

**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 emails 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 and 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</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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		the leads. 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. Sent me leads but leads never led to work but dug into my pocket!  ...they'd send leads after leads. [I'd] 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, 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, [and I] thought HomeAdvisor would help	I did have difficulty getting my money back for bad leads.

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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.
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.

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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. This lady is over 70 years old and doesn't even have internet to have done it herself.	
16	AL	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.
17	AL	Fake/bogus leads, wasted \$18,000+ on leads in less than 6 months, only few being good or real	
18	AL	Wrong numbers, people who didn't know why I was calling them, people never answering the phone	I had to refuse paying because of bad leads to get my account on hold.  They are still using my business name in web results to send traffic to their site instead of mine.

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19	AL	<p>Many or more accurately MOST leads appear to be fake. Specifically, I was never able to get in touch with them. In one particular instance, address didn't even exist. Many others would tell me they NEVER submitted a request for service. I tested this theory recently and found that once personal info is entered on a form a lead is generated even though I never hit submit. Of course HomeAdvisor lied and said "no way" that could happen. There are many other issues. Of particular interest is the fact that competitors that are members of HomeAdvisor can and do submit service requests for the purpose of 1) gathering data on your pricing; and 2) to cause fellow competitors financial hardship. Most of my leads since the beginning of 2018 have been from what appears very poor people, who can't afford any of the services I provide.</p>	<p>I have not attempted to cancel my membership because HomeAdvisor pays millions to Google for SEO otherwise blocking all other traffic on Google.</p>
20	AL	<p>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.</p>	<p>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.</p>
21	AL	<p>Leads are awful</p> <p>Wrong numbers. When you call or show up they are not interested. Was getting leads for services I don't even do.</p>	

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22	AL	I received approximately six leads in all. One was legitimate and generated business. It was the only lead that was an actual human who answered the phone. Leads were indirect, no one answered phones, numbers were not legitimate and leads were not actual leads.	The fees charged were well outside those given to me by the sales person. They have sent the illegitimate bill to a collection agency.  After telling the salesperson that I did not want any memberships other than the original HomeAdvisor account I was signed up anyway for the helpdesk function that I specifically told them I did not want. I also contacted them to cancel all membership in February and again in March. Was apparently successful in March.
23	AL	The leads are low quality.	I sent emails and called HomeAdvisor to close my account many months ago. I was verbally offered a credit but never received a credit.
24	AL	At least 2 bad phone numbers charged. Then 2 customers were ticked said they had contacted home adviser month ago and they were just then sending us the lead. Other leads they sent us we were trying to get our money back talking with supervisors supposedly and they were continuing to text to charge us. After losing money to get started and bad leads during a slow time for our very small family owned havoc business this hit us hard and also lost money due to overdraft charges because we didn't have money to cover what we shouldn't have been charged with from the beginning.	
25	AL	I was charged over 2000.00 dollar with this company. I was never told that when given a lead 5 OTHER PEOPLE WOULD BE bidding on it. I WAS NEVER given credit for customers who WERE just looking at HomeAdvisor FOR	

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		FUTURE JOBS. I had A PROBLEM WITH CLIENT NOT PAYING AND WAS TOLD I HAD TO HANDLE IT. I WAS LEAD BY COMPANY. WITH PHONE CALLS OR EMAILS BEING RETURNED.	
26	AL	Leads all had extension numbers. What regular callers have extensions?	
27	AR	80% of leads do not answer they will not refund fake	
28	AR	Leads seem to be sent to multiple professionals in my area  Leads are sent all hours of the day and night  Leads are not qualified at all, some leads do not realize they have expressed an interest in contacting a professional	
29	AR		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. 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

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			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
30	AR	Was ripped off bigtime to the tune of \$1500 a month for mostly fake leads, have all them photocopied and ready	
31	AR	Very few leads were successful. Several times when attempting to follow up on leads the client had no idea what we were talking about.	HomeAdvisor refuses to credit the leads that were dead ends instead choosing to charge us for them.
32	AR	Homeowner new nothing about a request. Leads out of service area (still required to pay). Fake leads generated by other service providers. Leads send with no information about the project or out of scope of services. Manipulating leads, sending poor leads and requesting to pay additional for good leads.	I have had customer tell me that they were redirected away for my website and sent to HomeAdvisor. Google searches for my company name are at times redirected to HomeAdvisor.
33	AR	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.	Each of the 4 times that I have terminated, have 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...  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 to much...



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34	AR	Several leads were customers that were unaware what they even clicked to request service, and they were confused by the phone calls they received. Several leads were customers that did not know that they put "urgent" on the request. They were just price shopping and shocked to find out HomeAdvisor charged contractors so much for leads, and they wished they were notified so they would have been more serious about submitting a lead.	To me this is very antitrust and they act like you work for them and them alone. That's not what I signed up for at all. I should be able to shut off the app indefinitely without it ever coming back on by itself. I should never have to wake up with a bunch of unwanted and unapproved charges. The customers should be notified while submitting the request that the contractor is being charged to receive their lead.
35	AR	We started receiving calls that said, "A HomeAdvisor customer is attempting to reach you." and immediately they would hang up. They charged us for all of these calls.	
36	AR	Yes and they had scammers calling me.	I keep terminating it but again today after months they still have not terminated me.
37	AR	My quoted leads were \$15-\$35 and first one was over \$100. I called all of the leads back and I only ever received 1 call back.	
38	AR	I would receive a call from HomeAdvisor for work and the call would be connected through HomeAdvisor. The call may or may not be connected. HomeAdvisor's calls from clients were curious about wanting parts only, wanting quotes over the phone, or they stated they did not have a plumbing problem, or they did not place an order through HomeAdvisor, or they were only looking.	

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39	AR	Yes, was told that leads are not guaranteed. They funneled fake leads with wrong information and I always have issues trying to get refunds.	
40	AZ	The leads were dead. They were people with no interest.	
41	AZ	I feel like they send me false leads. I have encountered other contractors that receive exact lead matches that are supposed to be exclusive and I pay more for those leads. I talk to some customers that do not submit anything, they are simply browsing.	
42	AZ	Leads came in at 12:01 am and they (HA) expected me to call customer. Other contractors called me too. They were testing the system. There were leads where customers were not qualified to initiate any kind of work.	
43	AZ	Many of the leads are bad. More than half I have received are internet scammers contacting me through the site, just like on Craigslist and eBay. And HomeAdvisor refuses to refund my leads. I pay more for leads than what I make in a week	

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44	AZ		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 & 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.
45	AZ	Asked them to have certain leads coming in, and I got leads for things I can't do, or asked for...	I asked them to close the account. They said they have. I'm still getting charged for leads I haven't even seen.
46	AZ	First lead did not match my profession. Second lead put off scheduling, leaving me 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.	

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47	AZ	<p>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.</p>	<p>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.</p>
48	AZ	<p>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 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</p>	<p>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.</p>

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		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.	
49	AZ	Many I was unable to get a hold of, one changed their mind. Several were not the type of work that I reported to them I take.	They were unwilling to refund any money under any circumstances despite misleading, incomplete and incorrect information I was given by the initial marketer. I was told by one of their people that "just between you and me, you don't have to pay for leads that you don't get work from." Despite this, they were unwilling to refund any money, despite the fact that most of those leads were things I do not do in my business.
50	AZ	Most of the leads no one answered the phone, e-mail or texts messages, but we were charged for the lead. Out of 25 leads I got 6, over \$200 of leads that were bogus. I'm not happy that HomeAdvisor can charge three or four contractors for the same job.	
51	AZ	No answer for most of the leads. I called Sol Jackson and he said to keep trying for a least a week. Still no answer and now Sol does not return my calls. I talked to customer service and they said that HomeAdvisor’s policy is to still charge you even though the customers do not answer.  HomeAdvisor seem to only used my business to send old or "stale" leads to be able to continue to charge my account. The few that did answer were clearly irritated from too many calls.	I called my account representative twice and Sol Jackson to credit my account for invalid leads. I canceled my credit card to stop them from charging my card. They called me to say my credit card did not go through. I pressed #1 to speak with representative and was disconnected.

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52	AZ	Most were people requesting handyman services not licensed plumbers.	<p>I keep getting emails and texts about jobs. This after we canceled. They are now saying they are sending out these jobs to all who canceled and will only charge if you accept the job. Same as before when you paid for leads that were no good.</p> <p>I believe they may have used our company as a false flag to generate calls to others.</p>
53	AZ	HomeAdvisor suckered me into buying there service fine they failed to disclose to me that I needed some sort of licensing until after I purchased the service. So they put me into an industry that had nothing to do with mine then began to send me leads for the wrong industry. I asked for a refund as I was getting ready to do licensing or for them to credit me some months of membership they told me no and never disclosed to me my three day right of revision told me they'd make me a great website I got maybe 2 calls from said website from one whole year now that I am out of my membership and they have been pestering me to pay I have someone who is all the sudden interested in home security something is very fishy this company does not seem to be an ethical company.	
54	AZ	Leads were always far from where I live, I explained to them to change my service area, but they still sent me these leads that I had no way of getting. I have not used not one lead, they took my money, didn't help me one bit and chose to ignore me.	

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55	AZ	There have been many instances where the leads that we got from HomeAdvisor were either not the correct information for them or they end up being jobs that have already been taken, I'm assuming because they sin leads to several people.	
56	AZ	Yes! I just got off the phone with them trying to cancel for the 3rd time! Every time they've said it's going to cancel yet I still get emails and calls. This time she said it would go through and that she put me on the "Do Not Call" list.	
57	AZ	I paid the membership fee of an estimated \$325 dollars. I told them I didn't want any leads, as we were very busy at the time. I would contact them when we slow down and are ready to take on more business. They charged me for leads I never used. They have charged me thousands of dollars for a service I haven't used or requested. I never logged onto the app or site, I never contacted a lead, and I never answered any phone calls from leads.	
58	CA	They gave sent me hundreds of notifications and emails of potential leads but none of which would allow me to actually get the job. And my info was given out to other companies, calling me to work for them but were all fraudulent calls requesting personal information and stating I had to pay x amount to start. I don't feel this is a company looking out for the small businesses seeking an extra help to allow the business to grow.	I attempted to terminate after 2 months of being charged hundreds of dollars and getting false leads. To this day they still contact me trying to get my credit card information because "my payment did not go through". I spoke to dozens of their representatives and they all said they would cancel my account and remove me from being charged. Nothing worked; I had to change my card information to get them to stop stealing my hard earned money.

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59	CA	<p>Their leads are false and lot of them are nonreachable numbers from people who never requested service. And HomeAdvisor would give me excuses like they have no control over customers who don't want to call back my number. Salesperson never explained to me what exactly I will be charged with leads fee, he just said you will understand once you up and going. I am so furious with this company and I am so thrilled your law firm is here. Thank you,</p>	<p>First on signing up the salesperson (Nick Souksavath) talked really fast throwing out overwhelming stuff I need to do to fill out my profile, and he was missing out all the detailed information about how I will be charged with leads and when I asked he would only said he will explain more in the future that never happened because once I was receiving leads fees he was difficult to contact. Contacting agent with problem was always difficult because they're not readily available and only works on weekdays and not on weekends. Each lead fee was between \$45 and \$75 and I was billed each week \$500-600, but majority those leads were false, non reachable or people who never requested contractor service. When I requested credit for false leads they refused full refund only after I requested cancellation multiple times then they would give me partial credit and kept my account active. I requested cancellation on 10/13 after paying thousands of dollars in about only 4 months the agent said I will be receiving a cancel email but I didn't receive anything and my account is not cancelled when I checked tonight (10/21/2018) it only shows as on hold status.</p>
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60	CA	<p>All of the leads were duds... a couple of them either had already chosen another ‘pro’ or were not even ready for a pro. One lady already had a ‘pro’ in her home doing the job when I called. Mind you, I would contact the customer within 2-10 mins after they made request for service and was ready to provide the service. The majority of them I never even got to speak with at all.</p>	<p>. Even more amazing is the fact that I was lied to about the price of the leads from the beginning. He out rightly made up a story about how the leads would be 2.9 percent of the price of the service.... He even went on to make up a scenario about how that was calculated. He said if I charged \$100 for a service job ...the fee for that lead would only be \$2.90. When in fact come to find out each lead ranged in prices between \$19-\$45!!! A far cry from what he stated. And the very sad part is within three days I was out of almost \$600 ... \$350 for the service and the rest was from leads that due to all of the tomfoolery I never even received 1 paying customer.</p>
61	CA	<p>People looking for a better deal. Not serious about a home inspection. They have to take care of a few things first. Or never return a message. Bogus leads and I get charged for them even if I am unable to close the deal. Most of the people I have spoken with are looking for the cheapest most inexpensive Home Inspection they can get. They try to Jew competitors down and I don't play that game.</p>	
62	CA	<p>They would take money from account all the time for any lead sent. Most people would not even answer return calls.</p>	
63	CA	<p>HomeAdvisor will charge you for sending you a lead without you even making a phone call.</p>	

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64	CA	I had difficulty, kept getting passed from one person to another, offered more leads that were useless. Called phone numbers and no one would respond. Some phone numbers didn't work. Denied credit on account when a contact was nonexistent or bogus. So very frustrating.	They kept me in their database for 6 months while my account was classified as “inactive” but didn't forward a thing to me until after I demanded they terminate my account. Now they are sending me “leads” again. They won't go away!
65	CA	Numerous issues including bogus leads with incorrect, missing, or disconnected contact information, addresses that didn't exist, homes that were for sale but no request for painting services from the owner, leads being sent to 5+ contractors when they claim the leads are "exact matches" only sent to one, leads for services we don't provide	
66	CA	They were charging me for leads. These leads were never real leads; they sent me leads early in the morning to see the leads. Hence I was getting charged for leads I wasn't using and never getting my money back. They know they are crooks	
67	CA	I would get incorrect contact information, people who didn't want my services but I'll still get charged, hard to get refunds on bad leads, they would give multiple people the same leads	
68	CA	1. They stress the fact that you need to call leads back immediately! Well, why do they send them to me at 2:30am? 2. They put them a phone number on my profile page and yelps and a few others. They are charging me to take business away from me 3. They have sent me leads that never had any conversations with them looking for a service 4. They have sent me to vacant	

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		addresses 5. Sent me leads that had no intentions of wanting a pro, they were just shopping. I don't give quotes over the phone. I can go on	
69	CA	I'm consistently denied lead credits for jobs I'm not profiled for, duplicate leads (receiving the same lead more than once from HomeAdvisor), and bad contact information. Since the acquisition of Angie's List, I oftentimes receive an inquiry from Angie's List, and the next day or later that day receive a lead from HomeAdvisor for that same customer. The customer states they've never heard of HomeAdvisor and didn't request anything from HomeAdvisor . We've also received other leads from HomeAdvisor (not related to Angie's List) where the customer states they have no idea who HomeAdvisor is and aren't looking for the service we provide (I'm a painting contractor)	

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70	CA	<p>We are CertaPro Painters of Yorba Linda (LYB@Home, Inc. is C-Corp. with DBA of CertaPro Painters of Yorba Linda) We have already purchased over 1000+ leads from HomeAdvisor through Sept 1 2018. We have spent \$50,000+ so far in 2018. We have had several problems over the years with HomeAdvisor Leads. "Requested Credits" being denied for legitimate reasons. Money not being credited back to our account. The Incorrect Classification of Leads is the primary credit request we submit. A lead will come through for non-painting related items (carpentry, drywall, plumbing, etc.) and we will request a credit for the work not involving painting. HomeAdvisor will deny the credit. We call them to find out why, and they say if they cannot confirm with the consumer, than they cannot credit. They usually make just 1 phone call out to consumer, and if the consumer does not answer, they do not attempt to verify a second time and deny the credit. Customer not knowing why we are calling them. We have had many customers explain that they have NEVER requested painting or work through HomeAdvisor . We have had customers tell us that they only requested painting estimate from Craigslist, leading us to believe that HomeAdvisor scours over Craigslist wanted ads to find potential lead sources. HomeAdvisor often fills out their online request form for customers that have called them on the phone.</p>	
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		<p>They don't tell the customer that they are submitting an online request to have painters call them. They put in an email belonging to HomeAdvisor for a response. We have about a 70% slippage rate with HomeAdvisor in 2018. 70% of the leads we are unable to schedule an estimate. Since their purchase of Angie's List, We believe that HomeAdvisor is using customers that come through Angie's List and converting them to HomeAdvisor Leads. We also pay money to Angie's List (increased it for 2018) for Advertising to Angie's List (including the AL call center), yet our leads from Angie's List are down Significantly in 2018 from 2017.</p>	
71	CA	<p>I was a licensed general contractor. I specialized in tile. The tile lead would cost me \$60-70 routinely - some of the most expensive leads. But there was only one classification for tile, so someone wanting to do a grout repair cost me the same as someone wanting their entire floor demolished and set in tile. HA would classify someone simply wanting a verbal estimate of range of labor as a lead - example someone wanting to spend \$500 to tile a new shower, and when told it would be in the ballpark of \$5,000 - they hang up and it cost me \$70. I would go through dozens of "leads" before anyone would even respond or pick up the phone and I could set up an immediate time to meet and bid - and of the 10% that I could meet and bid, none of them were EVER good jobs, just side work with low money</p>	<p>Yes, they had "technical difficulties" with my request, they would constantly ignore my direct request to terminate my membership and never charge me again, then they would tell me it's my fault my leads were shit, and that I didn't know how to capitalize on leads, or make a sales pitch. Then they still continued to charge me and ran my fees up last \$700 AFTER I cancelled. I called them and told them I would never pay that and I would take every action possible to post about my experiences online. The fee was dropped and never sent to collections. But it took weeks if not months to actually cancel my account</p>

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		and high expectations and discrepancies with what they want and what HA told me they wanted.	
72	CA	The leads were sometimes not for the trade we even do. Other times it was for jobs I specified I did not want.	Yes they automatically renewed it after I had tried to cancel in the past. Tried to cancel again said it was too late even though was less than 24 hr. since was reinstated. Was unaware I needed to request to cancel again as I already had in the past. Talked to a supervisor said they would take care of it. Instead I get a past due notice and final notice threatening to send me to collections and hurt my D & B rating.
73	CA	With many of leads that were contacted, the customers were unaware of the nature of the call as if they had no knowledge of requesting to be contacted. Additionally, I was refused refunds for instances when they had technical issues with their app not tracking my phone contact with the client. More recently I paused my leads and several hours after I paused my leads I was sent a lead that I was refused a refund. They purposely make it difficult to have leads "eligible" for refunds.	
74	CA	Bad Leads. Often times it seemed as though they were fake. Even when calling or contacting the lead right away...no one would call back or contact back. Also seemed to have more competition on the lead than promised. It was never worth the cost, which is why the account was canceled.	Yep. The phone number listed on the site was not ours but went to a call center. Even before we used their services our business was listed but with one of their call center numbers. Currently, our old business name canceled with our correct phone number...but other incorrect info that I don't know where they got it from.

