness or</p>

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			<p>name to redirect customers away from your website or business to HomeAdvisor’s website or call center.</p> <p>If one were to google our business, they would dominate the organic listing. If one were to click our business, it would direct them to HomeAdvisor, where the lead would get distributed to other contractors.</p>
695	TX	<p>Constantly getting leads from homeowners who were not interested, never requested the lead, already had a contractor, yet Home Advisors never would refund my requests for credit. Maybe 1 in 10 leads were solid at \$88 a piece, and that was sent out to 4 other contractors.</p>	
696	TX	<p>A lot of no answers, or people that already talked to someone else.</p>	<p>They wouldn't credit me what they owed me</p>
697	TX	<p>Several customers said they never requested HomeAdvisor to have someone contact them, others with wrong contact information, others no answer at all after multiple calls, other elderly people saying they didn’t understand why we were calling, etc.</p>	<p>When customers were looking for our business name, and due to my account being deactivated, customers were being directed to HomeAdvisor's website and connected with other pros in the area.</p> <p>They kept calling me to come back and offered to do some credits and not report me as delinquent to credit bureaus if I was to come back.</p>
698	TX	<p>I would receive emails of various people from overseas. They say that they would be moving to the states and want my info to send me two weeks in advance check by</p>	<p>The initial membership fee was refunded after hours of arguing on the phone. I didn’t approve the transaction. They told me I was taking a background screening that turns out to be their contract. (I was not advised) after a month I received</p>

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		mail.	my refund that was not authorized while in that process they were sending me free leads, trying to get me on there program. I denied everything they wanted to offer. After a week or so, I started receiving emails of charges that I owed to them for leads. I called them and advised them I didn't want anything to do with them. Advised them that I cancelled my unauthorized membership and to stop sending me bills. The rep said she will take care of it. On 1-12-18 I was sent to collections saying that I owe \$500.00.
699	TX	95% or higher of leads were duds. Even so called exact match leads were often duds...	
700	TX	The biggest issue I experienced was when the contact information for a lead was bad or that person did not answer we were still charged. When I spoke to HomeAdvisor (many times on many leads) they said it was not their responsibility and that was part of the TOS. However, how could I verify if a lead was even real if we could never reach the person? It is a big scam with no intention of helping contractors.	
701	TX	Homeowner already selected a different contractor, but still being required to pay for the lead. Homeowner already FINISHED the job, and still being required to pay for the lead. Homeowner does not answer phone or emails or texts, and still being required to pay for the lead. Lead provided is not within the scope of my work (I am an electrician, but the lead was for	

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		something not electrical), and still being required to pay for the lead. Homeowner just looking for an estimate only, and still being required to pay for the lead.	
702	TX	Fed bad leads or bogus leads by homeowners who say they did not request the service. HomeAdvisor refuses to offer refund or credit.	
703	TX	False leads, bad information	They don’t want you to cancel but will suspend for up to 90 days. They owe me credits but continuously bill me weekly.  If you google my business they have many links that disguise as our business and convert our potential customer to their site where they can sell that lead to multiple contractors.
704	TX	The biggest issue I experienced was when the contact information for a lead was bad or that person did not answer we were still charged. When I spoke to HomeAdvisor (many times on many leads) they said it was not their responsibility and that was part of the TOS.	It is a big scam with no intention of helping contractors.
705	UT	I had a major issue with the leads being people who were not ready to hire, vacant homes, people who didn't even own the property and could not authorize work (real estate agents looking for free bids). I talked to HomeAdvisor several times about the	I ended up canceling my account after one year, they claimed I owed them more money since their system failed to cancel my account. For some time they threatened to send me to collections. I ended up filing a complaint with consumer reports in March of 2015, they ended up partially settling on the balance of \$100.