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75	CA	<p>Sorry but my issue is over billing. in September of 2016 I op tied out of instant booking and for the last 2 years I have been sent these leads and been charged. Also I have set mark match leads for \$800 and exact matches for \$200 and within the 30 day billing I have been charge between \$1350 and \$1750. This has been going on for years. If all of my statements where to be gone through There is probably 10's of thousands of dollars of overcharging. I have talked to HomeAdvisor a ton of times and never get an answer on why. Also whenever I try and talk to a manager or supervisor I get a voicemail that says leave your name and number and we will get back to you in 24 to 48 hours. And I never received a call back.</p>	
76	CA	<p>I'm constantly having problems with HomeAdvisor they're not giving me credits where credit is due they're sending me a ton of leads that are bogus they're false and fraudulent to say the least and I'm looking for right now a lawyer to sue them but it my testimony will help and lawsuits that you're doing that's fine also I'm I want to sue them. My first month with HomeAdvisor after I pay them 400 something dollars was actually pretty prosperous I got a good 60% of the calls most of them answered I just didn't have time to do my work plus HomeAdvisor leads call and they set me up for stuff I didn't do anyway other than that everything went bad about into the third month I started</p>	

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		getting leads that weren't calling back that I couldn't get in touch with that I've never been able to get in touch with to this day just no one answers voice message you know I've been to some anyway I'm at the point now where I'm getting to where I'm breaking even from what I paid them and what I've made from them so there's just too many calls coming over too many leads as they call him that nobody answers and they people don't call HomeAdvisor for a job and then not answer Elite it is just people. It doesn't happen that way something's going on there not checking the leads they're not. Or they're sending out money reads or you know and I've talk to customers that said they were bombarded by 20 people and was pissed off and don't call me anymore I've got called by 20 guys anyway.	
77	CA	Most leads I didn't close. I would say 10% of the leads I received were leads that I set up an appointment with. The other 90% of the leads were either phone numbers that "were not in service" or people who did not actually need a service done. However, I was charged for all of the leads I was given, regardless if I closed them or not.  I was under the impression that I would be charged for only the leads that I close, this was later discovered to not be the case.	
78	CA	Customer service did nothing to give back money or bill credit	



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79	CA	All of their leads that I contacted told me they did not sign up for the service or they yelled at me and said quit calling and hung up on me	When I called to discuss my account they said I could not terminate my account until it was paid in full for leads that I received when I had my leads turned off
80	CA	I don't have any work through them, HomeAdvisor charges me first \$73.08. then another \$134.75 through my American Express autopay But I didn't get any works through them	
81	CA	Leads I received were bogus. I am a single-family residential home appraiser and I received one lead for a castle (commercial), a divorce lawyer who never returned my call, (secretary said she had several appraisers calling) at least 2 who had no clue why I was calling as they were only browsing the website. I told my rep no more leads at that time but they kept coming. I did not respond.	Yes, within days of signing up, I spoke many times with the representative that signed me up telling him the issues I had and wanted to cancel. It was always, "Let me fix this for you, give it a few days to work itself out. I'll take care of you and get you credited for those leads that don't fall under your category." Once I started communicating with the office they were unprofessional, rude and made it clear that I would receive no credits or my membership fee for the year as I only had three days to rescind the contract. This was never brought to my attention by my rep. They continued to send me leads to which I did not respond.
82	CA	Leads not solid customers did not need any work done, they were just playing whit the site to get a ball park price but I still get charged for them doing that	
83	CA	Leads were given to me and when I Excepted them and tried to call the people they either do not answer or only wanted information. They were not seeking a licensed contractor to do work only wanted estimates.	
84	CA	Some numbers were invalid. Some leads came in the middle of the night. Each lead had its own unique issue.	Yes, they said I couldn't terminate because I had already paid for a year

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85	CA	<p>Yes. Initially Sales Department lied to get my membership. They told me they could get me 4-6 GOOD leads a week (email records avail upon request) but that is not how it has been. I have gotten 3 leads so far. 1) First leads was prior to becoming an active member but they put that on my profile any way 2) Second lead was a joke. They held the customers' number away from me for three days and later through internal number I was able to speak to him. At that time, he told me, he had gotten it done. I called the Customer Service for Refund but Good Luck. 3) Third lead was an estimate on top of additional estimates that customer had obtained.</p>	
86	CA	<p>They have sent me leads with dead phone lines and people that never answered. Even after making several attempts to contact the lead no one ever answered. I still got charged as HomeAdvisor claims it to be a qualified lead by them. I have had a lead that was canceled and still was charged. The lady I contacted sent me an email with stating that she had canceled immediately after requesting service. I was charged and when calling to get refund they said they “couldn’t help me with a refund” and “that it was out of their hands”. I had another lead that I accepted and immediately after received a cancellation notice from HomeAdvisor themselves. I called HomeAdvisor for a refund and they refused even though it was canceled. They said it was past 30 days and I didn’t call the</p>	<p>Yes I was getting direct leads with my website from google search. Averaged 2-4 a month. After I signed up with HomeAdvisor I had people only finding me through HomeAdvisor site. I also noticed when I asked customers to leave my company a review on google it was very difficult, because every time my customers would say they only see my name with HomeAdvisor. I would have them directed to their website. I believe very strongly they have redirect customers from my company website.</p>

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		lead within 24 hours on their app. It disqualified me from getting a refund. I did email the lead the very same day and they lead replied with “I canceled the request”. They stop refunds after a few request approved as a “refund cap”. Even if I have a proven bad lead they deny my refund.	
87	CA	The leads have made up phone numbers. Contacted customers that state they did not sign up to be called. Some numbers are out of service or completely bogus. This usually happens when I receive multiple leads back to back.	
88	CA	Leads are hard to win due to multiple contractors calling. Not serious prospects. Bad information.	
89	CA	I paid initial membership of \$243 and then was deceived on how they were billing me even though I asked how it works. I set a budget at \$200 a month and they raised it to \$300 without my position. It clearly said on page where leads come in that I would not be charged for lead unless I contacted the customer. I never contacted anyone. There was no clear way to turn off leads. In two weeks I was charged \$300 that I never authorized. When I called I was told 3 different things by 3 different people. I have cancelled my account.	

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90	CA	They expect you to pay for every lead there is whether you like it or not with a good lead or bad lead they just tell you will give you the lead with charger for it and it's the rest is all up to you	I tried to terminate the contract they would not refund me the yearly annual fee, and they told me whatever balance will be remain till I pay it off or they go after my tax ID, and I ask them if they take the page down they said no till I pay off the balance, it seems like most of their calls and leads are fake marketing and just bogus leads and they charge us for it, and they don't tell the customers that the contractor get charged for it every time they pick a contractor or call a contractor we have to pay for the leaves whether we like it or not
91	CA	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 person that calls...Nice excuse...	
92	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	

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93	CA	I never ever got job from them except bogus phone numbers...	
94	CA	Most of the leads we receive we try calling and the numbers are just dead end numbers.	
95	CA	Incorrect leads sent, customers not ready for services, they even told HomeAdvisor rep they were not ready but still sent leads.	
96	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
97	CA	HomeAdvisor is 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.
98	CA	I wasn't told that I would have to pay for all leads. I was told only for the jobs I do.	
99	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!
100	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	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.

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		licensed or qualified to peruse or false leads. And 70% they denied credits or get me refunds.	
101	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.
102	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.	
103	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 leads.	
104	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.	
105	CA	Many of fake leads and bogus numbers or people that don't exist.	

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106	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 furious 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>	
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107	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>
108	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 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</p>	



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		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.	
109	CA	Wrong lead always and not real customers.  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!!!	

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110	CA	Multiple attempts were made via email and phone to contact the two leads that HomeAdvisor charged us for; all attempts failed.	<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 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>
111	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>

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112	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>
113	CA	Many leads never answered. Many leads coming in at odd hours of day. Over sold leads.	
114	CA	I was misled in believing you only pay for leads to actually make profit off.	
115	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>

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116	CA	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.	
117	CA	...got leads that went nowhere.	
118	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.
119	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!
120	CA	They sent me leads that were not in my category and would not credit them.	

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121	CA	<p>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 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.</p>	
122	CA	<p>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>	<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>

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123	CA	Leads did not answer or even return phone calls yet I was charged for each. Different rates that were high.	<p>...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 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.</p>
124	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.	<p>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.</p> <p>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.</p>

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125	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 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.	
126	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	
127	CA	Yes, 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.

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128	CA	<p>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 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.</p>	
129	CA	<p>False leads. All information they provide is false</p>	<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>
130	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>



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131	CA	<p>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 occasionally get burned by a no contact lead when I forget to turn off the lead generator.</p>	<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 credits that made me quite angry. The online form displays the very restricted conditions under which a credit might be considered.</p>
132	CA	<p>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</p>	<p>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.</p>

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133	CA	<p>Given leads for asphalt shingle roofs when Google street view clearly shows that is not true but they won't issue a credit.</p> <p>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.</p>	<p>They have other schemes like this online to convert anyone looking for roof information into a lead that they can sell.</p> <p>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.</p>
134	CA	<p>Leads with incorrect contact information - phone number disconnected or fax instead 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</p>	<p>They would not refund prorated contract fee back to my company, and we have only been with HomeAdvisor for less than 6 months.</p>

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		HomeAdvisor-stale leads	
135	CA	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.	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.
136	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 pit falls.</p>
137	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</p>

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			<p>Visa card down and submit a claim to the fraud department just to shut off the account.</p>
138	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>	
139	CA	<p>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."</p>	<p>...the process is deceitful in having the customer understand they are committing to an in house appointment until it's too 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.</p>
140	CA	<p>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.</p>	
141	CA	<p>Most of them (12 out of 14) were dead-ends: no answer; hang-ups; no response to messages.</p>	<p>...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.</p>

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142	CA	<p>I recently received out of county leads, and lead after lead were permanently turned off, false leads, etc.</p> <p>I received mostly false leads, leads by people who did not even have a computer, leader for deceased people, leads for people who did not submit request, leads for the wrong type of work, leads duplicated from Craftjack, etc.</p>	They did not refund more than \$400 in false leads
143	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.
144	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.	<p>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.</p> <p>Because I fought them, HomeAdvisor published an invalidated negative review that now pops up when you google my business.</p>
145	CA		They use my name to redirect people to their website

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146	CA	No leads were generated.	<p>I "terminated" on April 30, 2018 and they still have not refunded my money as of today 5/21/2018. I canceled within the 72 hours as stated in their TOS.</p> <p>I've talked to them numerous times and they say the money is coming back to me for cancelling within the window. I have yet to see it. After spending 3 hours on hold today, and not being able to reach anyone I went ahead and filed a dispute with my credit card company, and also had to change my credit card number. I am cancelling the previous card to not allow them to erroneously bill me.</p> <p>If you look up my company it shows the business in Colorado, and a HomeAdvisor phone number to call, not my number with a 805 area code.</p>
147	CA	The first day I signed up I received a message on my phone from someone looking for a cleaning service, when I returned her call she said she has already hired a service. HomeAdvisor charged my husband's credit card without his knowledge or permission.	I have notified HomeAdvisor several times to cancel my membership because they did not disclose to me that each lead I was to pay a fee. I turned my service off to keep from paying a bogus fee and they continue charging my husband's credit card without permission.
148	CA	One lead was too small and too far away. Some leads were from people just browsing the HomeAdvisor site that didn't even need work done.	I recently received a charge for their "mHelpDesk" service that I didn't want. The profile they generated was not what they promised. I have texts from representative, Justin Case, promising to deliver many details that he has not followed up on, including a promise that he would get a "Natural Building" category set up for us to be listed under.
149	CA	More than half of the leads were fake. Phone number was out of service or no answer at all.	I asked to terminate my membership but they paused it instead.

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150	CA	<p>I would receive leads at around 8:00 p.m. and 9:00 p.m. at night when my leads are supposed to be turned off. When I tried to contact the customer using the numbers provided, I could not reach anyone or the number is invalid. In addition, I have tried to contact the customer via email and text message only to get a call the next day from someone who is pissed off and asking why I am bothering them. I am told that they don't know anything about HomeAdvisor and never made a request.</p>	<p>I was with Service Magic several years earlier and told them that I would give them a try but if the problems were the same that I would pull the plug. I was not even with them for a full month and could see that things were far worse than I could have even imagined. I spoke with customer service manager, Josh Lent, who said he wanted me to stay and would give me some free leads to stay and I declined. He then transferred me to an account representative where I requested a refund based on the fact that HomeAdvisor not willing to give me the types of leads that HomeAdvisor had promised me and the type of business that my company requires. The accounts person told me that HomeAdvisor do not give refunds. I took matters into my own hands and disputed the credit card charges. I then started receiving emails about my account updates and my monthly statement and then HomeAdvisor sent me emails an voicemail messages threatening collections.</p> <p>HomeAdvisor is still retaining the HomeAdvisor page that I created on their site and once all this started my Website ranking has dropped off to nothing. I have tried very hard to get my rankings back but I never see a change. It originally took months to get to where I was at in the rankings. They have shut off my password so I cannot get in to shut it down.</p>
151	CA		<p>I used HomeAdvisor only for two leads. I found my bank account was being charged by several leads on my phone so I sent an email stopping my service. Now HomeAdvisor is seeking over \$3,200.00.</p>

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152	CA	<p>Mostly no one answering or returning your call.</p> <p>I got 2 leads, one interior the other exterior, and the same name. I called 3 times that day until I got in contact with the lead and when I said who I was the customer immediately said it was already taken care of. No refund from HomeAdvisor.</p>	<p>I wanted to cancel. HomeAdvisor emailed me back that I should just pause my leads, that my name was on HomeAdvisor 's directory and if I cancelled I would lose that.</p>
153	CA	<p>All the leads do not answer the phone and do not call back.</p>	<p>I'm trying to terminate membership but HomeAdvisor won't do it. Since they wanted me to sign up, HomeAdvisor said that it was a lead company and that they will send leads and it was up to me if I wanted to take the leads or not. Come to find out, even if you do not click on the leads, they are still charging you. I called HomeAdvisor and told them that HomeAdvisor said that they were going to contact me with the homeowner and I would a direct contact with them, not a number that is from them and that no one answers. That is not a credible lead and they still charge me for it. I turned off leads in my app and HomeAdvisor still sends leads and charge me.</p>
154	CA	<p>I am sick of being charged for leads that are not serious about home inspections. I am a home inspector and people are usually shopping for a better deal so they end up not using me for whatever reason and I still have to pay for it. Even if it isn't my fault they chose someone else. I lost one lead to a sleazy realtor. Also it was a non address.</p>	



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155	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.
156	CA	HomeAdvisor will send us leads with phones that are turned off and cannot be reached.  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.	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.
157	CA	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.	I cancelled my membership and they continue to take money from my account.
158	CA	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.	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" ...  But during the initial sales call from HomeAdvisor I was certainly mislead.

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159	CA	<p>I have a rough carpentry framing company and I’m starting off and they mislead me with all their garbage, I just bought a house and they with draw my account 1200 dollars after 4 months of just signing in after they the 300 dollar annual fucken fee. Now they are threatening me to send me to a collection company and more garbage!</p> <p>Also they said that they were going to take a weekly charge for leads and they waited 4 fucken months they didn’t even tell me I got charged for looking at the dam things even emails they said that if I even looked at the emails I would get charged, like are you serious they are the <b>BIGGEST FRAUD IN THE 21st century!!!!!!</b></p> <p>And my company’s name is 21st Century Framing Inc. I have no words to describe what I’m feeling right now!</p>	
160	CA	<p><b>BUT THEN</b> we get a lead from a name we recognize as a family friend. We instantly call them asking if they'd requested bids for a job through HomeAdvisor and his answer was <b>NO</b>. He was actually sitting with my dad at the time of the request.</p> <p>He in no way requested about such work and HomeAdvisor charged us for the fake lead.</p>	
161	CA	<p>Like stated above the only leads to come through were outside my specified service area. I was told of multiple pending jobs within my area when they were pitching it to me. I also provided email addresses of client for reviews that were never followed up on, nor was the website they told me</p>	

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		was part of their service ever built...	
162	CA	All three leads I received, only wanted quotes.	
163	CA	We got leads with customers who already had the job done by another company. We had a customer cancel their project, a customer looking for a specific company and not ours. I tried to get a refund since the representative, by the name Becky Wilson, omitted information and gave misleading information.	My company name was still on their site, after two weeks after I had terminated the account
164	CA	We received duplicate leads, and leads with no description. They don't give you credits.	
165	CA	Leads are "dead end leads " no one will pick up the phone , or answer your text, or respond to voicemails.	
166	CA	We get leads that have a wrong phone number. Sometimes we go to the property and the homeowners or tenants say that they never filled out a service request.	
167	CA	We were receiving leads when we specifically asked not to. We never opened a lead. We then received a surprise bill for over \$780. We called and they said we owed it for getting an email. We never used their service.	
168	CA	I canceled the same day I signed up on, Dec 3rd. I told them not to send me leads, they tried charging me 65 dollars for 3 Handyman leads.	

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169	CA	<p>6/18/18 - I called and left multiple messages on voicemail, no response, HomeAdvisor denied credit request</p> <p>6/20/18 - The customer was not ready to do work and wasn't interested in further conversation. HomeAdvisor denied credit request</p> <p>6/25/18 - Accepted an "opportunity lead", I didn't realize there was a 50% upcharge for this type of lead as I was new to HomeAdvisor and this was not indicated in a clear way.</p> <p>6/30/18 - Homeowner already had another vendor working on her project, she felt like she needed more vendors in case the first vendor did not return to finish work. HomeAdvisor refused to issue credit</p> <p>7/3/18 - Could not contact customer after multiple attempts. Refused credit.</p> <p>7/5/18 - Customer was not serious about being ready to perform work, after multiple conversations, nothing happened. No credit was issued.</p> <p>7/6/18 - Left multiple messages with customer, no response. Credit request was refused.</p> <p>7/6/18 - Customer did not want my landscape services, wanted windows installed and electrician. HomeAdvisor refused to issue credit.</p>	
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170	CA	It was made clear to me that leads sent were charged based upon acceptance of that lead and/or attempted contact to that lead. My father suggested this to me as he used this service and that is the agreed upon relationship with them but I received a bill(s) for up to 30+ leads in a week or two times with some leads being sent at midnight, as well, as the lead being sent to my father whilst standing next to him showing that they are obviously broadcasting leads to any applicable person and charging them all upon the lead sent whether or not contacted... It was communicated to me that leads charged were leads sent that I attempted to contact or “clicked on” within my HomeAdvisor app.	
171	CO	Fake leads, robot calls, fake houses, people didn’t even know what HomeAdvisor was.	
172	CO	Fake leads and no refunds given. Leads are for people who do not want services.	
173	CO	The leads I received at times were for work I don't even perform as a company of Home Inspections. From septic/well inspections, mold/radon/pest/roof leads I rec'd I was charged re: of my abilities to do the work. Also, leads that were disconnected, never connected with and out of my area I also paid for. As I talked to customer service about the traveling distance, she explained as a crow flies! Well, that isn't how our cars drive!	

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174	CO	<p>Yes. We've had leads that have invalid contact information. Leads that based on the name and detail entered were fictional characters. We've had leads that we've made contact with that have stated they never submitted information to HomeAdvisor or requested to be contacted. We often get leads that we are never able to gain contact with. We've had issues with being sold leads for services outside of the service type that we are profiled, but HomeAdvisor has refused to credit us with the fee back. We've been put in situations by HomeAdvisor that requires us to validate and document the insufficiency of the lead before we can receive credit - even then it's a slow and not guaranteed process.</p>	<p>Yes, we've had customers that have found us online through reviews and have sought to contact us directly, but were redirected to HomeAdvisor through their marketing efforts. Once they made contact with HA, HA attempted to redirect them to other local contractors. Upon the customers refusal they were able to find us through additional internet searches.</p>
175	CO	<p>Leads coming in at the end of each month that are out dated to generate charges on my account</p>	
176	CO	<p>I received 3 leads within the first 2 weeks, all terrible. Only one of them ever responded and was just looking for a lowball bid. The other 2 never responded at all and I was still charged. I called to cancel everything and get a refund on the leads as well and after a lot of back and forth they agreed to refund the leads and give my next 5 for free. I have not received any leads since in the past 3 months.</p>	

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177	CO	<p>I have been with HomeAdvisor since the middle of July 2018 and have found that they are not giving me the product they were offering. I received 0 leads for the first two months and after I called them to complain I began to receive leads but when I would try to contact the customer I would get a message that read "Sorry, we are unable to process your request at this time" and then the opportunity would no longer be available. I was in contact with them again recently and asked for a refund but was told that they do not give refunds. They got \$288 from me and I got nothing in return! I would like to be a member of the class action lawsuit that your firm is pursuing against HomeAdvisor. Thanks.</p>	
178	CO	<p>We received over 300 leads, not sure the amount because they supposedly wiped our original membership. We had our original membership for 1 1/2 year and cancelled when their marketing strategies seemed to change, receiving leads that weren't so invalid and being made to pay for them. Then they called us late July 2018 and said that we have a \$1,200 debt with them and they will cancel it if we pay \$300 to resign up with them, so we did. We were signed up for service upgrades only. We received about fifty invalid leads from multiple other locations on the internet; places like thumbtack, Craigslist, Angie's list, Networks, Porch, etc. We called multiple times and stated that we are not okay</p>	<p>They have called since then and said that we have a debt with them of something like \$1,300. They do have our company info on display and are advertising as active pros with them.</p>

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		<p>with receiving leads that are not authentically from consumers that searched through HomeAdvisor’s website. We continued to get leads from Craigslist ads, and multiple other places that were for things that are not at all what we are listed there for as a license professional service provider.</p> <p>We tried to terminate and they offered five free leads, they all turned out bogus and they started charging us again. So we terminated October 2018.</p>	
179	CO	<p>They sold me a bogus lead it was a tree crane removal my partner received the bid 2 weeks prior gave a bid close the deal won the bid did the job and collected and then I received the bid approximately two weeks after he closed out the deal sold me an old bogus bid that was already finished.</p>	
180	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. 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.</p>	



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181	CO	These guys gave me bogus leads and refused to refund me time and time again.	
182	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.
183	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.
184	CO	Leads did not exist	...tried to cancel but would not let me then collection agency trying to collect \$1400.00
185	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.	