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		issue, they told me their policy was not to refund leads.	
706	UT		HomeAdvisor contacted me to set up an account with the company. We talked about the issues we had trialing the service on our own in the past, and he explained how we could possible figure out a better solution. We agreed to try things out, and he was especially excited when he learned we provided our services nationwide. We started the setup process, and were in the middle of setting up multiple states when we started getting calls that we were missing our appointments. I then checked our credit card statement to see that HomeAdvisor had been sending us leads before we eve finished the setup process. I tried contacting the agent, but have not been able to get a hold of him. We then received more and more leads through the month, racking up thousands of dollars on our credit card on file. I called into customer service today who said we are out of luck on that money unless we decide to not cancel our account. This was an awful business practice that cost my company thousands, and the customer service rep wouldn't let me speak to anyone higher than him, and wouldn't give any concessions. All without ever being set up or walked through their online system.
707	UT	Every lead they sent me was a dry lead or not in my profession. The customers that they did send me had several bids on the same day. I was not told by HomeAdvisor that this is how they work, you will be charged, regardless, if I contacted the customers and your leads will be turned off	I do know that they're using my ratings from my customers to promote HomeAdvisor when HomeAdvisor has never made me money they've only taken money from me.

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		and you will still receive leads.	
708	VA	They don't refund your money if a person on the lead doesn't own the home, someone just trying to find out a cost, or requesting an estimate for someone else.  They send more than leads out than they tell you because customers will say they have received numerous calls from contractors.	
709	VA		I have actual written emails from HomeAdvisor luring me based upon a discounted price on leads by purchasing packages and then later uncovered it was only a one-time fee up front to lure me in versus a package it's available every month going forward
710	VA	Mislead at sign up. Never received any sign up material. Tried to bill for leads that I never received.	Cancelled membership and they were unwilling to refund membership. Disputed transaction with credit card company and the next day HomeAdvisor started threatening to take my account to collections.
711	VA	Dead, non-responsive leads. No one answers the phone, no reply to voice mail or email.  On occasion, the house did not exist or was not for sale.	
712	VA	Homeowners were not ready for service, or were tenants shopping around. Bogus leads to dead addresses or phone numbers. Duplicate leads, leads in the wrong	

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		category. Leads were not sent in a timely manner, meaning I would get a lead 2 hours after the customer put the request in and they already spoke to 3 other companies before me and hired someone. Constantly going over my budget and sending me leads that were not in my service area.	
713	VA	I was told that they needed our company because there was none like it listed for HomeAdvisor in the central Virginia area. I was assured numerous times over the six month period that they had a category specific for our industry...Within the first two weeks our first lead was a gentleman that needed his privacy fence repaired 2 1/2 hours from my house. I declined, we are not a fence company. We were misled, the only category they have is security gates, which are roll up doors in shopping malls....Of our leads only eight (8) were related to our industry. Called on one lead where the customer needed her aggregate driveway replaced, she never looked up gates, we got charged for that. Another woman needed a landscaper, never went into the fencing/ security gate section...	
714	VA	I have encountered almost all of the issues listed on the complaint. I have over 180 credit requests submitted thru	5-no customer service on the weekends 6-charged me for work I was not profiled for 7- never expanded category have not expanded on pressure

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		<p>HomeAdvisor.</p> <p>1-customer did not submit request                  2-no answer or email is no good                  3-work requested was not what customer asked for                  4- spoke with many customers that said they were called by more than 5 pros</p> <p>***                  10-given leads older than a month</p>	<p>washing. customer can put in pressure washing for furniture                  8-customer puts in for pressure washing a roof while they are asking for roof repair.                  9- customer can request multiple jobs on one lead and I have to pay for it. They can request clean outside of house but I have to fix their soffits or shutters, they are double charging handy man group and pressure washing                  ***</p> <p>11-was told by a customer service agent that they had a direct line to the customer 4 days later after I put in for a credit. They gave me the extension number and it was disconnected and when I called HomeAdvisor 3 days later they told me they had a different number and would not give me back my lead cost.</p>
715	VA	<p>... I called the customer back within minutes of receiving the call, but I got no answer from the customer, usually the number HomeAdvisor provides to track their calls. I have called them to let them know what happen but know answer. This has been the worst time of my life being tricked to spend money on non-qualifying leads that don't exist...</p>	
716	VA	<p>I had two leads from HomeAdvisor app. The first never returned my call, the second didn't sound quite sure about the information that he was giving me on the home he wanted inspected, he didn't call back.</p>	<p>I cancelled my membership on 6-26-2017. At this time, HomeAdvisor is still advertising my information on their website. I am not sure what happens to possible client information once they click the "get a quote" button?</p> <p>After two weeks I had realized my mistake and contacted HomeAdvisor with the intention of canceling my</p>

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			<p>membership. HomeAdvisor informed me that I would not be able to get a refund and offered me 5 free leads, which I declined not wanting to waste time on bogus leads. HomeAdvisor recommended that I have my leads paused for 90 days and take advantage of the advertising I had already paid for and I agreed, not wanting this to be a total loss just to have them make an unauthorized withdrawal 30 days later from my account for a service called "mHelpDesk" that I didn't sign up for because PayPal has been taking care of my records and invoices for the past three years.</p>
717	VA	<p>...had constant battles with dead leads, false leads, disconnected numbers, people not being homeowners, people never hearing of the company or having no idea about what we are talking about, being over charged multiple times for false leads and no contact, as well as spending over 50 hour of work time on the phone with them over the course of 3 weeks.</p>	<p>...trying our best to work with them so I could afford them and I could get opportunity for work and ended in closing my account on August 24th. The email says my account is on hold and when I called she said it took 72 hours for it to cancel but nowhere in the email does it state that</p>
718	VA	<p>My company ... not once generated a single dollar of business from the "leads" received from HomeAdvisor. I believe many of the leads they give to be computer generated.</p>	<p>...HomeAdvisor claimed I owe money for leads that I received during times my leads were not turned on. After alerting them of their mistake they offered to credit only a portion of the leads as lead credits! Not a monetary refund!</p>
719	VA	<p>The issue is that I figured out before I used them that they were not in any way exclusive, nor were they qualified beyond "someone clicked the site."</p>	<p>A very nice guy named Shawn gave me a sales pitch and offered me a special rate of \$288.00 to join. He said the "leads" were not that expensive (quoted a "low" figure of under ten dollars). He said he'd perform a 'background check' and we'd talk Monday BEFORE I signed up. But I gave him a credit card... BIG MISTAKE. Saturday he had</p>

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			<p>my listing 'live.' Now I decide I'd better find out how other contractors are doing with their 'leads' and once I got past HomeAdvisor 'paid' reviews I saw the horror stories. I made sure leads were shut off and dug deeper. I noticed that I was set up to receive leads from regions I did not even want and that the leads were all \$76 range, not the under ten category. My categories as they were set up would have given me a lot of wasted time. I did submit corrections but kept leads turned off. Now I see I am out \$288 (non-refundable) but see the unauthorized billings and website redirection.</p> <p>Shawn had really pushed me to get their app. A contractor friend said he never used the app because it automatically turned the leads on. People who still used it told me they were very careful about not turning the leads on unless they really needed some more opportunities. All of them said they were getting the same lead as at least three others judging from the calls.</p>
720	VA	Most of my leads I contacted have been unsuccessful.	<p>I was seeking to terminate my membership with them after they had charged my debit card after they had said they would not charge me until my first successful lead was done. I had a conversation with one of their customer service reps and he had told me that they could not give me a refund for the \$280 they charged and \$35 of my overdraft from my bank.</p>
721	VA	2 leads were sent to my phone and they were the same person. Office numbers of people saying I don't need a cleaner I already have one. One lady said she doesn't	<p>They will not give me my money. I never authorized them to charge my bank card the \$300.00. She told me they have to do a background check in order to see if I am eligible to work for the company and that she would call me back with</p>