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186	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.
187	CO	Most leads were fake. I think they generate their own leads and then charge us for them.	
188	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 every month adding up to thousands on credit card (over \$3,000).	
189	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.

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190	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.	<p>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.</p> <p>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.</p>
191	CO	Issue with no contact leads...old leads, and never received any credits after requesting several times.	
192	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.
193	CO	Yes, 3 fake leads, non-existent address and phone number	They are coming after me for collections
194	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.	

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195	CO	<p>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 getting into, or I would actually meet with them, send a quote and they would completely ignore my attempts to follow through.</p>	<p>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.</p>
196	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>	

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197	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?
198	CO	Numbers that didn't work, people asking simple questions and then hanging up.	<p>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.</p> <p>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.</p>
199	CO	<p>...most leads didn't answer the phone or call back, even when contacted immediately when lead notification came through.</p> <p>...leads were complete BS and fees were way too high for the work to be done.</p>	
200	CO	<p>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.</p> <p>I believe that HomeAdvisor misrepresented me, over charged me on leads, didn't screen leads, wouldn't let me cancel.</p>	
201	CO	They have used the same tactics with my company and have continued to send "leads" and	I have tried to cancel my account numerous times and they keep "reopening"

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		charge for fraudulent leads.	
202	CO		HomeAdvisor activated and billed my account without my permission. They sent leads that were duplicates (same 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.
203	CO	I had suspicions about the leads I was getting and doing more research I am finding out they are dead end leads or maybe having their employees or friends call contractors just so they can generate cash flow on top of sending the fake lead to five different contractors	
204	CO	Hundreds of leads with no answer, no return call, no refund.	
205	CO	There has 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.	
206	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.  They encourage their sales people to lie, cheat, and steal and

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			tell the client whatever just to make a sale.
207	CO	<p>My company purchased a large volume of leads from HomeAdvisor in a very short period of time. Many of the leads we received were invalid numbers. When I would call the customers, they were confused because often they were trying to call my company directly, but ended up calling HomeAdvisor because HomeAdvisor switched our phone number in the listings and directed it to their number. Also, I would call the customers and they would be very angry before we even had any conversation because they were already confused and angry with HomeAdvisor. Very often customers would just hang up on us or tell us they never requested anything or anyone to call them.</p> <p>Also, leads that did come through were often inaccurate. For example, we would get many window repair leads, although I had my filters set to indicate we ONLY install new windows and we do not work with glass. I would get constant leads for broken glass. In asphalt, my company only sealcoats, we do not do large scale paving, however I would often get leads for large scale paving or dump truck services such as hauling gravel which is not in the scope of what we do. HomeAdvisor promised to change these multiple times but never delivered and still charged us for leads.</p>	<p>I was a Handyman Connection franchisee, and we had a national account with HomeAdvisor. Have tried for a very long time to cancel both accounts. One account was for my Handyman Connection franchise and the other was for my Asphalt/Landscaping company. I was unable to cancel both accounts after several months of fighting with HomeAdvisor. Each time I attempted to cancel, they simply put my account on a temporary "pause." I was told the account was cancelled then out of nowhere I would start receiving invoices for leads. They would not actually close the account then automatically remove the pause and start generating leads again, billing me for them without my permission. Upon finally terminating my Handyman Connection account, we had a dispute over a \$900 bill that was generated from leads that surfaced after I had requested the account to be closed. I fought with HomeAdvisor for about a month to resolve this with the end result being that they waived the \$900 bill and cancelled the account. However, just a few days ago, almost a year later they (HomeAdvisor) called me saying that if I did not continue using the service, they would bring back my \$900 bill that they waived upon termination and send it to collections. I told them I cancelled, and want nothing to do with the company and the rep told me they would re-bill me for the \$900 and send it to collections unless I signed up and started taking leads again.</p> <p>The paving account was sending leads that have nothing to do with my company, nor were they in any reasonable geographic location that I requested. This account was also</p>

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			<p>supposed to be terminated. However, both companies can still be found in Google searches with inaccurate phone numbers. For the paving company, they simply removed my phone number and replaced it with one of my ex-employee's phone numbers. I cannot get them to remove or correct this so now any calls that come to my company are going to my ex-employees cell phone.</p> <p>HomeAdvisor was our main lead generation platform that was recommended (strongly urged) by Handyman Connection to use. Ultimately, we had to terminate my franchise agreement. Once I stopped receiving HomeAdvisor leads, we did not get enough business to sustain my company. I was duped by both Handyman Connection and HomeAdvisor.</p> <p>When I caught this I thought it was an improper google listing created by my franchisor but in actuality, it was HomeAdvisor directing calls from my listings to the HomeAdvisor site. If a customer found us on their own via search, they wouldn't get to us anyway because the calls would go to HomeAdvisor. I had tons of customers who thought I was, "HomeAdvisor" because every time they tried calling us, the calls went to HomeAdvisor. Many customers thought I was the owner of HomeAdvisor.</p>
208	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	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.



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		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.	
209	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.
210	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>	
211	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.	
212	CO	The Issues I had with leads were disconnected phone calls or customers hanging up, leads for services I do not provide as a home inspector.	
213	CO	I stated to HomeAdvisor that I will pay \$300.00 per week for 2 weeks of leads. I did not get any leads but they charged me \$600.00 for 2 weeks.	

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214	CO	I mostly received leads that had been sold months prior to me receiving them. Some leads already had contractors working on them, while other leads already had their project completed...I have been charged for leads received that were not valid for a number of years. I have signed my businesses up on multiple occasions for SEO exposure. Most fraudulent leads were homeowners that had already signed a contract with another contractor, as long as 3 months before I received the lead. Other fraudulent leads were people stating they had not requested a service at all.	
215	CO	Leads had non-working phone numbers. Customers were not aware of their requests being sent to the website. Leads had vacant addresses. Customers were instead looking for bids over the phone for projects years from now, while customer is making a planned move in the future (and they don't currently live in the city).	Yes, I called and requested to cancel my membership. The operator told me they would cancel it immediately, but my card was still billed the next month. The same thing happened the month after. No refunds were issued for those 2 months, all the while I kept receiving under-qualified leads.
216	CO	I received no answers to my calls to leads. Lead did not have good contact information. Leads did not know how we got their information.	They still have our business listed as a contractor on their site. When you google our company name HomeAdvisor comes up first.
217	CO	The phone numbers given were not even of the leads.	They kept saying that people were looking for me to do business but I needed to sign up again. I lost a lot of money and time. They explained to me I would only be charged for only the lead I would accept.

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218	CT	<p>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.</p>	
219	CT	<p>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.</p>	
220	CT		<p>Yes I asked for a full refund within twenty four hours and all I got was more leads coming to my email and text messages then called customer service they stated no refunds and said they will start to stop everything when in fact I started getting more leads and a new welcome aboard email</p>

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221	CT	<p>The problem is their business model. HomeAdvisor does not sort through their leads that are generated from the internet. Anyone who even looks at their site is sent out as lead, even if they are just looking for a quote. The lead is sent to multiple appraisers like myself and we are charged \$20 to \$30 every time. HomeAdvisor refuses to give you credit after about 5 requests for credit. The issue with most leads is that they are for new mortgages and every appraiser knows, banks and mortgage companies hire appraisers directly. That makes up 80% of the leads I got. Out of all the leads I have received thus far, I have gotten one job.</p>	
222	CT	<p>I had set a monthly cap of \$650, except for the first month they have exceeded that amount every month. Some leads are bogus/fakes, wrong phone numbers, people who never answer the phone, duplicate leads and charges. I have had to call and spend about 2 hours each month going over every charge. They don't give you a refund, they say they will give you credit on next months leads, but I never see a credit. Since May 2018 when I joined till today 10-18-18, I have been charged \$8,855.00 in fees, and have not earned even half of that from the leads given.</p>	
223	CT		<p>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.</p>

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224	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.
225	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 300	

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226	CT	<p>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."</p>	<p>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...</p> <p>...why I think they have a skewed approach that I felt was "systematic"</p> <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>
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227	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 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. And since Bank of America reversed the charge I now owed HomeAdvisor a late fee.</p> <p>We are now working with the Department of Consumer</p>
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			Affairs. Hopefully we can avoid HomeAdvisor stealing from us.
228	CT	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.	...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. 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?
229	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.



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230	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. White pages 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.
231	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.
232	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 also sent me leads from people that I thought at the time were fake.	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 every time I did a search with my name they came up first in the search results.
233	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.
234	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
235	CT	Poor lead quality and displeased homeowners	Clients tried to find me directly but found my HomeAdvisor page instead.

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236	CT	Every lead they sent me were just tire kickers looking for a price with no results. On top of it they charged me for leads that I never looked at or called. This was NEVER explained to me. EVER! I only ever called 4 leads of which only one replied and said they are all set and another didn't even know how HomeAdvisor got her contact info.	I could not reach anyone when I wanted to terminate my membership two weeks into my membership. I tried calling, and emailing with no results. Only after I filed a complaint with my credit card company, they did send me ONE overdue payment notice that read final notice.  They don't take anyone's business off of their website even after you terminate.
237	CT	Fake leads or people aren't ready. A lot of tire kickers	
238	CT	I received leads had wrong or disconnected phone numbers and contact information, leads were people who never even heard of HomeAdvisor, stale leads, contacts for homes that were listed for sale, and contacts for vacant or non-existent residences.	
239	CT	I keep getting leads and voice mails from them even after I told them to stop.	They are still using my information. Due to this, I am still getting leads when I asked them to stop and cancel my account
240	CT	On many occasions I cannot make contact with the generated lead. I get voice-mail, attempt to contact multiple times and don't get a return call.	When I contacted HA to find out why I was paying for Angie's List leads that a dozen other contractors got, she told me they had arrangements with other vendors such as Angie's List, Realtor.com and others. When I told her the homeowner told me a dozen contractors contacted him, and I was told only 3 others were contacted, she told me the customer was a liar.

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241	DE	<p>1. Numbers that were provided for leads did not work</p> <p>2. Customers were not ready to have work done at their home.</p> <p>3. I would receive "double" leads.</p>	<p>One lady said, she was going to put my account on hold because she couldn't cancel my account, someone else had to do that...HomeAdvisor also called my company at almost 8:45 pm at night, to have us set up and account with them because no one in the area was able pass he drug test/background test. We were told that we would be credited \$280 and it was in the system. I spoke to a lady named Michelle. After almost two weeks had gone by, there was no credits to my account. No one seemed to know who Michelle was and that they do not offer discounts or credits like that in the company.</p>
242	DE	<p>I do demolition construction site work, they sent me leads that didn't pertain to my business, i.e. grass cutting. Hedge trimming, tree pruning, and so on,, after receiving the leads I click on their link an opportunity wasn't any longer available</p>	
243	DE	<p>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.</p>	<p>I am the owner of D&amp;D cleaning company and victim of the deceptive practices of HomeAdvisor.</p>
244	DE	<p>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.</p>	<p>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.</p>

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245	DE	Distributing the same lead to more than four home service professionals. They were not crediting for bogus leads.	
246	DE	We've experienced phone numbers no longer in service, people who had no intention of hiring or who were only inquiring about basic pricing or services offered, leads that did not match our industry, and people who said that HomeAdvisor had already connected them with another competitor.	Yes, I was told I could only suspend it, not cancel.
247	FL	I have called 12 total leads in the two weeks I have been signed up, and not one of those leads have answered the phone, but finding out that they charged me twenty dollars for calling a lead I racked up a small debt to them. A debt that was not agreed on the initial sign up. I was sold a product stating "You will not have to pay for a lead, unless you do the job"	
248	FL	Over the year I received approximately 30 to 35 leads of which at least 12 did not answer the phone or email responses, and most of the others were just trying to get an idea of what it would cost to get their work done... Each time that that I called to complain that the people didn't answer their phone they said they could not replace the lead because the client may call at some later time. In a year not one of those that didn't answer ever called. Also in the beginning I set a spending limit with them which was ignored for the first two or three of months. Another thing was, because of the way it was initially explained, for	

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		a while it was difficult to understand the difference between a lead and an opportunity lead.	
249	FL	<p>On May 14, 2018 HomeAdvisor finally talked me into signing in which I was very apprehensive after my last fall out with them. I was to have a so called greeting call on the following Monday, May 16, 2018 to discuss the amount of leads and areas to cover. During that weekend of signing my wife and I was at hospice with other family members due to a life failing family member. During that weekend HomeAdvisor felt the need to send me (9) unexpected leads via email. I didn't notice this until Sunday evening knowing in my gut what they were up to. I called, texted and emailed the sales rep. first thing Monday morning and was told this was to get cleared up. Meanwhile my leads was to be on hold until the end of the month. On that Friday May 20, 2018 HomeAdvisor took out of my credit card account \$403.97 and that's the day I quit there rip off company, AGAIN! I then went to Wells Fargo with a complaint and they got my money back with a written letter stating the claims was accepted by the merchants meaning HomeAdvisor. Now HomeAdvisor sent me to a collection agency wanting all the money they stole from me plus \$386.00 and some change more for I have no idea what. I was reading complaints against HomeAdvisor realizing they</p>	

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		are the same as mine and then lead me to this class act lawsuit. Now I get calls and emails from the collection agency and most likely my credit score dinged. I would like to be a part of this law suit.	
250	FL	Every single lead from HomeAdvisor was a fake lead. All of them never answer the phone, never answer email or they already hired somebody else.	
251	FL	no answer, wrong number, don't fill out HomeAdvisor lead, just wanted to talk, was just browsing	
252	FL	I joined HomeAdvisor in November 2017. They charged me between \$58.92 & \$125.54 per lead, I was first informed lead averages were around \$38.00. Numerous contacts hung up on me, others said they never contacted HomeAdvisor & the other leads I left phone voice messages with follow up emails. Some were very offended that I had their phone numbers. HA also charged me twice for the same lead. I called numerous times for these bogus lead charges to be refunded & was told they would review it. Nothing happened.	

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253	FL	<p>I have been trying to get my money refunded from HomeAdvisor for leads that are of very poor quality. They are telling me that they won't issue any refunds. I've asked to speak to upper management. They keep me on hold for 45 minutes at a time hoping I will hang up I suppose. I was told when I signed up that each lead would cost between \$13 - \$15. When in fact, they are charging me between \$31 - \$47 per lead. I'm a small business, I can't afford that! I have tried to contact the leads they send me, and either the phone numbers are not in service, the homeowner has no idea why I'm contacting them, the job is nonexistent (even though I contact the lead within hours of receiving it) someone other than the homeowner is contacting me and the decision isn't theirs to make. Two leads hung up on me because they had no idea why I was calling. Emails have bounced back because they are not real email addresses, and a few leads were for services I don't even offer. Out of the 16 leads HomeAdvisor sent me, only one was legitimate and I got the job. I've spent over \$700 in the past 3 months for what amounted to only one qualified lead. They're a deceitful, unscrupulous and unprofessional company.</p>	
254	FL	<p>Lead quality was very poor. Many customers never returned phone calls or emails. Exact matches were not always applicable to our line of work, e.g. we remediate mold, but do not test. Testing exact matches do nothing for us.</p>	

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255	FL	they kept trying to give me free leads to lure me to stay	
256	FL	leads no answer phone calls leads just budgeting estimate by the phone	
257	FL	When we did call a client that wasn't a basic to hang on the wall. Most times people will not answer when called or respond to messages when left. Only one lead out of 12 was a good lead	Yes called repeatedly to try to cancel because the leads were worthless to our company. They kept saying we will put your account on hold. 2 weeks later I'd get a lead. Call back and say same thing. Told them to cancel. They took everything off but smart programming of remotes. Got no leads forever then bam 3 leads pushed. Called and told them to cancel again they said we can't until you pay the balance. I said I'm not paying for something I told you to cancel 4 months ago. And sent to collections. Told collection company all of the above and looked for a class action suit and found this
258	FL	I was repeatedly called by HA, beginning in March 2018 seeking to get me to join. The solicitor stated that they were "turning away" 20+ clients every month because they had no other professionals who offered my services in the area. After weeks of phone calls and promises, I relented and joined. I was cautioned that "once the switch came on" I would be very, very busy and they wanted assurances that I could handle the workload. Since joining I have received numerous leads and "opportunities" that I responded to within SECONDS but was informed that they had already been booked with another professional, or the contact information went nowhere. The one and only time I was able to speak with a customer, on July 4th, 2018, it was	



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		for services I do not offer. I should also note that I have seen potential leads with duplicate customer names but different addresses	
259	FL	Most of the leads were fake, get leads and would call for credit and they wouldn't credit leads. Customers would never answer or wrong numbers	
260	FL	they send me bogus leads and when I turn my leads off within an hour they are back on even though I didn't change any settings	
261	FL	So the leads would never actually want to pay for the service or even want the service. They would just call to chat and waste time. Most of them were using us to price match or check our competitors. Leads also would only come in on weekends. They know our business hours are Mon-Friday and if you don't call a lead back in 24 hours they will keep the fee they charge. Which is horse shit being my business doesn't operate on the weekends	
262	FL	I paid 15\$ a lead for around 120 to 140 leads. I would say upwards of 80-85% of the leads were bogus. And I still had to pay the lead fees	

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263	FL	<p>Yes, I call to terminate my membership, they ask me to pay off the leads, I paid off everything they ask, now I received a letter with a debit of \$42.92. They said the still sending me new leads after my order of cancellation, and they said I accept this lead, which is not true. I want to sue this company in order they stop to screw up new customers, it’s not fair. It’s not about money, \$ 40 is nothing for me. It’s about this company has not good faith, they screw many friends of mine, they should stop stolen money, and people can’t do nothing.                  Thank you.</p>	
264	FL	<p>We called multiple times to turn additional leads off. They turned them back on without our permission and changed the phone number in their system to give us leads again. We did not choose to accept them once again. It was incredibly difficult to turn off. I had to call the credit card company and cancel paying them to get our account terminated. They then sent us to collections to collect leads we never paid for.</p>	
265	FL	<ol style="list-style-type: none"> <li>1. Contact leads but most of the time, no return calls</li> <li>2. Most customers say they did not contact HomeAdvisor for any work</li> <li>3. Given incorrect contact information but still charged fee</li> <li>4. Charged twice for same household address but HomeAdvisor would not issue a credit</li> </ol>	

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266	FL	Dead leads- not willing to refund for dead leads.	
267	FL	<p>"For the time I was with them, they sent about 30 leads most of them were false leads.</p> <p>They texted or emailed me a phone number for a lead which totally different to the terms I specified. "I requested leads related to home addition or new home design, However, the leads could not be verified or substantiated for customers that are looking for this type of service due to no one answering the phone or no one returned my messages." I called HomeAdvisor and requested to freeze any future leads since they refused to cancel my membership. The person I talked did the opposite to what I requested, and they kept charging me for false leads. Now they sent it to collection agency since I refused to pay the disputed balance.</p> <p>I hope you will be successful in your class action lawsuit and stopping them from using deceptive practices in marketing and selling their products.</p> <p>I also attached HomeAdvisor letter and my response letter in certified mail with a confirmation from USPS for the date they received it."</p>	