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		know who I am and quit calling her phone.	the results. Then she stated she needed a credit card or bank card on file to be able to do the background check and that they would pay for the background check. She called me back to tell me I passed the background check then asks if there’s a time she can call me back and go over profile info and things like that but still had not given me a price on the membership or asked me if I’m ready to pay or anything. Next thing I know I check my bank account and \$300.00 has been taken out from HomeAdvisor which I never gave verbal consent, never told them yes I want to join and never read any type of disclosure or anything.
722	VA	<p>No response leads (phone rings, never a callback)</p> <p>Regular spam leads sent for a service I never provided</p> <p>Phone number given out to other spammers saying they got my number from HomeAdvisor</p> <p>Constantly running into customers unwilling to pay anything even the cheapest possible price given, way below any industry minimum forcing me to think fake customers</p>	<p>Automatically renewed membership without permission and wouldn’t refund me when I asked to cancel membership.</p> <p>Found my company name on other websites with a completely different phone number which I found to be registered to HA</p>
723	VA	At least half the leads wouldn't answer the phone and were presumed to be fake. The rest had already spoken to several other contractors before I had a chance to speak	Unresponsive to help and refused to refund leads and membership fee.

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		to them.	
724	VA	Many no answers, leads said they did not contact HomeAdvisor, or just were on the site to check it out.	...out of thousands paid in sign-up fee and lead charges, we only received (2) paying leads that were less than \$100.
725	VA	As an HVAC contractor we have been scammed out of thousands by Home Advisor by generating bogus/false leads.	
726	VA	At least half the leads wouldn't answer the phone and were presumed to be fake. The rest had already spoken to several other contractors before I had a chance to speak to them.	Unresponsive to help and refused to refund leads and membership fee.
727	VT	No one ever answers the phone. If you do happen to reach someone, they say it was by mistake or they weren't really interested in the first place.	
728	WA	I was told I would get about 3 leads a day. I was given 44 leads in 12 days. 2 of which were homeowners who claim they didn't use HomeAdvisor service and have no idea how I got their number from them. About 5 disconnected numbers, and a whole lot of \$48 carpet leads that were only one room jobs totaling less than \$100....I have paid over \$1400 and only got 1 solid lead from them and zero jobs. Also have been refused	

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		any refund for any lead or my membership or my \$750 lead bundle.	
729	WA	<p>1. I would press 1 to be attached to the caller, and no one would be there. I would get hung up on.</p> <p>2. We have received fake names and fake phone numbers.</p> <p>3. One of our customers didn't even want a bid. They filled out an application to get a bid on HomeAdvisor for a chance to win a drawing.</p>	
730	WA	<p>I have been charged \$1830.17 since I joined less than 6 months ago, the majority of the leads I have gotten have been false or customers just looking for more information but not intending to have any work done. I will often use every method available to contact the potential client but will never be able to get in touch with them. Some leads do not even have phones that are in service. When I try to get a credit I am told that they will review it but will still get charged. I have even had duplicate leads come in and be charged for both because HomeAdvisor won't give refunds. This is a scam, I am shocked that a company can operate like this. This is felony theft!</p>	