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268	FL		<p>In 2014 we tried to cancel our service and found that HomeAdvisor continue to advertise our Wares with no regard to our preferences to how our company would be represented. They offered services that we do not provide in areas do that we do not service.</p> <p>We receive leads when our leads were off. It's true you can get some of the leads credited, but that does not put the money back in your bank account it simply gives you credit for another worthless lead.</p> <p>After we cancelled we found our SEO efforts were greatly hindered by the SEO might of Internet conglomerate HomeAdvisor . HomeAdvisor’s presents on the internet works as a gatekeeper two service providers phones. Efforts by small businesses are crushed by the huge staff of SEO professionals working for HomeAdvisor . Even though we had cancel service with them they kept our profile up favorable reviews 18 of those reviews are Five Star reviews were four stars. Customers that called looking at our reviews and we're in a buying mood we're told "Rainmaker is no longer affiliated with are network" this characterization has a negative connotation, as if we're not good enough for their network of service providers. Nothing could be further from the truth where exactly what HomeAdvisor needs to make big profits on lead sent to people generated by drafting off my good reviews.</p> <p>They use the same tactic with Services we do not provide that they advertise that we did. Persons would see our good reviews and decide they wanted our company to do work for them, HomeAdvisor advertise services that we do not provide.so when a customer would call on the client side trying to get one of the services that we don't provide</p>
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			<p>HomeAdvisor would tell them that if Rainmaker can't handle it we will get one of her other service providers. The fact that they're telling customers that we can't deliver on Services we do not provide has a negative connotation and is harmful to our business.</p> <p>I called many times explaining how they were harming Us by offering services in areas that we don't service. Offering services that we don't provide. I got nowhere with trying to get them to stop representing my company as providing services in areas that we do not.</p> <p>We routinely got bogus leads were no one ever answered the phone. Or leaves that were generated from lookie-loo forms on HomeAdvisor’s website. Many of the people that we had received leads from didn't even know they were using a lead service so when you call them they would be off put and definitely not getting a sale on that one certainly not ready to buy.</p> <p>Please add my voice to the chorus of service providers complaining about being ripped off by HomeAdvisor</p>
269	FL	HomeAdvisor disregarded my budget requests going over \$113. Subsequently they went over budget \$1415.27 in 2 days. I had bad numbers, people who didn't even know who HomeAdvisor was, people who never answered the phone etc.	
270	FL	Some have been disconnected numbers and have not been people ready to make a change.	<p>I told them that I do not want any more leads. They said that I do not have that option. I also said that I do not authorize any more money going toward leads. Every time I opt out of leads, they restart it and charge me. I told them that this was not explained and that I do not authorize it. The lady told me that I do not have a choice.</p>

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271	FL	<p>We receive many leads from HomeAdvisor that we believe to be bogus; such as customers stating they didn't initiate any information with HA, customers stating they don't even have any trees, customers asking how we received their contact information without initiating a request, etc. HA also charges double price for leads that are meant directly for us by intercepting as the middle man instead of allowing the customer direct access to us at no cost, and they try to send us "opportunities" at double the cost and if you don't accept them, they send it to you as a lead anyway. HomeAdvisor fights us about crediting the leads back nearly 99% of the time and it's ridiculous.</p>	<p>I believe HA intercepts the customers that look at our business directory listing on the HA website. If a customer looks at our listing in the directory on the HA website and tries to click on our direct telephone number to contact us, instead of the customer being able to directly reach us, HA intercepts as the middle man and then charges double for the lead as an "instant connect or exact match" lead. Then if you opt out of "exact match" leads, they don't display your listing on the pro listings even if you're the highest rated and should be there. Also, if a customer is on our listing page and tries to schedule an appointment with us directly, HA double charges for that as a lead too when they were reaching us directly through our listing.</p>
272	FL	<p>Supplied over 100 leads in a few days, I got two clients that paid a total of \$700. After paying 350 to join and then being charged over \$1000.00 for leads I never even called, to qualify.</p>	
273	FL	<p>I was convinced to sign up with HomeAdvisor with the understanding that they would send me quality leads for real estate appraisal business. I was quoted \$17 per lead (which is really high for a \$300 - \$350) appraisal. The leads I was furnished were either phony or were not really interested in booking an appraisal, but MOST IMPORTANTLY they quoted me \$17 per lead - then quickly (without my knowledge or authorization) they jumped to \$24 then to over \$30 per lead. I cancelled my relationship with them and disputed all charges on my credit card. This is a real 'bait and switch' scam.</p>	

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274	FL	<p>I told them when I just open my bs and was little busy with other project that I am too busy to take any job but somehow they convinced me to sign up, was told that they will be charging me yearly fees, and if I accept any jobs then they will be charging those fees. I never heard anything about each text I will be paying for it. They put me on recording, honestly I don't remember any of those words.</p> <p>That they will be charging me more or sales person was good what she was doing by telling me on other line please say yes it whatever she was saying I was saying yes and I heard and approved. Long story to make it short. I got scammed</p>	
275	FL	<p>They keep giving me leads out of my coverage area and people who will not be ready for at least 3 months, finally they give me leads for work I do not do</p>	
276	FL	<p>Keep receiving leads when leads were turned off. Received leads above my set budget.</p>	
277	FL		<p>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?</p>

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278	FL	<p>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>	<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>
279	FL	<p>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 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...Ii 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>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 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>



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280	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 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.</p>	
281	FL		<p>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</p>

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			over to collection in 7 days. Help!
282	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 billed. I regret using this service I'm ashamed that they do practice like that...	
283	FL	Lots of garbage leads and they denied to refund money, an absolute rip off and dishonest business conduct.	
284	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???

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285	FL	<p>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...</p>	
286	FL	<p>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</p> <p>Said we could turn on &amp; off leads as our 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.</p>	

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		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."	
287	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 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>	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.
288	FL		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]cost of my life. Complete scam.

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289	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>	
290	FL	<p>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.</p>	<p>...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.</p>
291	FL	<p>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</p>	
292	FL	<p>Only one lead out of an entire month pf leads actually lead anywhere. Most were people unaware that they were requesting professionals to contact them, not even planning on having a service preformed. 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</p>	

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		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.	
293	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...
294	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.

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295	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
296	FL	Complained about leads that were not accurate, work had been completed or not interested in receiving a quote.	
297	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.
298	FL	Most were not viable/working numbers	
299	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.
300	FL	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...	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

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		<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, 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>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 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>
301	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,</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</p>



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		<p>about half were miscategorized, and I didn't get many lead refunds out of 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, which 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>whether I got the lead fee back or not, considering it was an extremely black and white situation.</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>
302	FL	<p>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 REFUSE TO give ma a credit so I end up paying for bad leads</p>	

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303	FL	<p>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.</p>	<p>...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...</p>
304	FL	<p>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.</p>	
305	FL	<p>Most of their leads turned out to be bogus.</p>	<p>...they still to this day are using my name to steal customers. I've repeatedly asked them to terminate links with my name attached to them on the web and if you follow this one you can see.</p>

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306	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>	
307	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> <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</p>	

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		thinking about buying a home. Credit request were promised with an email reply. I have never received a reply. To date no credit issued on my credit card statement.	
308	FL	...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...	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.
309	FL	Problem is that numbers disconnected wasn't the person, no answer	...they beg me to stay and offer me lead credits. Which was some of them was bs still as well.
310	FL	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	
311	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.	
312	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.	

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313	FL	<p>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.</p>	<p>We have tried endlessly to receive a credit on many leads, but they are usually denied.</p>
314	FL	<p>Bogus leads that have a disconnected number but still get charged.                  Incomplete information where the customer 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>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.</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>

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315	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>
316	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                  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                  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>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 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>

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317	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>
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318	FL	<p>1st problem-- I get a lead from HomeAdvisor I'm advised on the lead notice that the customer gave no specifics 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>...consistently, my inbound phone calls with respect to my websites slows or completely stops...</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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319	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 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>
320	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.	
321	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.	
322	FL	HomeAdvisor often changes type of lead from a perfect match to exact to charge an extra 10 plus dollars a lead.	

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323	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.	
324	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.	
325	FL	Leads with a number that hangs up	
326	FL	I paid close to \$2000 for leads that where 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.	

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327	FL	<p>Lead's information is not confirmed or validated resulting in</p> <ul style="list-style-type: none"> <li>- numerous leads with false numbers or not working numbers, no addresses, wrong email and just no way to actually contact the lead</li> <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 provided 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 profit and now working at a loose)</li> <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</li> </ul>	<p>Customer Service:</p> <ul style="list-style-type: none"> <li>- over 2 hour wait times to speak to someone on the phone which are the only people that can issue lead credit refunds</li> <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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		instead of hearing all of the contractors assigned to them.	
328	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.	
329	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>
330	FL	<p>The leads they have provided were not accurate. Homeowners did not call back at all or they compared experiences to Angie's List.</p> <p>They charge for leads they are not even verified.</p>	I do believe HomeAdvisor did sell my information. I never got so many junk emails before I joined them. They sell a good deal but don't come through.

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331	FL		<p>I have been told by a customer that HA told them I was unavailable and recommended a competitor when my leads were turned off. This was a customer that mistakenly called HA off of one of your listings in my name instead of clicking below that on my name. HA 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>
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332	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 matter of fact the only 2 that have responded are customers of mine the 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>Not once but twice I have become a HomeAdvisor contractor - the first time I joined 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. 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 were 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>
333	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>
334	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>	

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335	FL	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 as a vanity replacement.	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 if "VERY" vague in questioning the wants and legitimacy of potential leads / clients.
336	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>

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337	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>
338	FL		<p>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 !</p>
339	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>
340	FL	<p>Their leads for home inspections were about 90% fake, no such phone number, no such address, no</p>	



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		such person.	
341	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>	
342	FL	Bad leads, no corrected phone number or non-existing phone number, and the leads are sold to 8 contractors or more. CraftJack is the same company as HomeAdvisor and I have leads charged double at the same time.	
343	FL	I have only received fake leads, incorrect phone numbers or work completely out of my scope.	<p>I have cancelled three times and they are still sending me bills.</p> <p>They will not remove my business from their site no matter how much I complain.</p>

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344	FL	<p>They are charging 2 times for the same lead.                  Fake leads</p> <p>Leads looking for different work than what we do</p> <p>Leads out of time, they sent information after leads did work</p> <p>Leads never answered by phone or email, or wrong phone numbers</p> <p>Bad questions to leads generate bad leads.</p> <p>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.</p>	<p>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.</p> <p>People from customer service cannot authorize refunds and supervisor are busy all the time, every call to HomeAdvisor is at least 1 hour, sometimes 2 hours on the phone.</p>
345	FL	<p>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 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>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 sure what to do.</p>

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346	FL	<p>They would send me leads to people who had never used HomeAdvisor , people who had already completed the project, and numbers for people who never answered, as well as refused to give me credits for these leads.</p>	<p>They also failed to explain to myself, my partner, and my office manager that you still pay for leads you don't use. They didn't listen to the amount of money I wanted to spend on leads monthly, instead sent more than the amount, and sent most of them at the beginning of the month, so we didn't get nearly as many at the end of the month. They neglected to mention mHelpDesk, nor the fact that it costs \$59.99 a month. I have chat transcripts that are unbelievable, admitting that they may have sent me a bogus lead, but they will not refund it. It's theft.</p>
347	FL	<p>Of the 14 leads received over a 14 day period,                  2 leads I closed with jobs                  2 leads were for services I do not offer                  2 leads thought that we were a free service                  2 leads have signed up with other contractors                  3 leads never responded to my calls                  Last 3 leads I did not bother contacting anymore                  Of the 11 leads I followed up with, I was able to dispute only 3, and I was expected to pay for the other 8, even though I only landed 2 jobs, including the ones that never responded.</p>	

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348	FL	<p>Lead received on 04/03/2018 at 7:25 pm (charged \$31.23) - I called the next morning and no answer. They said the client was not contacted within 24 hours and I was ineligible for credit!</p> <p>Lead received on 04/04/2018 at 12:06 a.m. (charged \$31.25) – I called the client at 04/04/18 at 7:41 am when I woke up. I received the call at 12:06 am???? They said I was not eligible to receive the credit.</p> <p>Lead received on 04/04/2018 at 1:53 am – I was charged \$29.77 for a lead that I received at 1:53 a.m. I even sent him an email.</p> <p>Lead received on 04/04/18 at 7:08 am (charged \$29.77) this was a duplicate lead. They said I was not eligible.</p> <p>Lead received on 04/08/18 at 2:33 am on a Sunday (charged \$28.70) – again not eligible for a credit.</p>	<p>As soon as I started to use their system, I was angry and upset trying to cancel it. I even called them to try to quit, but they convinced me to continue using their services. On April 8, 2017, just one week after I started using the system and after lead calls received even at 2 a.m. and 11 p.m. on Sunday, even after calling back the customers as soon as I received the calls, they were charging me for these leads and saying that I was not eligible to receive the "credit back." When they sold me their services they told me I had 24 hours to call the client back, but even me calling them back less than that, they would not allow me to receive the credit back. 16 calls and I was just answering calls and being charged for nothing! I told them I was unhappy and I had a small cleaning business and I could not afford to pay any more leads because I was not getting any clients and they told me in order to cancel I had to pay all the LEADS THAT I DID NOT GET ANY CLIENTS! So, I had to dispute on the credit card and they are saying are going to send me to collections!</p>
349	FL	<p>Never got a legitimate lead, no clients ever picked up the phone even though I called as soon as I received the lead, and didn't generate one job. In addition, they told me I would get customers immediately, and I didn't get any.</p>	<p>They refused to terminate my account, and refused to give me a refund when I realized that the leads I was getting do not work. Instead they chose to try to continue my membership, and continue to charge me.</p>
350	FL		<p>I complained about not being able to stop leads coming in, even when I turned them off. I had set a limit of \$750 but they kept taking money and it got to over \$2000. I had to shut my business account down at my bank.</p>
351	FL	<p>Bad leads, no refunds for bad leads, phone numbers are bogus, addresses are incorrect at times.</p>	<p>Getting credits from them for their leads is very difficult. They do not ever find why they should give you a credit acceptable.</p>

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352	FL	<p>Over the years during off season for HVAC I got leads for repairs that never returned my calls or emails. Others simply said they wanted a price quote over the phone or we're looking to buy a part from me to install themselves. HomeAdvisor refused to refund anything for these leads. If I did have a legitimate trash lead and actually got someone to say they would give a credit it would never happen. They charged my card anyway. I simply didn't have the time to continue the effort of calling and arguing over the same issue time after time.</p> <p>Every time I called about trash leads I was told how I would have to be fast calling the customer back. So I tested it. I would call within 2 minutes of receiving a lead. Most the time I still couldn't get the customer even if they had multiple numbers listed and text and email. When I did get someone often they said someone had already called them and it was taken care of.</p> <p>HomeAdvisor gives leads out to some contractors first then staggers the others making sure the company they choose gets a good lead.</p>	<p>HomeAdvisor 's system to pause leads is set up to make it hard to do so. I could pause market leads on my phone app for 48 hours but exact match leads 24 hours. So every day I would have to go on the app to pause. To pause for longer I had to call them. In the past they used an automated call in system the was terrible! It asked you to hit numbers to pause leads for various numbers of days. I think it was set up to not recognize numbers punched and disconnect the call. Then trying to call a live person you would get the office was closed, call back during normal hours.</p> <p>I tried to terminate my agreement several times over the years due to them refusing to remove charges for bad leads. Each time I was required to talk to several people having to explain to each one why. Each time I called to cancel they would eventually wear me down so I would just put a hold on leads.</p>
353	FL	The leads were bogus and a complete scam	They are charging me for the bogus leads

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354	FL	<p>So far I have received a lot of dead end leads, and leads to customers that hadn't even requested the service the lead was for. Today, 7/2/18, I received a lead for countertop installation. Upon speaking with the homeowner, he hadn't been on HomeAdvisor for over a year and the last time he was, it was for a tree removal service. He had no clue why he was being contacted. I've had numerous "leads" that were just people curious about work, and several that I've had to pay for that had incorrect contact info for the alleged customers. I am still currently working with HomeAdvisor due to paying for a year of their service, and so far it has been a lot of fake leads, or people that were not serious about having work done.</p>	<p>I was told by HomeAdvisor "recruiters" that they could potentially send me \$100,000 worth of work after I told them my projections for the year were around \$30,000 considering we are a new business.</p> <p>I was told from day 1 that they were the best because customers pay for their service. Come to find out, it's free to customers and contractors like myself have to pay almost \$300 a year to receive leads, then pay for the leads as well.</p> <p>So far I've paid more for their services than I have profited from.</p>
355	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>	

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356	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 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.</p>
357	FL	<p>...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. T...I knew they charged me a commission, but only for the ones I did the job.</p>	
358	FL	<p>Dead leads</p>	<p>Impossible to get refunds, way over set budget</p>
359	FL	<p>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.</p>	<p>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.</p>

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360	FL	<p>On several past occasions, and on-going to this day, the following issues are happening:</p> <p>1) Leads come through with bogus phone numbers, no phone number or no address, which force the members to do their own research into the lead, before having to go through the request credit process, because the customer cannot be reached in order to verify the lead. And then HOPE that the request is accepted for credit.</p> <p>2) A lead is called in which the customer states, "they never requested any service and don't know how HomeAdvisor got their number." HomeAdvisor consistently denies these for credit requests, stating "the customer was unable to be reached."</p> <p>3) Leads come through with all information for contact, but the customer can NEVER be reached. No matter how many times, how many ways, when or from how many different phones you try to call, they will NEVER answer. Even if you are persistent enough, like me, to call for 6 months! This makes it impossible to verify if the number is correct or if the customer actually requested service, thereby guaranteeing an instant denial for credit.</p>	<p>4) When one of the reps is nice enough to assist you after a denial of credit, they can only offer a "\$15 courtesy credit," which doesn't amount to much when some of the leads can be \$20-\$30. And just as soon as you get that credit, you can be sure another lead immediately comes right through to charge you again. And most of the time, it TOO is bogus, and just continues an endless cycle of requesting credit.</p> <p>5) I spoke with a member services specialist who reviewed my account and saw that I was winning an average of 25% of jobs from the leads that I get. He claimed that this was "a very productive number," to which I then laughed in his face after realizing he was serious about his comment. So out of 100 leads, I'm landing only 25, and wasting money on the other 75 and somehow they want me to believe, this is "productive?"</p>
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361	FL	I specified to them that I did not want them to send me any leads until I was ready to take jobs from them. More than once I told the agent not to send me leads. I did not contact any of those clients because the leads were for paint and we do not do that.	This company does not want to terminate my services.
362	FL	I encountered fake leads were no answer with no voicemail or incorrect contact info they still charged me and wouldn't give a credit for the lead	Yes they use my business with their# and if I try to replace # with mine the correct one they just charge it weeks later
363	FL	I was aggressively called over six months and I told them several times the type of work I do , that is commercial only not residential the last salesperson assured me they did have a lot of commercial requests , that after 2weeks of giving them a try was a lie , and I am getting charged for leads that don't even apply to me , She said they would get rid of those leads but I cannot cancel and receive a refund ? I find that this is a huge issue for them , but unacceptable in today’s world of commerce	
364	FL	Most of the leads were customers just shopping around and not look to get any work completed.	
365	FL	60-70% of leads are bad and need to be refunded, or the customer regularly ends up in wrong category or requests work that I physically cannot complete. HomeAdvisor refuses to address these leads and there is no recourse for pros	
366	FL	I received Bogus leads, the phone numbers were invalid, credits were not made to me, I have ongoing disputes and recharges on my account.	Yes, when you click on the business profile it states we are not available and to try other companies.

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367	FL	<p>I was told that I could dispute leads and get a refund and they were normally \$10.00 to \$25.00. That only happened the first 3 days. Some of the leads were billed at \$105.00 with no exact scope of work description. Then I started getting leads that had no description on the scope of work and finally after 15 days, I was charged \$670.00 for leads when I only talked to 4 people. The 4 people that I did submit a proposal with, told me that they had 5 other bids from HomeAdvisor and Angie's List and I never heard back from them.</p>	
368	FL	<p>When the lead system was explained to me from a HomeAdvisor sales representative, they didn't include that you and 10 other people get the same lead and the customer isn't even ready half the time to start the project. They never said that me and 10 other contractors are paying 80 dollars for a lead. The sales rep lies and makes it sound great, in order to get you to pay outrageous fees.</p>	
369	GA	<p>Yes, every “great” lead they’ve sent me was clients that weren’t even interested in doing the job. Some just wanted an idea of the job. Others wouldn’t answer the phone nor emails. Other answered my calls and emails saying they weren’t looking for the service. Out of About I think 18 leads I didn’t get a single job. It was a waste of time. Even after they kept calling me begging me to join for 6ish months they said there was no risk and they just kept adding money and more money to my debt. It made me quit trying to do jobs on my own and go get a job with a concrete</p>	

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		company as an employee. It ruined my life.	
370	GA	A lot of the leads are not valid information, out of my scope of work, some I found out that they charged me for being exclusive to me and I found out later it was sold to other contractors. There is no way to for me check that on all the leads.	
371	GA	The second I get a lead ill call text and email customer. They will tell me that they have already gotten several other calls and already booked an appointment with someone. Same for so called free leads. I’ll call the second I get one. Then they will tell me that the opportunity has already expired and someone else booked the appointment.	No. However when you sign up they tell you they only send out a lead up to 5 contractors which we all know is bologna. It’s gotten worse and worse.
372	GA	One time they provided me with leads from Real Estate service advisers that when I opened the portfolio on them it said in black and white. To contractors applying four positions do not contact our office we will contact you if the need arises I’m not paying for that as being a lead!!!	
373	GA	upon signing up with HA, we received tons of leads daily that were to clients that were unreachable, didn't exist or the number they attached to the leads was a recording to the HA office. We have only been members for 1 month and have been sent an account balance for over \$3,000 in lead fees. My husband and I work full time jobs and were never able to open all the leads that were sent to our email. When we signed up, we had an account limit of \$5000 that	Since trying to cancel, they started making random appointments for us with clients we have never spoken to. They call and leave us voicemails letting us know that they (pro-customer care) are confirming an appointment that they set up with clients. It makes our company look bad because we have no idea who they have made appointments with and we don't show up. We have no way of contacting the clients that HomeAdvisor is setting appointments for. This leaves a bad impression on our company and will in turn have customers writing bad reviews about our professionalism.