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731	WA	<p>I have received leads where when called back within 5 minutes or less will not pick up phones and will continue to not pick up phones during repeated attempts to contact over a 48 hour period. These leads will also not respond to texts and/or emails during these time frames as well. I would say on average 50% of my leads fall in this category. When contacting HomeAdvisor customer service they say that this does not qualify the lead to be treated as a "dead lead" where a refund can be issued and the charges remain...</p> <p>I received a lead from a 19 year old girl in an apartment that was not even legally able to hire a contractor to perform work on her rented apartment unit...When I notified HomeAdvisor of this they again denied the refund stating that the lead "could have resulted in business if the proper follow up techniques were employed"...</p> <p>Another lead I spoke with informed me that he submitted a request to be contacted by a painter on HomeAdvisor and received texts, emails and phone calls "All day"...According to my conversation with this homeowner, his request must have been sent out to around 6 to 10 contractors...This is clearly a greed motivated decision to</p>	
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		farm out this poor customer's request to so many contractors and does nothing but make the customer have a terrible experience, frustrate the contractors and make lots of money for HomeAdvisor.	
732	WA	Spending more money on leads than I am receiving	
733	WA	Most people didn't know how I got their information or why I was calling. They told me they have an application but it's actually just buttons so there were lots of weird "leads". Like \$120 lead referral fee for a four hour handyman repair job. So, basically they took my \$350 for "membership" gave me a bunch of shitty (if they were even real) leads and then cancelled it when I complained about the false or quality of the leads.	
734	WA	Leads that don't call back or answer the phone...1 lead in specific... We went to a house that had not been purchased. The kid wanted to know if the house was worthy of buying. We requested to \$139 back but heard nothing even after speaking with a supervisor about it.	...Attempting to get credit results in no credit and no communication from HomeAdvisor. HomeAdvisor has a pause feature which pauses the account for 3 days and then starts the calendar month over which we were not told about. Cameron, our sales rep, admitted not telling us about that. In 2 hours we were charged over \$700for leads we did not request nor know that we were going to get...
735	WA	When I signed up over the phone they insinuated that there would be no lead	They would not let me pause my leads indefinitely. They said the longest they could pause them for was three months.

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		<p>charges for the first month. It has been only two weeks and I have had 19 leads and charges on my debit card adding up to over \$1,100. I thought I was only paying the \$375 membership fee. And was not going to be charged for leads until after 1 month, in which I was going to cancel leads because I was already too busy. Steven, the HomeAdvisor rep I was assigned to, knew that I was too busy and knew that I should not be charged for this many leads knowing that I wasn't going to be able to fit them in my schedule.</p>	
736	WA		<p>My lead limit was set significantly higher than I wanted it to be set. There was no discussion about the lead limit when I signed up for HomeAdvisor. A very high lead limit was set which I could/cannot not afford.</p> <p>I wanted to cancel mHelpDesk, which I did not want to sign up for and never used. A refund request was refused. When I asked to hear the recording in which I supposedly agreed to sign up for mHelpDesk, I was told that it is an internal quality thing and they "don't get on the phone." I view this an intentionally layering the system such that the customer is unable to verify what was said on the phone and therefore the customer is powerless to argue their case. A refund was refused and credit for more leads was given after 15 minutes of arguing. I don't want the lead credit. I want a refund for that charge which I did not agree to because I do not intend to continue using the unethical lead generation service.</p>

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737	WA	<p>The leads are not real</p> <p>...the salesman lied to my wife, said we could credit bad leads, we would only be charged at the most 14 dollars for a lead, I can go on for days. Lead dates are fake</p>	
738	WA	<p>...their lead generator tool is a racket. You get charged for leads before you can even contact the customer to make sure it's a real person and a real lead. Out of the 20 leads we received during the membership, I think only 1 turned into an actual job. The rest we were unable to contact the lead by phone or email.</p> <p>They charge you like \$15-\$30 for Market Match leads, which are leads that go out to several different companies to bid on. All of which are charged for the lead, even though only one company gets it. Then they have Exact Match leads which range from \$40-\$65. It's an exclusive lead, but again...if you're unable to contact the lead, but are still charged for it...seems kinds like a scam.</p>	<p>I asked my rep, Aaron Moore, to permanently turn off our lead generator in an email on 7/11/17. According to him, the lead generator was turned off. However, this month (October), I received two separate bills from HomeAdvisor for leads I was completely unaware of. So they turned the feature back on without my consent or knowledge.</p> <p>When I called they didn't want to handle my original issue, which was turning on my lead generator without my consent or knowledge. I asked for them to refund the leads they charged us for during that time and they would not. So I said I'm reporting them to the BBB and asked that they cancel my membership.</p>

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739	WA	<p>Recently we started getting more leads than we were supposed to and not being able to reach over half of them. We called customers multiple times, emailed, etc....I can understand if we at least get to give a proposal and not win. But we're not even getting to talk to these customers and we are being charged for the lead. There have also been customers who had no idea who HomeAdvisor was when we called them, which leads me to believe there are fake generated leads happening. It's hard enough to make it as a new small business let alone paying another company's way.</p>	<p>...The sales person we first signed up with, told us it's very easy to request refunds and be reimbursed. When we call HomeAdvisor now, they will not reimburse any of our requests...</p>
740	WA	<p>Leads are for people wanting to get online information and not serious clients, when I asked for a credit I was told that there is a 10-20% threshold that they will credit for "not serious leads or people no longer wanting to do the work" and after hitting that threshold they would only credit me if it was incorrect contact information, I was never informed of this and feel cheated. I was told if the leads where not serious I would be credited and not expected to pay. I am getting charged for people I am calling and taking up my time with questions when they are not really doing work, and then I am told by a supervisor at HomeAdvisor that I basically signed up to be a question</p>	

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		service for these people and I just have to hope that my good leads outweigh my bad. They sold me by withholding information and basically lied to sell their product	
741	WA	My issue is that I was sent leads that were wallpaper install hanging and I’m a painter and wasn’t signed for wallpaper hanging. Most of the leads I got were no answers, some were items I wasn’t signed up for and of the leads I actually bid one of those I called back as a check-up and the price the job went for was about half of my bid. I mentioned that to HomeAdvisor and the response was that HomeAdvisor sent that lead to a handyman in Washington. Handymen can’t bid to paint full houses there are limitations for a handyman in Washington State. The other leads I didn’t bother as this has been a waste of time and money for me. I mostly got leads for customers that didn’t answer their phone or were looking for phone bids.	
742	WA	Some leads were dead and couldn't get a hold of and other leads were not in my line of work but still charged on my account.	I spoke to at least 4 different representatives for them to be able to terminate my account. They persistently tried to keep me in their subscription and give me credit instead of a full refund.
743	WA	...have paid over \$ 4,000.00 and got two good leads	

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744	WA	Out of the 8 leads we purchased, only 2 of them were actual phone numbers. The others were disconnected or just not a number at all.	<p>I tried to cancel it online and in the language online it appeared as the account was cancelled and closed. On March 6th, 3 more leads were sent and \$172 was added to our account. We felt it was not fair for us to have to pay the amount since we had cancelled but HomeAdvisor sent us to collections. I was able to negotiate \$50 off of the bill and paid \$122. In total, we paid \$733.11 and were unable to get a single job.</p> <p>Our profile is still showing up on HomeAdvisor. We did not authorize our info to remain online after cancellation.</p>
745	WA	100% of the leads that they furnished were unable to be reached. I called immediately, several times as well as emailed and texted. They charged me for them yet I never spoke to a soul.	<p>I just tried to cancel and they insisted on giving me another 5 leads to make up for the ones that they had charged me for. I spent over an hour on the phone and demanded the recording of the call. They said that they could not promise me that even though they told me it was being recorded.</p> <p>What I do know is that they erased my old account that I spent hundreds of hours building and reviews that I had.</p>
746	WA	I get lot of false leads that they won't refund. I thing they hire people to create the false leads.	
747	WA	I was told they had 49 calls waiting, but I received only 2 calls. The first one said he got somebody to do the job, second call required that I carry L and I insurance.	<p>...they charge you for every phone call they make. They are deceptive on phone calls.</p> <p>I called Steve Becker my B.A. I told him I called my credit card and canceled my annual initiation fee and I am not</p>