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		<p>we wanted to receive in leads per month and by August 10, we had already been charged over \$500 and were sent a balance of over \$1500. When we tried to get a refund for the leads, they would only offer a credit for the amount charged. We tried to stop the leads (turn them off) but HA kept sending the emails and racking up the charges. I can't get a rep on the phone to get my account fully cancelled. They continue to send random emails and set unqualified appointments</p>	
374	GA	<p>I TOLD THE SALESMAN THAT I WAS FINE WITH PAYING THE ONE TIME FEE FOR SIGNING UP BUT WAS NOT GOING TO PAY FOR LEADS. NO OTHER MONEY IS TO BE TAKEN FROM MY ACCOUNT. SALESMAN SAID I WILL NOT RECEIVE ANY LEADS THAT COST MONEY. GOT 3 LEADS THE FIRST DAY AND CALLED THEM NOT REALIZING I WAS BEING CHARGED. CAME UP AS " OPPORTUNITY ". AS SOON AS I GOT HOME AND LOOKED AT MY ACCOUNT, THE HAD CHARGED ME \$570. I CANCELLED MY CC AND ATTEMPTED TO CANCEL MY HomeAdvisor ACCOUNT. WOULD NOT LET ME. HOLLIDAY?? COULD NOT GET A HOLD OF ANYONE!! I STOPPED THE "LEAD" ON THE APP BUT STILL THEY KEPT COMING I DELETED THE APP FOR HomeAdvisor AND BLOCKED THE AUTOMATED NUMBER FROM MY</p>	

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		PHONE AND BLOCKED THE EMAIL. STILL KEPT COMING. THEY NOW TELL ME I OWE THEM \$590. BUT ARE MORE THAN HAPPY TO REFUND MY ORIGINAL \$288 SIGN UP FEE IN 2 TO 4 WEEKS. I CALLED THE FIRST 3 LEADS THAT WERE SENT. THE FIRST SAID THAT HIS PROJECT WAS COMPLETED TWO WEEKS AGO. THE SECOND TOLD ME SHE HAD ALREADY GOTTEN 4 ESTIMATES BUT WAS LOOKING FOR SOMEONE CHEAPER. THE 3RD PERSON I CALLED TOLD ME HE WASN'T LOOKING FOR A WHITE GUY???? I NEVER RESPONDED TO ANYONE ELSE AND SHUT EVERYTHING DOWN AT THIS TIME. LEA THAN 24 HOURS OF INSTALLING THE APP.	
375	GA	I would get leads supposed to be for tile installation, but were real estate agents, people looking for general contractors, wrong leads and more leads than I had requested. Even got one for ceiling tile which is way different than ceramic tile. I was told none were refund acceptable. After months of this happening I turned the service off. It would reactivate without notice and start billing me for leads I didn't want	
376	GA	I never received one job off any of their leads due to know one answering the phone or saying they didn't request service. I met all their criteria for credit but never received it. Now I closed my account and they have turned me over to an attorney for collections for \$445.00 dollars after	

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		they said I owed nothing. I will not pay and they need to be stopped from there fraudulent activity!	
377	GA	Leads were from phone numbers that did not exist, or the number would never answer. If the customer was real they were not quality leads, but just tire kickers.	
378	GA	<p>I did not have sales people to attend to the leads. Although I paused the leads, HomeAdvisor continuously turned on the leads without my permission and continued to bill me for leads which were never followed up. The claimed that the leads can only be turned off for up to 2 weeks. I was sent to collections for the cost of leads in the amount of \$3500.00 for leads for 30 days. I did not care for the leads to be turned back on. HomeAdvisor automatically turns on the leads and bills for unwanted leads regardless.</p> <p>Also, there were several duplicate charges for the same customer. When I contacted them they stated the a refund will be issued which was never received.</p>	

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379	GA	<p>They charged my card without my knowledge or approval. Won't refund my money even though I was in the 3 days refund policy. Before anything, HA rep told me they will notify me before they charge me debit card. That was a lie, they didn't get approval from me to charge my card. They charged me for \$288. Next, they made me download there HA app. Once I downloaded the app, I had about 8-12 leads already, and my outstanding balance was \$788.12. I was confuse on how the app worked because they never call me after they charged my card and explain how the app works. I called to cancel my account and they sent me to a supervisor name Rocky, and told me they can only credit me for half of the \$788.12. I never got a job from them and I called most of the leads they gave me and nobody picked up there phones or messages and I still got charge for those leads which where about \$40-125 per lead. I got robbed. They didn't want to refund me my \$288 because "supposedly" I owed them \$788 even though I just signed up. I cancelled my membership in the 3 day refund policy they have and they wouldn't refund me money. They said I owed them \$788 and I was only a member for 3 days and I haven't even had a job from them and there charging me \$788 for the 3 days of false leads. They took my money and closed my account. These people shouldn't be allowed to do this to us very hard working people. Not fair at all.</p>	
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380	GA	People who were unaware that they had generated a lead, tire kicking, continual refusals to grant credits for bad leads	
381	GA	Same issues as other plaintiffs, leads with bad contact information, leads that didn't sign up for a kitchen remodel yet we are charged anyways even if they call HomeAdvisor to inform them that this was a mistake, monthly spend limits exceeded regularly with our card charged at HA's leisure, leads that don't speak English, leads for other contractors that are wanting to interview their competitors, leads for people who don't even own the home - just shopping for a home, leads for renters that want to request their landlords pay for a kitchen remodel, leads for house flippers even after guaranteed that HA doesn't work with investors, lead pricing changes constantly, and we are charged for all of these leads whether they are any good or not. We have considerable documentation of the conversations and issues.	



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382	GA	<p>I have had leads populate my inbox at times where it is not professionally reasonable to return a call (12:45 am) and when I do not ever get a response the next morning, (by phone, voicemail, email and text) and then ask for a credit, they (HomeAdvisor) state that it took me 7 hours to call the lead back and in order to be more successful, I need to respond within 5-10 minutes. Credits are very difficult. Many leads (10% or so) have already hired someone even though I called them within 10 minutes of the initial inquiry... this is virtually impossible. This company (HomeAdvisor) is clearly defrauding many legitimate service companies out of a lot of money. I track all of my lead source conversions and HomeAdvisor is my lowest performing lead source by a long shot...and for good reason. They are selling poor quality leads. HomeAdvisor consistently sends leads fro. Customers who are in no way screened or serious about the work in which they are requesting a quote. They act like they cannot control anything with regard to a customer’s responsiveness or how accurately they described their project.</p>	
383	GA	<p>Billed for disconnected numbers, billed for shared leads.</p>	

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384	GA	<p>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!</p> <p>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!</p>	<p>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!</p>
385	GA	<p>Constant and consistent bogus leads which HomeAdvisor will not refund or credit.</p>	
386	GA	<p>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.</p>	

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387	GA	<p>None of the leads met parameters, or areas as discussed. I contacted 2 leads, but never got a response from the homeowners...I was 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>	
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388	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 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>	
389	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>

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390	GA	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 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).	
391	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.
392	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.

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393	GA	<p>Fake leads - leads that were bait and switch via games and apps on phone when customer had no interest in my service.</p> <p>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.</p>	
394	GA	<p>Incorrect number, did not request services. Billed for job taken by another</p>	
395	GA	<p>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.</p>	<p>...they did try to direct a customer away from our business on 12/19/2016. That customer will attest to that.</p>
396	GA	<p>...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 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</p>	<p>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...</p>

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		bought out has new management exploiting every penny they can get from their contractor customers. I am going to terminate my relationship with them.	
397	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.	
398	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.
399	GA	The biggest problem we have with this company is the leads that are being sent to 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	We never got an opportunity to cancel because they were threatening to put us in collections for the balance they said 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

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		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.	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.
400	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
401	GA	I am always getting inaccurate leads and when I call in to get them credited I am always denied.	
402	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.
403	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</p>	



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		their clients. This is just like the story of the Tucker automobile, selling things you do not have.	
404	GA		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 years’ time; less than 10. They then harassed me regarding renewing after a year.
405	GA	These people are absolute scammers. Impossible to prove bad leads and get credit	
406	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 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>	

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407	GA	...the leads that they sent me were not accurate at all. People I called didn't even have any recognition of even contacting.	...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 want me to come back and sign back up.
408	GA	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!	I have to pay the full amount owed from the leads that were receive in order to cancel.
409	GA	They persistently advertise their leads as all be screened, qualified, and ready to go. 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	Constantly during our membership I noticed that HomeAdvisor was redirecting customers to their site. Even after I 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 HomeAdvisor 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.

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	<p>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 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.</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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410	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.
411	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.
412	GA	Fake leads. One time the number went to a police station in the city of Cumming.	
413	GA		We've had customers that searched for us specifically through search engines and were directed to HomeAdvisor .  Was charged to pause leads.

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414	GA	<p>I received and was charged for 26 leads last month but only spoke to 5 people. Most of the people had no idea why we were calling, they had already had the work completed months earlier, or completely non responsive to all emails, texts and phone calls.</p> <p>Most of the leads we receive are non responsive, already had the work completed or just made up.</p>	<p>After they hook you they send you hundreds of fake leads that aren't real. They absolutely will not give you credits unless the phone number is disconnected. I have also spoken to numerous customers that received over 8 different companies calling them while I was on the phone with them. They are very deceptive, ripping off the small businesses with fake leads and excessive charges! HomeAdvisor has stolen millions of dollars from innocent hard working Americans that are just trying to make an honest living. I have been very hesitant to activate my service because of all the corrupt leads they now send me. Now I only talk to about 10% of the leads I receive... I just received a so called lead from a gentleman that supposedly needed a new system. I called him up and he said he canceled the appointment. I called him within 10 seconds of receiving the lead. I called HomeAdvisor for a credit but they said sorry as usual.</p>
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415	GA	Fake leads, or suspicious leads on multiple occasions.	<p>Upon seeking to rectify one of my fake leads (as a home inspector) I chatted online with a rep, they denied my claim after 2 days. Knowing this was a fake lead, I called the lead dispute number and directly waited on hold for 2 hours during normal business hours. I believed this was some sort of fraudulent trick on their part to fatigue me, I called the customer number and said I was a pro seeking a lead dispute, after transfer, the woman told me "we called the number for the lead and left a message.... since we can't get in contact with the person who owns the number the owners is on you to pay." I asked "isn't that precisely the point, if you (HomeAdvisor ) can't get in contact with the person, how the hell am I supposed to?" She did not seem convinced so I had to aggregate my evidence and told her "I was charged for a direct lead with an appointment... the number belonged to the 'supposed customer's' old roommate and the house was not listed for sale on Zillow, I went to the house at the time of the 'supposed appointment' and no one showed up as I anticipated from the lack of any communication." She was still not convinced and denying me my lead money and in a moment of clarity I remembered I had a text from the 'supposed client' saying "I don't know who you are" and finally after sending that screenshot I am told the money will be refunded...it still has not. Also HomeAdvisor tends to give you credit to their scam service so if you're upset with getting bogus claims and go through the tumultuous journey of getting your own money back, you don't, you get credit for their scam service. It's like me giving someone a faulty home inspection and when they complain I say "here you go, I'll come back and give you another faulty on for free."</p>
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416	GA	<p>Many of the leads are bogus, no such name or person, no such address, people said they never heard of HomeAdvisor /Service Magic, said they need no such service and asked how did you get my info. When you call in they give you the run around about a lead replacement fee.</p>	<p>I don't remember the exact sign up date or the exact termination date but I do remember all the crooked practices and shady reps calling and hounding me after I terminated my account. I had to get very ugly many times to finally get my account terminated. I still received leads from them and HomeAdvisor tried to bill me after I had told them repeatedly to stop harassing me that I wanted nothing to do with them. I still receive calls about once every 6 months or so asking me to accept leads and I just hang up.</p>
417	GA	<p>Half of the homeowners I tried to schedule were not ready after seeing the material list much alone my labor.</p> <p>The leads were not payable enough to go bid. Then when I found ones that were, the owners went with the cheaper of the other 3 that went to the same job.</p>	<p>After I saw how much I owed for the bogus leads I called. I was told to try and request a credit and found out that if I didn't call the homeowner within 24 hours I could not get any credit. I would wind up owing over \$4000 in 3 weeks.</p>
418	GA	<p>I've been a member of HomeAdvisor for over 5 years and can attest to the fact that over 50 percent of the jobs or bogus leads.</p>	
419	GA	<p>We were a client of HomeAdvisor's and over several months I had noticed that the potential clients we were getting in contact with had NEVER submitted anything through HomeAdvisor, some were elderly and did not even own a computer.</p>	

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420	GA	I got scammed on "ghost" calls and fake leads.	
421	GA	Most of my leads were phony.	
422	GA	I received fake leads. People stated they were not seeking work done.	
423	GA	Leads had wrong phone numbers. Homeowners yelled at me for calling. Homeowners did not want anyone calling them. Homeowners already hired someone before submitting information. I received no answer from leads. I received no returned calls after voicemails left. They do not approve credits that were legitimately bad leads.	
424	GA	Basically the Representative, I talked to misled me about how I would be charged for leads. I was under the impression that I would get to pick out the leads I wanted to be charged for, as in I would choose which leads from which area I would want to pay for, whereas they automatically charged for any lead that is sent your way and I was not made aware of this. So knowing this, they sent a bunch of leads my way in the short span of 6 days and I racked up a nice bill.	



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425	HI	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.	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...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 Okay, great. The next day there were 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.
426	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.
427	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 for the lead.	

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428	IA		<p>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.</p>
429	IA	<p>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.</p>	<p>[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.</p>
430	IA	<p>My father-in-law uses HomeAdvisor and has sent several leads my way from his account, none of which have panned out.</p>	<p>I never signed up, but am frequently solicited with phone calls and emails guaranteeing local demand for home inspections.</p> <p>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.</p>

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431	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>
432	IA		<p>They would not terminate the account...fraud charges.</p> <p>Will not credit for fake leads.</p>
433	IA	<p>Most leads are not qualified leads, and door kickers.</p> <p>Garbage leads.</p>	<p>I've spent over \$7k on leads and won one job that profited only \$1000 total.</p>
434	ID	<p>Bogus leads. Cannot control leads as told by service agent. Can never get through to customer service to work on issues.</p>	
435	ID	<p>...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.</p>	<p>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</p>

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436	ID	I would call leads back with no answer from customers, and left messages and still never had a call back.	<p>...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...</p> <p>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.</p>
437	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 HomeAdvisor, 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.	
438	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>

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439	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 appointments. Leads where the homeowner was unprepared for actual work.	
440	ID	Most of them aren't even serious leads. They charge you for leads of people who aren't looking to have any work done.	The billing is random. There is no rhyme or reason. They just choose a charge, and bill you. Then they make it a hassle to try and get it credited.
441	ID	They send out different types of leads that are not qualified. The leads are sent to several other firms and the ultimate outcome is that the client is upset as several unqualified contractors show up. Typically however the leads are not even interested in getting the job done, they are shopping or needing advice.	
442	IL	Most of the leads are not real leads, the contact information doesn't work, the person says they don't have a project and were never on HomeAdvisor, the person said they were just looking around and they wanted information only they didn't agree to have anyone call them, the leads mostly don't call back or reply to emails, they send leads that aren't the category for which it says and they don't credit the leads even if they have notes in their submission. They also call and tell me they know how many leads they will have next month and future months without any	

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		evidence of how they determine that number. This year I have had to date - 940 leads, 269 that turned into appointments (very low ratio) and 18 sales.	
443	IL	They gave out way to many leads to different contractors. Many said they never contacted HomeAdvisor	
444	IL	When I call on the leads the phone numbers and/or address are wrong. Customers are not hiring now or in the near future. Being billed for leads that I don't call on. I was told when I joined that I would only get billed for leads that I chose. Leads out of our area. Leads that I don't qualify for. My cap was \$1000.00. Now they say I owe \$3874.55.	
445	IL	False leads that would never follow through	
446	IL	They send you old leads and then charge you for them	
447	IL	Bogus, charged for leads I responded to but never spoke to a customer or showed up at the address and nobody answered	
448	IL	I have on multiple occasions been given faulty leads that had no human being on the other end of the information given and were never refunded even after being told they would refund the leads	I do not have any proof for this however I know that they have used my companies name to ruin my website see ranking
449	IL	I have been threaten by customers that they will call the police as they feel that we are threatening them. HomeAdvisor has refused to credit and of those leads. I have had customers not place a full address and I am charged for it, customers who	

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		have canceled their projects and I am responsible for the lead. They almost never allow me to get a credit.	
450	IL	Yes, Everything was a fight, from credits too pointing out fake leads (made up numbers and addresses)	
451	IL	Seems like there are a lot of bad leads. Customer never answer calls, respond to text, or email. HomeAdvisor hardly ever gives credit .last month bill \$550 with almost all bad leads and never gave me credit it’s getting worse every month.	
452	IL	I have received several leads in which no one ever answers the call, returns a call after a voice mail is left (usually a generic voicemail recording) or replies to emails. I have contacted several leads in which I have been told that the homeowner has received calls from over 10 contractors. I have had a large number of homeowners tell me that they they never intended for anyone to call them at all. In all of these instances, when contacting HomeAdvisor for a lead credit, they tell me that none of this is a valid reason for a lead credit. I was actually told today that I should compare it to window shopping at the mall. Well, the store doesn't charge me for window shopping.	

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453	IL	<p>Eventually, because I am being uncontrollably charged for the leads, I began taking them as I felt forced and coerced. However, they we're all scams, people saying they are going to be moving to my area and need cleaning services. I have gotten the same exact email from all of these leads, but different names pasted in them. Some are phone numbers that aren't ever reachable. I have never been able to even have one job opportunity through HomeAdvisor, because they are scammers, that instead of helping businesses, they destroyed them and put them in debt for leads that do not exist. The amount paid for membership and leads does not exceed the amount you are paying for them, only to find out they aren't helping at all. They are not focused on contractor satisfaction, they are focused on how they can talk you into getting scammed.</p>	
454	IL	<p>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 &amp; 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.</p>	<p>After my 'bundle' was used up (lead bundle) they continued to charge for leads without my permission.</p>



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455	IL	<p>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.</p> <p>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.</p>	<p>They have also added "quality claims" that I never made such as being a cleaner for 20 years.</p>
456	IL	<p>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 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>Horrible, horrible company. False &amp; deceptive business practices &amp; theft by deception. We're a new company, starting out &amp; these people stole from us, sign you up under false pretenses &amp; 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 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>
457	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>

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458	IL	...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.	They go past your spend target
459	IL	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 do not refund the money for that lead...	
460	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.	
461	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...	

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462	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.
463	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.	
464	IL	<p>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).</p>	

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465	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.
466	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 exclusive lead when in reality they are not. Totally unethical and deceptive.	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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467	IL	<p>In my conversation with the salesman, I was given the impression you only pay for the leads you accept.</p>	<p>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.</p>
468	IL	<p>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. AND THEY WANT MORE.</p>	

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469	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.
470	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.	
471	IL	Charging unreasonable amount for leads.	
472	IL	Never contact for any leads  All leads are fake	
473	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.
474	IL		I'm a newcomer 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.

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475	IL	Of the 9 leads I received, only 4 resulted in any meaningful contact and only 1 of those with work. On 2 of the remaining leads, I got the impression that they were bogus, possibly even employees of HomeAdvisor .	I was under the impression that I didn't understand their lead system due to my own inattention during the many calls I received from them before joining. Now I know they intentionally obscure the information to trick contractors into joining.
476	IL		I called Wells Fargo after they charged me for \$500. I've never read or opened any emails that they've sent me about leads or anything after initial sign up.
477	IL	Almost all of HomeAdvisor 's leads are non- vetted, poor quality leads. We have yet to receive any quality work from HomeAdvisor . Leads are often mis-categorized,. For example, on three separate instances, customers who needed their doorbells replaced being filed as "Install or Repair a Home Automation System" at a cost of \$110/each on average. Other leads have come through as "Install or Repair a Home Theater System" for customers that are looking for small electronics repairs, like fixing a DVD player. Those leads are often \$75 and we don't offer electronics repairs, we install Home Theaters and can repair a theater but not an individual piece. One in every 3 to 4 leads we receive is bad contact information, often in more than one category (i.e. bad phone number & bad email, or bad address and bad email). We submit lead replacement credit requests but HomeAdvisor denies saying "if any part of the contact information is correct, OR can't be verified as wrong, the lead remains active and of value."	We have attempted to cancel on three occasions and been sent to a customer retention specialist that has not submitted the request (in one circumstance) and on the two other occasions changed what the previous representative has said regarding lead replacement fee. Cancellation is not something HomeAdvisor allows to happen.

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		This is simply a scam.	
478	IL	I received leads where only a phone answering message was taken by the supposed client. It was never returned and I was charged \$30 for it.	I found it impossible to receive refunds. I was charged over \$800.00 within the first couple of months, including a \$344 subscription fee and \$221.08 for fake leads.
479	IL	Leads were not in my area or could not be contacted.	HomeAdvisor lied to me about several important things I asked them about before I signed up. HomeAdvisor told me I would be getting the customers phone number but instead they don't give you the customer's number but a bogus phone number that I could never get anyone to answer. They also told me that I would be able to add and subtract zip codes that determine my area. After I signed up I was getting leads outside of my territory and after working with their tech people they told me "oh no you can't change the zip codes." I contacted my credit card company and disputed the charges. Now they are threatening to send me to collections.
480	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.



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481	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.
482	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.
483	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.	
484	IL	Yes all are not valid information leads	
485	IL	I was told when I signed up that I had an option to either receive leads or to just be on the directory. I chose not to take leads, although they continued to send them. I asked to be terminated and for a refund, instead they charged me for leads I hadn't used and sent them to a collection agency. I've called numerous times to get it straightened out , to no avail.	
486	IL	Since the beginning of my membership I have experienced customers who have no idea what or who HomeAdvisor is, to customers that are not serious buyers. I have spoken with many of them and they have no clue that the contractors are being charged. A high percentage of them do not know how their information has gotten out and it has progressively gotten worse... I also get a lot	

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		of bad phone numbers which are no longer in service	
487	IL	People said they did not request service.	
488	IL	Bogus leads. The worst was Donald Trump's White House address...I called them, and they wouldn't credit me at first. I spent hours on the phone, then they finally gave in...And credited my account.	
489	IL	They sent me many bogus leads and wouldn't return my money. A lot of times the customers only had questions and were not ready to hire.	Yes. When you type in my business name on Google, HomeAdvisor pops up and leads the potential customers to their website.
490	IL	I was one of a couple companies to get a single lead, and I was not the only one that had to pay for it. Sometimes I could get ahold of the customer. The lead contact information was routed through HomeAdvisor, so I was not given direct contact info.	
491	IL	HomeAdvisor gave me contact information for fake homeowners and I was not able to contact anyone. I would give an estimate for my work and they would never pay me for the job I would do for them. It is fraud, all together. The company and people who work there are in collusion.	
492	IN	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	

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		charged.	
493	IN	When they send you a lead they don't research the information to see if customer really need 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.	
494	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.
495	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.

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496	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?
497	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 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.	... 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...
498	IN	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.	

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499	IN	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.	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.
500	IN	Leads were incorrect for my zip code, or area of expertise. Calling customers within 30 seconds of receiving my notification, and the work was already done weeks ago. Receiving dead leads that were NEVER intended to do anything but generate revenue for HomeAdvisor .	They constantly over spent my spend limit by 100% and even in some cases 250% over my limit.  Cancelling was an hour long process, and I had to yell at several different people before they would end my account.
501	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.

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502	IN	<p>95% were junk</p> <p>I also would get leads that gave an address where the owner wanted a new driveway and when looking on Google Earth the house was an older home in the city with a zero-lot line home with 5' from house wall to property line fences on both sides and the garage was on the alley with no other access. They supplied many junk leads.</p>	<p>I have been hammered with calls since inquiring about HomeAdvisor back in 3/2017. In looking at ways to use various channels to keep workflow coming in and keep crews busy and productive I finally decided to try it when receiving a call in early June from an alias phone number which was HA's usual method of calling (most times disguised at Teeter's Landscaping in Indiana). When signed up it became very clear within a week that this was a HUGE mistake on my part.</p> <p>The person signing me up was more interested in securing my bank info than setting me up with the correct services that I provide as an excavating contractor. I found out the hard way that these fees were coming out of my account if I hit the I am interested button to just see the details. It took about a week before noticing the fees were withdrawn from my account for junk leads that didn't even fall into my category along with the details a majority of the time that said customer did not provide any details which I now believe was a setup lead from HA to hit you for more money. I also would get leads that gave an address where the owner wanted a new driveway and when looking on Google Earth the house was an older home in the city with a zero-lot line home with 5' from house wall to property line fences on both sides and the garage was on the alley with no other access. They supplied many junk leads. On June 25th I stopped all leads from coming in. However, HA still sent leads via e-mail to tempt you to open so you would be charged so there was no activity from then up until the present (7/4/18). On 7/3/2018 after my office manager accessed our bank account</p>
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			<p>balance, we found that even more charges in the hundreds were levied and drawn out on June 2nd despite all the credits that were returned to the account from fraudulent leads I received in the few weeks I was with HA. We called to discuss getting a refund on that money and as usual they are happy to give us credits for future crap leads. This is the scam. They take out American currency immediately but offer the worthless free lead credits for later. Don't buy off on this. They have weekly billing cycles that conveniently do not credit before they draw your money out. This becomes an ongoing scam. Not getting anywhere with this "account specialist" (definition is someone that offers no help but frequently apologizes for the situation) and not being able to work out a solution to receiving a cash deposit back into our account, I told him to just immediately cancel our account and further explained to "old deaf ears" what I thought of the company he works for. He said he would close the account and send an email to that effect. It has been a day and still no email confirming the cancelation. In the one day since I told them I have received and offer for more free leads if I continue. All I can say is "are you kidding me"? They hit me for just under a thousand dollars in the short time I was there and do feel somewhat dumb for taking that leap. The service also cost me another two thousand for the remote I threw at the TV when I saw another HomeAdvisor commercial.</p>
503	IN	<p>We had a terrible time getting refunds for clearly bogus leads.</p> <p>This company is nothing short of horrible and despicable.</p>	

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504	IN	<p>...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.</p>	
505	IN	<p>I have received several leads in which no one ever answers the call, returns a call after a voice mail is left (usually a generic voicemail recording) or replies to emails. I have contacted several leads in which I have been told that the homeowner has received calls from over 10 contractors. I have had a large number of homeowners tell me that they never intended for anyone to call them at all. In all of these instances, when contacting HomeAdvisor for a lead credit, they tell me that none of this is a valid reason for a lead credit. I was actually told today that I should compare it to window shopping at the mall. Well, the store doesn't charge me for window shopping.</p>	



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506	IN	<p>Eventually, because I am being uncontrollably charged for the leads, I began taking them as I felt forced and coerced. However, they we're all scams, people saying they are going to be moving to my area and need cleaning services. I have gotten the same exact email from all of these leads, but different names pasted in them. Some are phone numbers that aren't ever reachable. I have never been able to even have one job opportunity through HomeAdvisor, because they are scammers, that instead of helping businesses, they destroyed them and put them in debt for leads that do not exist. The amount paid for membership and leads does not exceed the amount you are paying for them, only to find out they aren't helping at all. They are not focused on contractor satisfaction, they are focused on how they can talk you into getting scammed.</p>	<p>Yes. They would not refund or cancel my membership. They sold me false promises to get me to sign up. And drained my bank account after telling me at sign up, I don't pay anything unless I take the leads. I needed to catch up on my college coursework so I decided to wait to take any leads. I was still charged for all leads sent to me causing my bank account to overdraft over -\$200. I called and they said they were not reimbursing or crediting me, that I should have fully understood the way they work. I told them that there is a recording from when I signed up and what was agreed on. This was not it. They refused to cancel my membership as well as reimburse or resolve the matter.</p>
507	IN	<p>Around 75% of the leads were bogus. Many leads were from minors, renters, people looking for services that I don't do, and out of service phone numbers. Out of that 75% HomeAdvisor refunded me on less than 25% of those bogus leads. Most of the declines to refund came with an email, stating that the fake leads were building my brand.</p>	
508	IN	<p>I was charged for leads from people I could not contact and who were just “considering” hiring a contractor. I also received and was charged for leads after I had requested no more leads.</p>	

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509	IN	They were writing imaginary leads whom never returned your calls. Some were fax machine numbers.	
510	IN	Lead had bad phone numbers, or they never heard of HomeAdvisor or they did not speak English...Bogus leads. Hundreds of bad quality leads.	
511	IN	My leads are shut off. They pop on at 13:00 am while I am sleeping and when I wake up, I have 4 to 5 leads. It's like they wait for it to come back on and send you garbage to get your money. When I call in, they say that the policy does not reimburse these leads, since the leads came in even though I did not call them. Anyone shopping at 12:00 am is likely "dream shopping" and I'm not wasting my time or money on that.	
512	IO	Several leads of 80+ dollars and never got an answer from home owners. Some numbers were disconnected as well.	
513	IO	Either customer was no longer interested within an hour of receiving a lead or they were just shopping both issues still cost 40-60 per lead	
514	KS	Many fake leads. Now they are beginning to deny reimbursement for the fake leads.	

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515	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 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 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</p>	
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		<p>seem to be the case in my experience. 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>	
516	KS	Fake leads	
517	KS	<p>Inconsistent fees were being charged and the customers never answered the phone. Never really heard back from anybody.</p>	<p>I was put into on hold for many hours and was told it will be a month before they can decide whether I get my refund back. They lied about giving me a refund the same day I called just so I would agree to pay for the 4 leads that they gave me.</p> <p>They kept my account opened even after I had cancelled the account.</p>
518	KS	<p>Junk leads that didn't fit our company profile. They were not screening the leads, just sending them and charging our credit card.</p>	<p>They kept saying we owed them more money and kept threatening us with collections which would have damaged our credit.</p> <p>I'm still getting calls off their website from junk leads.</p>
519	KS	<p>I had many leads where the homeowners didn't have a clue how I received their information. I also had people where they were only renters and couldn't make decision on remodel the home.</p>	

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520	KS	<p>Yup! None of the leads respond to texts or calls or anything like that despite multiple calls or text on different days. I respond within 1 minute of receiving the call or the request and still no response. The system calls me to connect to a lead and when I accept it the lead never picks up their phone and I get charged for the lead</p> <p>They sales guy named "Phillip Cuff" told me that I'll be their go-to guy in the area here locally for repairs and they don't have anyone here and that's handling the repairs.</p> <p>He said that they are getting flooded with 3-4 requests every single day and they don't have anyone to give it to and how much I earn is just limited to how much I can handle. He said that I could be earning anywhere from 3-10k within a few months.</p> <p>The sales guy rarely responds to my calls since I bought the subscription from him. Before I bought it from him he would call multiple times a day and pick up my call within a few rings. And now he doesn't respond for days at end when I come up with a problem to him.</p> <p>He told me that he'll be working very closely with me before we signed up.</p> <p>I also get charged for all these dead leads. Plus I get multiple duplicate leads and the system doesn't give me any refund for that.</p> <p>None of their leads have ever responded in</p>	<p>Yup! People don't get my phone number from their listing and they give the leads under my name to multiple other companies and the clients are unable to contact me because they don't have my phone number. They acquire the client through my name and then never give them my contact number and the next time the clients call for me it's up to the discretion of them where they forward it to.</p> <p>I was told by their sales guy very clearly that they get my phone number because I asked this specific question after reading their reviews online</p>
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		anyway.	
521	KS	They were sending incorrect phone numbers and addresses. They were sending contact information for people who did NOT want work done. They were not issuing refunds on completely bogus leads. Occasionally they would agree to issue a refund and would never actually apply the credit.	
522	KS		HomeAdvisor is misleading their users. The state of Kansas does not require a plumbing license on the state level. However every city or county does require a plumbing license to perform plumbing work such as a water heater replacement. HomeAdvisor tells consumers their contractors are vetted and qualified to perform the services. They are providing water heater leads to unlicensed handymen. They are associating a business license with a plumbing license.
523	KS	Leads were useless to me. I never talked to anyone. A huge waste of time and recourses. I don't have time for these games. Please contact me. I am serious about these extortionists I finally stopped them from stealing by canceling my credit card.	

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524	KY	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."	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.
525	KY	<ol style="list-style-type: none"> <li>1) Leads with bad phone numbers</li> <li>2) Incomplete leads - missing name</li> <li>3) over 4 contractors given same lead per customer</li> <li>4) Leads for services we didn't offer</li> <li>5) Charged higher rates for leads than originally offered</li> </ol>	Constant harassment from customer service and sales people from HomeAdvisor
526	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>
527	KY	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	Constant run around between different employees not allowing me to immediately terminate service.

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		HomeAdvisor window company cleaning glass. HomeAdvisor took no action, double billing leads, refusing refunds for false leads, etc....	
528	KY		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.
529	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
530	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.
531	KY	Most of the leads were no good people didn't answer, also some leads weren't even for things we offered.	
532	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



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			and email address, I was told that maybe I don't know how to reach them and need to take classes.
533	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.
534	KY	Michael and I were on speaker phone and asked the sales rep (Caleb Gentry) before we signed up if we could choose the areas in which we would generate our leads from, Caleb said absolutely and that he would contact us the next day to set that up. He never called, we called him and we got an excuse of sickness. We then started to get leads immediately from out of state, disconnected numbers, people who claimed to never have used or contacted HomeAdvisor for services but our company was charged for each lead.	

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535	KY	<p>I received leads that were not in my service area, were not services offered by my, from home owners who weren't ready to hire, or from home owners who had said they already hired someone. HomeAdvisor was very unwilling to give lead credits. I also was not told that I needed to contact within 24 hours (I became extremely overwhelmed within 1 week because I had received so many leads that I couldn't possibly contact them all that soon). I was promised \$100 with lead credit upon my agreement to sign up, but it was never received, even after I called about it twice.</p>	<p>I had extreme difficulty communicating with the HomeAdvisor representatives that I was only one person with a couple of workers, trying to start a business. When the excessive lead fees came at me I was not prepared because I was not properly educated on the process. They promised me during my initial phone conversation that I would only pay for the leads that I complete and the lead fees would be between \$9.00 and \$17.00, depending on the service. Once my account charges shot up to around \$2,000 in only 23 days (!!!) (5/11/18-6/3/18), my bank account was stuck in the negative and I was unable to make any money using HomeAdvisor to get back in the positive and pay for the outstanding charges. Ultimately, my bank closed my account and HomeAdvisor sent my account to a collection agency called McCarty, Burgess &amp; Wolff (MBW), where it still remains unpaid. I only was able to complete around 8 of the 30+ jobs that were automatically assigned to me, many of which were not in my service area, not services offered by me, or from home owners who weren't ready to hire.</p>
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536	KY	<p>I would ask to have my leads held for extended times. They refused to do more than 30 days. Then automatically start the leads in floods of 3-5 leads in one day. I repeated to them I wasn't interested in the leads. All I wanted to be was on their list of contractors because my rating was so high people would call me and I wouldn't be charged for the expensive leads they would send me. I remember one lead they sent me was from another electrical contractor. Made no sense why I would get a lead from a person that is an electrical contractor. After asking for it to be removed they said they would put it in under review and then charged me anyway. I finally found a person that told me I could pay 49.99 per month and be on the list and not get the referral service at all. Nobody ever told me I could get that before. Then about 6 months later I started getting all these leads in just a 3-4 hour period. I called them and they said my leads had been automatically started back up. I replied that I didn't want the leads and put me back on the \$50.00 per month program. They replied with a no and said that program no longer exists and I owed them over \$200.00 in referrals for that day. They are now sending my owed payments to a collection agency. This company is a true scam.</p>	
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537	KY	I only went back because I thought maybe I was doing it wrong, rethought it, and started again this year. it's the same thing all over again. they sent me leads for things I am not licensed to do, they sent me leads they sent at least 2 other contractors and probably charged us all. how can they charge multiple people for the same lead ? so you are telling me that's legal or morally right?? I am a small business trying to keep the lights on and these people are throwing \$17-26+ leads at me multiple times daily that don't answer, return a message or sometimes tell me they never contacted HomeAdvisor.	
538	KY	95% of the leads were either in another state or they had no interest in any service that I provided. I had only one decent contact which still didn't amount to a sale.	
539	KY	I responded to one "lead" only. The guy said he wasn't interested in doing any work at the moment he was just fishing around for prices. I don't consider that a lead.	
540	KY	Leads had bad numbers, the people themselves didn't do anything to prompt a lead, and I had multiple leads in a row that I had no contact with.	
541	LA	Numerous inconsistencies in lead cost after being sent duplicate. Charged of a lead on "dead leads" from random people surfing website.	
542	LA	They will not give credits for wrong category or bad numbers if there is no answer - they say they can't verify	

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543	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	
544	LA		...I set the options to limit [the] amount or [sic] leads to \$300 I racked up a \$2,000 bill.
545	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.
546	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.	
547	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	

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		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.	
548	LA	I agree that the leads are not what they claim and they are significant reasons to believe they are fake leads.	
549	LA	Excessive bad contact information, jobs that were already completed, jobs outside of business hours, received leads while my account was paused, incorrect job fields selected.	
550	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.
551	LA	Most of the leads were not true.	
552	LA	When I signed up for HomeAdvisor 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.
553	LA	...leads for things I didn't work on and stated to them that I didn't work on.	
554	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.

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555	LA		They billed me for \$ 800.00 of bogus leads and then turned me into a collection agency.
556	LA	Bad phone numbers. Not serious Just shopping for prices. I had no idea what I was talking about	
557	LA	Wrong numbers Fax numbers Disconnected numbers Customers who state the never signed up or requested anything don’t call back and hang up (making our company look bad) Customers who state they hired someone already (impossible being we all received the lead at the same time & nobody met with them and provided an estimate and signed THAT FAST)	
558	LA	I’m a small business owner and home adviser took advantage of me Yes, many times I would receive leads that were being were received by 1 or 2 of my friends and when 1 of us would call (if we could get in contact) the call was already answered by other person. I had lead that just hung up. I’ve wrong or disconnected numbers. I’ve had leads that said they not need my services saying that they never called home adviser.	

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559	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 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.	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 hung up on! We are still being scammed out of our money.
560	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>	
561	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.	



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562	MA	Numerous HomeAdvisor -generated leads proved fruitless. We were often unable to 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 .	
563	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.
564	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.	

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565	MA	<p>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 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 Handyperson!</p>	<p>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 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>
566	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 startup 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 startup company and 10 out of 10 against HomeAdvisor they almost ruined my business before I even started and left me</p>

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			in debt right from the start.
567	MA	Customers were all "bottom feeders" low bid. The potential customers were not interested in anything but low price..... not 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>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 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>
568	MA	Leads from nonexistent customers. Refused credits based on inability for them to contact customer which is why we are requesting credit	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.
569	MA		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."