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			<p>doing HomeAdvisor because I don't want to be with your company and I am canceling you within 3 business days. I also got 3 calls asking me soon after if I am active each time I told them I am not. Two months later I get a bill for \$300.00+. I called HomeAdvisor, I found out they never followed through with my request to cancel. I told them I don't owe them a cent and they turned me over to a collection agency McCarty Burgess &amp; Wolf, 2600 Cannon Rd., Cleveland, Ohio 44146.</p>
748	WA		<p>My leads were off, leads were generating and charging me, when I asked for a refund they said they could see something was wrong with my lead button as they could see I pushed it multiple times trying to get the leads to stop, but they wouldn't give me a refund unless I paid them first. They would not refund leads that were fake. They lied about lead price to get me to sign up.</p> <p>I quit paying once they started charging me for leads while my leads were off and not refunding bunk leads.</p>
749	WA	<p>After being assured we'd only receive perfectly matched leads, etc., we signed up for \$287.99 and within days were charged an additional \$202.92 in lead charges for a service we don't even offer! We called several times and they said they'd "credit back the account" however, this did not happen. We later realized that they only apply credits to our HomeAdvisor account to be applied to future lead charges...This is</p>	<p>After one month of useless leads that we were charged for, I called to request a full refund which was denied. So, I canceled the account. When I asked for an email confirmation of this, the rep said they do not provide email confirmations of account cancelations. I asked him how exactly they did intend to send me some sort of confirmation that this account has been canceled and he said he would send me a personal email stating the account has been canceled. He did send me an email, which I saved, but this does not seem very professional to me.</p>

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		clearly a shady company taking advantage of small business owners. We lost \$490.91 in one month with zero actual matched leads.	
750	WA	Approximately 80% of the leads were not per my agreement with HomeAdvisor.	I could see the train going off the rails fast with billing, bogus leads, non-responsive service, etc.
751	WA	<p>We have never had a lead generate from any of the supposed sites that our information is on.</p> <p>We believe that HomeAdvisor is fraudulently sending us leads that either the phone number is invalid, or it’s a fax number, not the correct person, or didn't mean to do that, or never call us back or tell us they were not looking for a lead.</p>	<p>When we have asked to be able to see where our information is posted they have not been able to help us. When we first talked to Joe to get HomeAdvisor, he informed us that every lead would be qualified and confirmed by HomeAdvisor as a valuable lead and would be sent to our company directly. We have never had a direct call from any sites or customers.</p> <p>We were informed by a supervisor that none of the leads are confirmed and sent to several companies, even for the premium leads. So they charge you more for the same thing for both services offered from the leads.</p>
752	WI	Constantly receiving bad leads and charged for them and unable to receive a credit for them.	
753	WI		For almost 2 years HomeAdvisor has continuously called the cell phone of the owner of Bulski Building & Remodeling (Steven "Reno" Bulski) as well as the main office number. We have blocked the number from our office but the calls come in to the cell phone from different numbers making it impossible to completely block. We've asked to not be contacted. We've asked to be taken off their call list but to no avail they call. We get emails and when we try to

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			"Unsubscribe" we get routed to their website and aren't able to unsubscribe because the site states "You are not subscribed to any emails at this time." It's extremely frustrating and they should be held accountable to the same rules as other companies. We will also file a complaint with the National Do Not Call Registry.
754	WI	I had a \$350.00 spend limit, they kept on sending leads over my spend limit and the leads were all no good!!!	They took out of my card without permission and caused my account to go negative.
755	WI	51 leads - 42 no call back customers	The tire kicking is a killer. They promised ready to buy leads when they sell you their lies. The people working for them should be sued as they have no problem telling lies. I can't get bad leads refunded. This is how they should operate, no lead to contact, no fee's.
756	WI	<p>I reviewed all the leads this morning to determine which leads were falsely labeled, had wrong addresses, were in fact competition testing the HomeAdvisor system, etc.</p> <p>The other complaint/inquiry I would have with HomeAdvisor, is I have a suspicion that they are obtaining leads wrongfully. We noticed a few of our business listings online that had the HomeAdvisor phone number. When I would call that number, the HomeAdvisor rep would answer the phone saying "Thank you for calling Green Oasis by HomeAdvisor, how can I help you" (or similar). Isn't this false</p>	<p>I asked if I had ever agreed to those terms and conditions and she said that by using the website and opening the emails, I agree to those terms and conditions by default. I obviously disagree with those business practices and find them to be deceitful.</p>