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570	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 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.</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> <p>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.</p>
571	MA	<p>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.</p>	
572	MA		<p>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.</p>
573	MA	<p>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.</p>	<p>I've cancelled it and am still trying to cancel it again as I have learned it was not fully cancelled.</p>
574	MA	<p>Constant wrong types of leads and arguing with them for credit.</p>	

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575	MA	Each and every lead we received had already been completed. We would call the customer as soon as the job came through our email.	We paid them \$347.98 on 2/16/18 , \$59.00 on 2/20/18, \$84.68 on 3/2/18 and \$113.17 on 3/9/18. We called HomeAdvisor to cancel and they continued to send us job leads. After calling HomeAdvisor several times, I called the credit card that was being billed and they did a stop payment. We continue to get mail from HomeAdvisor threatening that we still owe money and if it is not paid HomeAdvisor will contact a third party collection agency.
576	MA	They were following unfair practices and misrepresenting their lead charges. I was told the lead charge range would be between \$25-\$38 I was charged \$46.70 each time. When I spoke to them to tell them I was being over charged they told me I wasn't. When I asked them how much the lead pricing range was I was given \$25-\$38 again when I told them I was being over charged they again said I wasn't and they wouldn't explain the extra charge. They also hide they charge pricing until after I was charged.	
577	MA	The leads most at far away from my location not worth.	

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578	MA	<p>Duplicate leads were sometimes credited, but usually not. The request form requires you to provide the lead number, so they could see the 2 if they so wanted. Requests for credit were usually where the lead was clearly the same customer with same customer info and project request. However, HA would just email back that claim denied with no real explanation or ability to escalate. In addition, there are NO reports to help you see the credit requests or credits extended. Many leads (50-60%) would not answer emails or calls despite repeated attempts. We would call lead within 1 -2 minutes of receiving. Text notification was faster than the email notification by 2-4 minutes which caused us problems responding quickly since person with text message was not available. HA will never give credit for homeowners who do not return calls. Despite paying for premium service and supposed listing preference, we are not showing up for our category in the areas served. We were told how the prioritization is supposed to work, but the sorting never seems to follow ANY sort of rules - never mind the one explained to us.</p>	
579	MA	<p>I was not told when I initially signed up that I would still have to pay for leads that don't answer, or have fake phone numbers, or cannot be reached. I called to pause my leads and now, a month later, I have a letter from them saying I owe about \$1,125 and that they will send to a collection agency if not paid on full in less than 1</p>	

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		week and they will not do anything to help alleviate the amount I have to pay.	
580	MA	I have gotten call from them I let them know they are the same company with a new name and not to bother me	
581	MA	<p>1. HomeAdvisor sends fraudulent leads, they sent me leads from people who never submitted requests for services and never even heard of HomeAdvisor , yet when I told HomeAdvisor of these fraudulent leads, they still charged me for the bad leads, plus ignored my warnings of such bad leads.</p> <p>2. sent leads to me even though I turned the leads off and HomeAdvisor still charged me for them</p> <p>3. misled me on cost of leads. never advised me of compulsory charges, leads were characterized (by the salesman) as if I got the jobs then I'd be charged, not the case, I'm charged just for getting the leads. I never would have signed up for the service if they told me before I signed up.</p> <p>4. they send leads for people who are not ready for my services, or who have no real plan to use my services at any time, people just getting ballpark prices, I do not give ballpark prices or waste my time with people who are not ready for my services.</p>	

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582	MA	<p>When I was new to the service, HomeAdvisor was quick to credit me for leads in which anything at all went wrong such as a bad phone number, a lead who never answered the phone, or even an uninterested customer. After being a member for a few months, this practice changed. They stopped crediting me for bad leads except for cases where the phone number disconnected when dialed. Their reasoning was "we are an advertising company, that is not our problem."</p> <p>Here are some specific examples of deceiving leads I received. I was signed up to get leads in the categories of interior painting and cabinet refinishing. Once I received a lead that said it was for interior painting, but upon speaking to the customer they informed me that they were looking for exterior painting, not interior. I was not signed up for exterior painting. Another time I received a lead for cabinet refinishing when the customer wanted cabinet repair. On another occasion I called a customer lead and they claimed they had never requested information about painting, although their name and phone number were correct. HomeAdvisor refused to credit me.</p>	<p>I am not sure. One thing they did a few months after I terminated my membership was quite deceiving and unethical, though. A woman named Natalie left me a voicemail saying she was looking for a painter in the Carver, MA area and wondered what my upcoming availability was. When I called the phone number back it was HomeAdvisor . This woman acted like a customer who was looking to get painting work done, which was very misleading.</p>
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583	MA	out of every lead they sent me were qualified, That is until I called them and they were fake names and bogus phone numbers;. When I called them the rep on the on phone said I would not be charged however there billing dept. keep charging my card, In total I was sent 30 leads all were out of my area. I called and shut them off yet they kept sending me. I had to consistently call them to cancel the leads while they continued to send me leads all while charging my card , It was a full time job calling them . Finally I canceled my card not they are threating collection, had I not cancelled my card I would owed them thousands	
584	MA	H&H carpentry, was a pro with them till they started pulling money from my account almost daily with no real leads and hundreds of dollars in bills	
585	MA	Most of the leads are tire kickers. The fact that the consumer is not aware that this does cost the contractor, is a bit shady. The consumer is just told that it is free to them, therefore they won't even call you back even if you have made 8 attempts to reach them.	
586	MA	My biggest issue was fake leads. I would be paying for 50-100 leads for fake information. I just started to pay very close attention and feel like I have lost thousands to them. I just called a lead tonight that cost 46 dollars and it was one of my employees. Something isn't right	

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587	MD	<p>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.</p> <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>	<p>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.</p>
588	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>	

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589	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> <ul style="list-style-type: none"> <li>wrong numbers</li> <li>call went into an answering service/machine without identifying who the receiving party was</li> <li>calls never returned</li> <li>people answering and saying they did not request any kind of estimate</li> <li>person's wanting to buy a home; but not owning a home</li> <li>persons renting a home (no home ownership)</li> </ul> <p>I called HomeAdvisor to report these problems and they only credited two leads by replacing the bad leads with two more bad leads.</p> <p>HomeAdvisor is a scam and should be put out of business and customers/businesses should be refunded their money</p>	
590	MD		<p>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</p>

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			of on a per lead basis (that is how I have been since day 1)
591	MD		They use heavy-handed and coercive means to solicit new members for Membership Programs
592	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.
593	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 drywall roof inspector, pool inspector, zip codes wrong on and on	... 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 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
594	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.	
595	MD	Their rep signed me up for leads that I did not ask for, including tasks I am not licensed to perform.	
596	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%.
597	MD	Disaster. No answer, all fake non-working numbers	

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598	MD	<p>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..</p> <p>I own a Demolition Company.. Should not be getting calls to black top driveways.</p>	<p>...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 .</p> <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>
599	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>
600	MD	<p>They sent me false leads and charged.</p> <p>8 out of the 10 were false leads.</p>	

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601	MD	<p>The leads are not good - we were told it would be homeowners ready to hire. Instead we have had people who a) never return calls or have bad numbers; b) directly told us they weren't the homeowner, including one person who was pricing out things so he could decide about buying and another who said he was pricing out a possible surprise gift for his girlfriend, who was the homeowner; and c) told us that a HomeAdvisor employee had told them over the phone they could just talk to some contractors to get an idea of pricing even though they were nowhere near ready to commit.</p>	<p>We got refunds for the bad phone numbers, but the rest of our refund requests were rejected by their system. When we called, we were told that the system has an algorithm that automatically rejects refund requests if the proportion of refund requests to leads is too high, and that they can only override that if there was a mistake in the lead (such as when we got one for mold remediation even though we are not certified for mold and HomeAdvisor knows that). We now have leads turned off, but in the past few days we have been getting constant job requests and alerts that a customer chose us to talk about their project - these are different than leads in that you are only charged if the customer actually agrees to talk to us once we click "I'm interested." However, the major problem I have with this is that there is no visible indication of what the fee would be if we do agree to talk to them. Customers do not always seem to know that contractors will be calling them immediately; on more than one occasion when we received a lead during non-traditional hours and called right away, the customer was angry that we were calling at an inappropriate hour.</p>
602	MD	<p>I was receiving leads at 2am and all day long. I was not answering the leads or requesting to speak with anyone. I was being charged for ever clear that they sent me. They would send about 10-20 leads a day.</p>	

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603	MD	<p>I've spent over \$10,000 with them since 2005 and have received one contract in that time. They have sent me leads outside my requested radius or ZIP Code preferences. I've received the leads for areas in the industry that I'd prefer not to have. I've received inaccurate leads for additions that turned out to be nothing more than wood repair or the like. I've also been given phone numbers and been unable to reach the prospect. When I was able to set an appointment with the prospect I would arrive at the home and no one would be there. Recently I received a lead when the leads clearly have been turned off. I ignored the lead and received the text the following day from HomeAdvisor that they reached out to the homeowner to get more information and that the information had been updated on my page. When I looked at the page there was no update. After contacting the homeowner about in addition they were inquiring they inform me that they were only looking for built-ins for their fireplace and repairs to their chimney.</p>	<p>They don't make it easy to speak to someone. I waited over 45 minutes to cancel my membership and finally gave up. Instead when prompted I left a message for an agent to return my phone call which never happened. On another occasion when I was able to speak to someone directly my request was met with resistance. May be one to two months later I was contacted by HomeAdvisor by a service representative to ask my experience with them. I told them what happened and was pressured into rejoining. They stated that what had happened to me should not have happened and they would credit me with six free leads. They also told me that the leads would be turned off until an agreed upon date, August 18, 2018. Just 2-3 days ago I received the lead that I did not ask for, weeks before they were supposed to be turned back on. The lead was for an addition, but when I contacted the homeowner they were only looking for built-in bookcases and a chimney repair. HomeAdvisor called this an exact match which it was not. Fortunately I was not charged, but I will cancel the membership again prior to the 18th. I have zero confidence in these people and believe they have been scamming contractors for years.</p>
604	MD	<p>Yes. Bogus deceptive leads. Will provide details of requested</p>	

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605	MD	<p>I have been with HomeAdvisor for ten years as a contractor and was recently told by Yvonne, a supervisor that it is common practice for HomeAdvisor to send out lead request to contractors even if the customer only just was filling out information but does not complete the form. I have called numerous "leads" over the years of people who had no interest in having a contractor call them. Yvonne said that even if they do not complete the form, just because they were on the site shows they had in interest in having someone calling them, even if they did not finalize the request. I have a numerous people over the years tell me that they did not want anyone to call them. I have had numerous leads where I could not reach someone by phone or email. These people are probably in the same category</p>	
606	MD	<p>Some of them might have been legit, but not worth buying and pursuing compared to my other sources. So I paused the leads. The pause expired automatically (no other option) and immediately there was a worthless lead that I did not contact. I told them to either refund for that lead or terminate. They have not terminated but only paused my account and the paused says it will expire 10/30/2018.</p>	



**Appendix I**  
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607	MD		HomeAdvisor mistakenly debited my bank account \$1600.00. They omitted the error which exceeded my spend target but refuse to return the funds. Per the customer service rep, Mark Cunitz (who did not have a direct extension), HomeAdvisor cannot refund the money even if we cancel our membership. The funds would just sit there indefinitely.
608	MD	<p>In particular, I kept receiving the same lead phone number with different names and extensions attached. In August, I called the service after being billed \$468 for leads. I was initially told that the leads fees would be deducted once services on my end was provided, which was why they wanted me to pay \$59 monthly for mHelpDesk. This service was supposed to provide invoices from which my fees would be paid to them and the resulting balance would be mine. They, instead, charged my account for accepting the leads. I take ownership of this. On 9/21/2018, HomeAdvisor charged my account \$1285. After the August charges, I had not clicked on a lead, or responded to a call or email. Upon inquiry, I was informed that the charges were for sending the leads. This explanation was different from the August explanation, in which I was informed that I was charged for accepting the leads which ranged in price from \$42 to \$76. I had not accepted any leads, nor did the original explanation of the service indicate that I would be charged even though I did not respond. In August, most of the attempts to contact leads were met with no responses.</p>	<p>I did encounter difficulty is seeking to terminate my membership. The representative transferred me to someone else, who then attempted to stop me from insisting that I wanted my money refunded, and I wanted the services stopped. He, rudely insisted that I should allow him to talk, after I indicated that the only thing I wanted to hear was my money would be refunded, and the services would be stopped. He indicated that I would not be getting my money back and continued to try to explain the service, which was not the same explanation I received in July or August. I, in fact, did not approve the initiation of the services. I instructed the representative, who contacted me in late July, to get back in touch with me in approximately two weeks, around August 10, 2018, and I would let him know whether or not I was ready to proceed with the service. The company, instead initiated the services on August 10, 2018 without my expressed consent to do so. I moved forward with looking into the service, hoping that I could recoup the approximately \$400 in service initiation fees.</p>

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609	MD	I have found it very difficult to deal with them on the simplest matters, I'm tired of them charging me for customers I don't even contact let alone talk to. The biggest con since pyramids!!	
610	MD	There have been numerous leads that I was never able to contact through the information that was provided by HomeAdvisor. Additionally there have been leads that appear to be fake and were never generated by an actual person outside of HomeAdvisor. One in particular was a lead that connected me to another HomeAdvisor contractor in a different state and in a different business. We communicated through text and he confirmed that he never made the request for my services. I still have the conversations with him. I would like to receive information on how to pursue Federal criminal charges against them.	
611	MD	I never used any of the leads. They were, well out of my area or not part of my business operation. The account manager claimed I was not due a refund as they had spent money on promoting my business via ads and promotion for my company. I have attempted to disassociate myself from HomeAdvisor for weeks. The leads are unusable.	The salesman had run my card the same day! I only saw this when I checked my account. My attempts to cancel were unsuccessful. I had on December 14 been charged a fee of 287.99. December 28 \$76.99. on January 4th another \$ 300.15 In total \$665.15.
612	MD	Leads were people not in this area  Leads that already found other people  Leads that numbers aren't from the area or don't work	

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		<p>Leads that are dead ends</p> <p>Charged my account after leads were found to be none existent or out of the area even after talking to customer support</p>	
613	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 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.</p>	
614	ME	<p>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.</p>	

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615	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]request 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 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.</p>
616	ME	<p>We had many leads that nobody was there and many duplicate leads. We also used them as service magic with the same problem.</p>	<p>They are very dishonest</p> <p>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.</p>

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617	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 is? One time he called the 518 number and it just kept ringing.</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 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</p>
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			<p>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>
618	ME	<p>70% uncontactable leads.</p> <p>Negative results attempting to resolve my complaints about bogus leads.</p>	<p>Complaints to HomeAdvisor resulted in little to no action. \$400 monthly spend target and somehow in 2 months ended up with a \$3000 bill.</p>
619	ME	<p>Not qualified or no call back Not homeowner of property. Homeowners did not know home Adviser . Angie list old stale leads. Etc.</p>	
620	ME	<p>Bogus leads. Leads had incorrect phone numbers, and email addresses. Lead did not have voicemails set up. Clients did not return calls.</p>	

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621	MI	I called on the 13th to cancel because the leads I was getting were for handyman. I called and emailed several times and was promised credit and they were going to fix it never got fixed and they kept charging me for leads so I cancelled my card and made a report to Huntington bank. I do ceramic tile installation only	
622	MI		They are still billing me for leads after I cancelled my membership
623	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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624	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 signup to get those dozens of homeowners that never really exist.</p>
625	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>
626	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 then 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 membership was put on hold. But still sent leads, charging</p>



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			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.
627	MI	90 % of the leads I had were bogus, no one would answer the phone, emails or texts	
628	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.

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629	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> <p>We have had existing customers call the "exact match" number listed on HomeAdvisor (rather than our direct number) on more than one occasion.</p>
630	MI	<p>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.</p>	<p>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.</p>
631	MI	<p>Phone number disconnected, also not ready to do projects</p>	<p>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!</p>

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632	MI	<p>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>	<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 was 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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633	MI	<p>The first couple did not respond to contact via phone and e-mail. We had a couple more that were for services we do not provide. I started Googling contact names before even calling leads and discovered one homeowner that had died the previous year! We received another lead that turned out to be the homeowner's teenage daughter looking for an estimate on an addition. When my husband asked for more details the daughter couldn't provide them because it was for her mother's house. My husband asked for her mother's contact information to follow-up with her and the daughter again refused to provide the information. We contacted HomeAdvisor regarding this specific lead and they said that because we were able to make contact they would not refund the lead, despite the fact that the daughter had no legal right to make decisions for and/or changes to the home. Lastly, we have received leads for jobs not within our service area and leads even though we've "turned them off."</p>	<p>I initially tried to cancel in March after being charged nearly \$100 per lead, for leads that either did not respond to repeated contact or were proven to be "fake". At the time I was escalated to customer retention where the rep offered a refund on all charges and gave us five free leads. We recently discovered we have been charged despite still having free leads. Again, we were escalated and again, the rep wouldn't cancel our membership or refund our money. She kept repeating they don't guarantee leads and they don't offer refunds. I think we finally got her to cancel it, but 20 minutes after hanging up we got another lead, so we're not sure. We called our bank and cancelled our card so they can't charge us anymore.</p> <p>We believe they have used our business name in other capacities as we've had homeowners contact us and say they saw us on a list online from HomeAdvisor but were not a lead generated through our account.</p>
634	MI		<p>HomeAdvisor is not crediting improper leads for services I am not qualified or licensed/certified to perform. The claim for denial is that HomeAdvisor could not reach the lead to verify the exact service requested.</p>

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635	MI	<p>Several of our "leads" were from phone numbers which did not work when we called back or wrong numbers.</p> <p>The large majority of all our leads were for service requests that had nothing to do with our actual business (window glass/screen replacement); the majority of these leads were never refunded.</p> <p>A few of our leads we called back complained about the number of calls they were receiving from different companies, implying that HomeAdvisor had served the leads to multiple contractors.</p>	<p>We were additionally charged several monthly "help desk service fees" of \$59 which was never mentioned before we signed up.</p> <p>Also our account was sent to collections while we had a 90 day suspension in place.</p>
636	MI	leads that they charged for never panned out either bad contact info or job was never legit	every time we called to cancel they always told us they would put our account on hold instead of cancelling. So they made it impossible to cancel
637	MI	Yes, they were charging too much money for leads. One lady wanted a spot the size of her hand removed from her carpet. I couldn't charge her more than \$20 because it took me 5 minutes to remove. The fee for the lead was \$28. I was being charged for leads I never contacted. Some contacts never responded or called back and I was still charged.	They refused to take me off their listings after I cancelled and said I wasn't interested in using their services. I still receive leads and phone calls from people connected to HomeAdvisor even after calling them multiple times saying I want off their advertising. They refused to give me a partial refund for the year membership. It has become a nuisance and stresses me out. I talked to 4 different people in their offices and they have refused to take me seriously.
638	MI	No good leads	
639	MI	The leads were people who had disconnected numbers, filled out the form with mid information to get info and weren't legitimate people looking	

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		for work, wrong addresses and cities	
640	MI	When I signed the contract, I was assigned an account manager. Her name was Jennie Poye. Jennie initially called frequently regarding leads. However, she sent me leads that were either false or dead-end and continued to charge me for them otherwise. It states on the HomeAdvisor contract that if you call the supposed lead three times and they do not reply, they refund you for these non-respondent leads. I did exactly that, and received no refund whatsoever. When I contacted Jennie Poye regarding this refund, I had not heard back from her despite frequent contacts in the beginning.	Due to false leads, I decided to terminate my HomeAdvisor membership. However, this was before the 1 year contract was up; I felt it was necessary because I was losing a lot of money over these false leads. Because of this, my page still shows on a search engine result with a name and phone number. However, when clicking on the link, it shows "page not available". I feel this is their way of continuing to keep their name associated with my business. This also gives the customers the impression that I am out of business.
641	MI	I only signed and paid annual fee to be listed on HomeAdvisor no leads. They turned the leads on anyway. Salesman lied to me, HomeAdvisor representative lied to me assuring me the leads were turned off. I just talk to another representative today telling me I owe 270.00 for leads they sent me. Leads that we’re supposed to be turned off. This is a dangerous company that blood sucks contractors. This rep said he would terminate the bill if I signed up again and would turn leads off for 90days. After ninety days I would probably owe Several Thousand dollars on leads that were supposed to be turned off.	