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		representation?	
757	WI	Several leads that we have called and called no reply. Then HomeAdvisor won't refund the lead fee.	
758	WI	When confronted over their less than optimal leads and the scatter shot leads they agreed to reimburse me.....with an internal credit. To say the least I wasn't satisfied they agreed to give me about a \$300 credit and I suspended the account as long as I could (fall). Same thing crappy leads and no satisfaction from HomeAdvisor. I suspended the account again (snow shoveling leads weren't cutting it). In February they began to send me leads again (snow falling again). I abruptly canceled my membership via the same emails they were sending the leads on.	
759	WV	When I signed up, they promised only validated leads. This proved to be completely false. The first lead we received wasn't even for a service, or even in the area, that we had offered. HomeAdvisor was quick to reverse the fee, update my service area and update the hours for my business (when it was setup by HomeAdvisor, it was for 24 hours a day). What was interesting was that they noted	I demanded, and was told I'd receive, a credit for each of these leads and closed my membership. HomeAdvisor did *not* credit my leads, so I went through my bank to refund them. HomeAdvisor's response was that they'd recharge each of the chargebacks, and tack on an additional \$20 fee for each as a 'Service Fee'. When I called back regarding these, they demanded that HomeAdvisor did NOT need to answer disputes with my bank, and that I supposedly verbally agreed that I would pay for *all* leads, regardless if valid or not...On top of which, the statement, dated 3/28/2017 (also

**Appendix I**  
**Excerpts of Home Service Professionals’**  
**Experiences with HomeAdvisor**

		<p>they couldn't 'close' us on Saturday and Sunday. As weeks went by, leads kept coming with high fees. We'd call the customer minutes after receiving the lead, and they'd tell me that they were no longer doing the project, or the project wasn't in the scope of services we offered. We asked for credits for each bad lead provided, and at first HomeAdvisor accepted it... then, they didn't. I called in and spoke about the refusal of credits, and they specified that we hadn't called the customer back quick enough (our hours are 9AM-5PM, Monday-Friday -- they'd send leads on Saturday and Sunday, and we'd call at 9AM on Monday). I explained that these leads were outside of our business hours, and we promptly called when opened - they demanded that the hours listed were our responsibility, and they refused to listen that HomeAdvisor's own support team couldn't modify the weekend hours.</p>	<p>the date of the chargeback fees, and my call to HomeAdvisor to try and resolve), was noted that if it wasn't paid THAT DAY, it was being sent to collections. The entire sales staff, support staff, and management have lied continuously to my company.</p>
760	WY	<p>HomeAdvisor leads are terrible. As small business owners, they suck us dry. We have been sent to houses that were listed for sale. We have had duplicate leads that increased in cost each time we receive them. They are very slow to offer any credits for obviously bogus leads.</p>	<p>They have signed us up for programs we did not request to be a part of. As a very small business they have about wiped us out at times.</p>

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761	WY	<p>I would get leads for things like "do you install TVs" even though that was not listed in my profile. One time, my wife was trying to figure out exactly how this whole thing worked and posed as a homeowner seeking contractors in our area. My name came up and she opened the link so she could see what was being posted in connection with my business, but did not make contact and they charged me for this supposed lead. I would call the phone number generated by the supposed leads and one time I got a hotel that said they weren't looking for any contractors. Several times the people would say they hadn't inquired. One time the number was disconnected. I got a lot of leads that were a hundred miles, or more, outside of the mileage guidelines listed in my profile. Each time I was charged.</p>	<p>When I tried to terminate my membership they would offer to change my profile, they would offer me deals and other promises that they didn't keep. They would call repeatedly and try other methods of coercion until I signed up again. Then they hit my bank account for all kinds of money. They charged me a total of \$2,905.97. I only landed one solid lead the entire time I was a member with HomeAdvisor.</p>
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