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642	MI	<p>Most leads are fake. No answer. Wrong number or never wanted the job I give. Also they don't give back my money for most bad leads. If it's past a certain amount of leads even if they are still bad leads. They send me leads in middle of night and more than 4 people sometimes. Making it impossible to get to a lead first. They close on the weekend and can't call lead center but leads are sent to us middle night and if you got a problem you can't talk to anyone past 4 pm on weekdays. I have to argue on the phone with lead center for every bad lead they refuse to give us the money back. They change the cost of same jobs leads. No sense. After talking to a person about leads they take the information and you have to wait to get an approval on leads that are bad by another party. .. I don't get it. Most of them they don't give them back.</p>	
643	MI	<p>Bogus leads, bogus direct connects to a hospital, customers who don't want service only shopping around, and customers who don't want to pay a trip charge despite our website saying we charge a trip charge. We also have had leads come in when our leads were paused and we were billed for them.</p>	
644	MI	<p>Sent me leads in lake Orion and several other zip codes I did not ask for, over an hour from my house. Several people/leads didn't answer phone or door. They seemed staged also.</p>	

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645	MI	I would never get an answer when I called or texted leads. I had no control over pausing. As soon as its automatically unpaused they send another lead and charge me for it. It was very frustrating. I was told at one point, Kyle would call me to let me know when it automatically unpaused so I could repause without incident and he never did, so my account was hit by another lead that goes nowhere. Through much frustration they finally agreed to keep it paused until I decide otherwise.	
646	MI	I received more job leads than I asked for. I even set limits (target limits they call them) and they exceeded them with no regard. Every time a text message came through from them, I was being charged..	
647	MI	I got junk leads every day and paid out the nose for them. I used them when they were Service Sagic and transitioned into HomeAdvisor for a few years and I still cringe about the money they cost me to this day.	
648	MI	I’ve received many duplicate leads, false leads and cold numbers.	
649	MI	They generate a bunch of fake leads. Leads that never answer calls or leads that don’t even need the services I provide	
650	MN	Dead leads, declined to cancel the service, leads kept coming in and card charged even after we demanded to cancel the service.	



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651	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.
652	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.	
653	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 even make sense to me.	
654	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...
655	MN	Duplicate leads, leads without correct address, leads of people shopping for others, lots and lots and lots of bad leads...	

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656	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.
657	MN		I have also been scammed by this unethical company.
658	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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659	MN	<p>There is a laundry list of lead problems, from people who do not own the house, people that do not live in the house, competitors testing the system, people who are not tasked under the right categories, and lots of other issues. We have spent hundreds of thousands of dollars at HomeAdvisor .</p>	<p>There are many times when we went to cancel, where they stated they would take all of our information off the internet, and also we had no access to our information once we cancelled. They are all about implementing our annual fee, plus the leads that we receive are never correct or true, typically.</p> <p>There are many times that HomeAdvisor would have us listed under services with a blind number, even after we were terminated with them. As we have cancelled with them a few times. We would search installation in Minneapolis and we would pop up, because we have hundreds and hundreds of leads under HomeAdvisor , but when I went to the number it would just call the HomeAdvisor service center and also it would act like it was going to Midwest but it would go to many other contractors. I do feel customers thought they were trying to reach Midwest, but HomeAdvisor was acting like Midwest until they got into the phone call and then send it to other contractors.</p>
660	MN	<p>Most leads did not answer calls. There were leads that were contractors trying to find the market rate for the service they provide. Many leads were people who didn’t want to hire a contractor but rather were looking at prices.</p>	<p>Yes, a supervisor said he closed the account. My partner contacted HomeAdvisor later that day and the representative we spoke to said our account was still active.</p>
661	MN	<p>At least four of the leads sent to me were fake. Two numbers rang to a high pitched tone that automatically disconnected. Another two were recorded voices that were not even robots, but just recordings. I still have these numbers on my phone records. I was charged \$1200 for one</p>	<p>I called HomeAdvisor on November 9, 2018 to discontinue my membership and when I checked my account the statement said activated instead of deactivate. As of 12-14-18 it is still not deactivated and still accruing charges.</p>

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		month of membership and not one lead was real.	
662	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.	
663	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.
664	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.
665	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)	
666	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 other calls. I revived no work and they refused to credit me for	

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		the leads or the membership when I cancelled.	
667	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.
668	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)	
669	MO	On many occasions the phone number was disconnected or the person had no idea 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.	

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670	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>	
671	MO	<p>Way too many leads have been where the customer wasn't ready to hire work. Sometimes they were just wanting 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>	
672	MO	<p>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.</p>	<p>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.</p>

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673	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
674	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.	
675	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 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.	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 to my email.

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676	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 dumb!* 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.
677	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? 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? FALSE ADVERTISING



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678	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 8 hours away.</p>
679	MO	<p>42 leads but 2 have answered my phone calls. Didn't win either job.</p>	<p>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.</p>

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680	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.	<p>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.</p> <p>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.</p>
681	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.
682	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.
683	MO	The majority of customers had no idea they were going to be contacted and were only doing research. 1 in 4 were able to be contacted over the period of my enrollment. It was very difficult to get a credit because HomeAdvisor's philosophy was if the customer put their information in that constitutes the right to charge me.	It was very difficult to get a credit because HomeAdvisor's philosophy was if the customer put their information in that constitutes the right to charge me.
684	MO	I had to go through HomeAdvisor to contact leads, some of them were duplicated, none of them were successful.	

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685	MO	Yes. They sent me several false leads and charged for them. They sent me leads in the middle of the night several times. Some leads never worked or answer. Yet I was charged. Prices changed and never got a true lead or contract.	
686	MO	Yes leads couldn't ever get in touch with and credit refused, leads where they scheduled then decided to replace carpet instead of clean and as always refused credit . leads where people just shopping and refused credit!!! GOT lots of leads and didn't schedule probably 90% of them, had to fight with them on phone to get a credit of any no matter what reason was!!, even ones that was suppose be an automatic credit!!!! Very rarely did I get ACTUALLY good leads where customers was serious!!! EVEN had one lead where customer called me direct ask price and scheduled, then 25 minutes later I get a lead for very same customer, even when customer said she only found my profile and called direct, as always credit refused!!!! As far as I am concerned it will be a cold day in HELL before I pay \$330 more to THIEVES!!!-!	

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687	MO	<p>of the leads that I did call or text I have only spoken to two people. Most calls went to voicemail. Of the two I did talk to, one needed the work done that day, as she was moving in in two days. The other had already taken care of her job. I think they give leads out to many contractors not just 3 or 4 they claim. Most never pick up phone or call back. I am a hardwood flooring contractor having been in business for 26 years. I have never had to hound a future client by calling them 3 times a day for days in a row. Or have I had people not return phone calls. If people were serious they would want to talk, even if to just get a price. Twice they sent me a lead for a mobile home. I also suspended getting leads twice for two weeks on two occasions, before I could suspend for another two weeks, got a lead at 6:00 am. Refused to pay for it, now they are sending me to collections after only two weeks.</p>	
688	MO	<p>received numerous fake leads and disconnected phone numbers. Many leads were not actually leads</p>	
689	MO		<p>I didn't work any jobs through them but they wouldn't stop calling me to work with them and kept irritating us to pay them so much to get a job lead. I had an online account with them and they refused to disable the access to it. Now they put my name and address in an email that they generated instead of just disabling my account, I don't see how they can just put my name, address, and phone number on an email of their choice</p>

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690	MO	None of the leads got back to me after I reached out to them and I had two homeowners request that I “stop calling” even though it was the first time I had personally called them. I was treated like a telemarketer when I’m trying to start a reputable business.	
691	MO	Leads would not answer or did not want the work done they advertised or they were just "testing the water."	
692	MO	Now I feel like they are sending fake leads.	
693	MO	The leads were always no good. They claimed it was because we didn't contact them quick enough. We ran into many non-working numbers, people who had no idea why we were calling, or people who were simply not interested.	
694	MS	Bad phone numbers, addresses. A woman called for dimensions for a ac unit for a house that's not even built. Some people said they didn't even sign up for anything.	
695	MS	Got 2 leads 1st one was for a company that does the same thing I do, lawn care 2nd...Never answered and no returned call after leaving messages	
696	MS	I'm not getting any jobs	They keep sending me leads even with my leads off. Now it is up to \$200. I'm not going to pay them because I asked them months ago to cancel my account and they will not cancel it.
697	MT	The leads I received were either unavailable or over 100 miles from the city I operate out of.	

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698	MT	<p>HomeAdvisor generated a total of 8 leads for me in 4 day and I could only contact 2 of them because the rest did not apply to my business. Also the 2 that I did get in contact with were 200 miles away so I did not actually get any services from HomeAdvisor . I was only with the company for a total of 4 days and the day I canceled my services with them they took out \$63 out of my bank account. In addition to this I had paid \$300 to begin my services with them, although I was only using their services for Four whole days.</p>	
699	NC	<p>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...</p>	

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700	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> <p>Not to mention, I couldn't receive credit for a number that rings without anyone picking up or responding to an email.</p>	
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701	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. 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>	
702	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 and I had already been with them a year when I found this out.</p>



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703	NC	Out of the referrals received when I called the number I, more often than not, did not received 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.
704	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).
705	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.	
706	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 service because of these issues.	
707	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	... 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

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		replacement lead or a refund.	was pouring in. It was all in an attempt to collect the subscription fee of \$300.00.
708	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 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."	
709	NC	Fake leads that cost me money with fake numbers and names.	
710	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.

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711	NC	<p>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!</p>	
712	NC	<p>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.</p>	<p>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.</p> <p>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 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>
713	NC	<p>So called leads given were never verifiable. Claimed they already found someone even minutes after receiving the "lead".</p>	<p>A total lack of concern for me as a customer.</p>

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714	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.	
715	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.	
716	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 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 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 my web page until I pay them.
717	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.
718	NC	The leads received was 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.

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719	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, to stations, etc. for HomeAdvisor to stop misrepresentations on to, but they still keep on misleading people by saying that they vet their leads.	
720	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.	
721	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 .
722	NC	Leads continually came in for a services 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	Repeated refusal to credit for bad leads without sighting a reason.

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		via direct connect feature of they called us first.	
723	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>
724	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.

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725	NC	Exceptionally poor quality	<p>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 HomeAdvisor 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 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.</p>
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726	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>
727	NC	<p>I’ve received leads that were sent out to multiple contractors at the same time.</p>	<p>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.</p>
728	NC	<p>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.</p>	



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729	NC		<p>We have requested credit for 65% of the leads that we have received. They met the requirements for credit according to what we were told when we signed up and was an option given on the credit request page, but were denied.</p>
730	NC		<p>My husband gave them a credit card so they could run a credit check/background check. We were told he had three days to decide if he wanted to be a contractor. My husband emailed and said he did not want to be a contractor, he left a message for HomeAdvisor that he was sorry and decided not to join but they continued to charge his credit card for two annual fees of over \$300 and \$175 for leads that they kept leaving on the answering machine. We never called any of these leads. Calls to HomeAdvisor were useless to get a credit. The credit card company filed them under fraudulent charges cancelled the card and issued us a new one.</p> <p>I just received an email from HomeAdvisor that they are sending my husband to collections for \$174.</p>
731	NC	<p>I have called them on numerous occasions to find out why we can't get a hold of clients, there are wrong numbers, wrong type of dwellings and job types that our Company does, negative reviews that were in litigation and have not been resolved that they would not remove, and clients that have no intention of doing any work within 1-2 years from the lead that we are already charged with. They are charging 3-5 contractors for the same lead and only one may have gotten it and the rest are just left hanging not knowing if the client was taken care of. They are not willing to do any</p>	

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		credits or refunds for any of these situations.	
732	NC	All of my issues are the same as stated in your lawsuit against them. I have had false leads, one lead was an organizer looking to organize not looking for an organizer. I have experienced the heavy handed sales agents to get me to join, who also told me he would set up all website pics for me, which he did not do. He also lied about the billing procedures and then belittled me when I called to discuss the issue. I have experienced trouble getting credits back for false or dead leads, having to argue and pursue to get a fraction of the refunds I was entitled to. I have only received about a third of the refunds that I should have received. Some leads were not refunded because I did not bother people on weekends. HomeAdvisor forces the business owners to hassle and harass potential clients in order to get a refund when there is no response. I have been yelled at by potential clients for being bold enough to bother them on a weekend. If you do not call text and email three days in a row then you are not qualified for a refund when you do not get a response.	
733	NC	Yes I had many issues, I wasn't informed on how they charge, when they charge, I never received a statement, bill, or invoice, I was charged over 650\$ worth of leads and never responded to any leads generated by HomeAdvisor, they clearly seen this from my app activity, and their main computer even could see I hadn't responded to	

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		any of the leads they were charging me for, but still I got charged the full amount even though I never did the work. Now there's a 59.99 charge showing up and I don't know what that is for, please someone help.	
734	NC	I kept getting leads after I tried cancelling that I am not sure they were real.	
735	NC	We've had several leads that were bad - some were not in our field, others had misleading descriptions, some customers never got back to us. We've received some credits, but there are a few we took a complete loss because HomeAdvisor would not issue credit.	
736	NC	I often get bad contact information or find people that are not actually needing 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 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.	
737	NC	Dead end leads. Same Leads given to several contractors	
738	NC	Leads were never responsive. The very few people we spoke to said they were never interested in having any work performed or in an estimate.	

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739	NC	Out of service area...not qualified. HomeAdvisor continued to send leads after several request to pause. Ignored request and refused to credit account for leads sent during times paused.	They continue to list me as active and use my business name as a local pro
740	ND	Multiple dead leads and wrong tasks.	
741	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.	
742	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.
743	NE	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.	

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744	NE	The biggest problem for me is not being able to make contact with the homeowners. Out of the last 8 leads, I was only able to make contact with 2 homeowners that wanted estimates, one of which seemed very irritated. I assume this irritation was from the influx of calls received from HomeAdvisor contractors like myself. The other 2 that I was able to make contact with informed me that they had received 7-10 calls from contractors after submitting their info to HomeAdvisor , and they would prefer that I do not call them anymore. HomeAdvisor charged me for these leads.	They are quick to let me cancel service, but that is so that they cannot credit me for the bad leads. I have to keep the membership active in hopes of getting credited for the bad leads.
745	NE	there was no rhyme or reason to their lead system some 300 dollar jobs would cost 60 dollars a 5000 dollar job would cost 50 didn't make a sense .there was no system on the lead cost total random	
746	NE	Homeowners were nonexistent, never heard of HomeAdvisor, never requested information	
747	NE	Most of the leads were dead ends	
748	NE	The website was very misleading to customers. Most had no interest in getting work done.	
749	NE	I would get a lead and not receive an answer when I called to customer. Never received a call back. I had Homeowners tell me that they try to cancel it and I’m still calling and they were upset with me and my company because of it.	

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750	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.	
751	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!!	
752	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.
753	NH	We were given multiple leads that never answered their phones after persistently calling for weeks from different numbers. We once were given a lead from a residence that is uninhabitable and there is no way a customer would be willing to request services.	We asked HomeAdvisor to terminate our membership and we kept receiving leads. After we suspended the leads ourselves, our account was terminated when it was sent to collections.  HomeAdvisor took over our website redirection, so our customers will be redirected to HomeAdvisor 's website even after our membership was terminated.

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754	NH	Most of the numbers provided just rang and rang with no answering machine. Even the numbers I was able to leave a message for no one ever called back. I received leads even after turning off my leads feed. "Somehow" they got turned on mysteriously And I was charged \$500 within hours.	
755		HomeAdvisor generated about 10 leads for me, 5 of which responded to my interest in their job proposal, and zero of which hired us.	Yes, I was asked to reconsider leaving and given 'options' to better suit my budget. When asked for money charged on leads, I was told that HomeAdvisor provided a 'service' and that my money cannot be returned, despite being grossly misled as to how the charging process works.
756	NH	Received many false leads.	
757	NH	Received emails and when I clicked on them I received a charge. HomeAdvisor billed me for leads I never contacted or acted upon	
758	NH	They are evil and power hungry they charge you \$100 for one lead. By the time you get 10 leads it it's \$1000 and you may get 1 person out of the ten leads. I'm going bankrupt using HomeAdvisor's.	

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759	NH	<p>They are always the highest price that they can charge based on the category., that seems to also be increasing based on my observation.... The leads contact info in some cases is inaccurate or their telephone switching system( extension) does not work and when I type it in, HA phone hangs up on me. I used the text function on the lead center today, and I got a response from HA to my cell notifying me that the customer has been contacted, when I responded to the number in the text, I got a response from a person named Logan who said I had a wrong number.</p>	<p>Yes, they will not let me cancel. I was told that is not possible, They have rules for everything and each rule seems to always work in their favor. The people you talk to, seem to kind of answer questions but at the same time the substance of the answers do not truly answer the question at hand. I have transcripts of conversations. also they will not let you turn the leads off permanently or indefinitely. when I was contact by a sales rep, she made it sound like leads were an option, which later I found that was not the case. All my experiences with this company leaves a slimy feeling between my fingers . every time I talk to another person, I find inconsistencies compared to other answers previously received. The only thing consistent is the fact that the deck is stacked in a manner that allows them to always be on top. Also I have been hung up on by HA employees multiple times.</p>
760	NH		<p>I called the HomeAdvisor line and requested to cancel service I was informed I need to mail a letter to them and I told them I will NOT mail a thing to them to please close my account and refund my money I was told I had 24 hrs. from the time of the charge to cancel I called them within 24 hours and they said they did not charge me but it was showing pending in my account and once it posted it was past 24 hr.</p>



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761	NH	<p>1. The Leads are not screened as I was told.                  2. The leads I did call were not legitimate, one was a rental trailer.                  3. Included in the leads were jobs where the work was already done, one was a Realtor. Others did not answer the phone or did not call back.                  4. Some of the leads (the ones with codes) had the same code numbers</p>	
762	NH	<p>Most of the leads are were "no answers." People were confused and mad as to why I am calling them. Many leads were for the wrong service. Many leads were other professionals seeing what to expect from HomeAdvisor.</p>	<p>HomeAdvisor still pops up first when people search for my business by name specifically. I had clients that I met not through HomeAdvisor who tried to go to my website and ended up on HomeAdvisor who turned around and sent me the lead and charged me. They charged me for a lead to someone who I had already met and wanted to conduct business with me.</p>
763	NJ	<p>Not a single lead was real. All of them were no callbacks, no answer or a wrong number.</p>	<p>After we canceled our membership, fake calls and texts continued for about a month. 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>

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764	NJ		<p>[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 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.</p>
765	NJ		<p>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.</p>

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766	NJ	<p>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, therefore, didn't cost us anything and will not be refunded or credited.</p>	
767	NJ	<p>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.</p>	
768	NJ	<p>...nothing but bogus leads, wrong numbers etc.</p>	<p>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</p>

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			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.
769	NJ	<p>Many leads were fake. I tried calling the customer but no one answers or the number 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</p>	

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		is not true.	
770	NJ	HomeAdvisor rep told me that they will charge me per lead per jobs, so I thought guaranteed jobs	
771	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 ...	
772	NJ	Dead end leads and constant arguments for credits.	
773	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.
774	NJ	Leads are fake or made up  Leads contain false information  Leads are sent to more than agreed amount of pro's	

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		Lead replacement program is a scam	
775	NJ	# 1- Lots of dead end fax machine numbers.# 2- I received three call backs out of 45 leads. # 3- They would send me leads sometimes 10:30 at night when I'm sound asleep. # 4- Out of the three call backs I never had an opportunity to give an estimate.	
776	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.
777	NJ	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. 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....	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.

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		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.	
778	NJ	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.	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.
779	NJ	...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.	...HomeAdvisor on its website under my account had different number that mine
780	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.	

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781	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.
782	NJ	<p>Fake name</p> <p>Charged for estimates that profile was wrong job description</p> <p>People don't answer calls, emails etc.</p>	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!!!
783	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.



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784	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.
785	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 either!!</p>
786	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.
787	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	No refund would be processed, despite the high percentage of unvetted or incorrect leads that I received (and for which I was subsequently charged).

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		requesting the service in question.	
788	NJ		I was told I got a \$100 credit. I received 11 leads with client information and 7 leads told me they were \$20. The leads I called never informed me how much they were so I believed it was still part of my credit. When I called they said I agreed to \$1,000 of leads which is not true since I don't even make \$1,000 a month. I told them I wanted a refund and they said they can credit me but won't give me a refund. I didn't want a credit. They don't give you an option they just send you leads regardless if you call back or if person was just looking on website and doesn't want any services. They are stealing money and don't give it back.
789	NJ	We received numerous leads that no one was able to be reached through phone calls, text messages and emails, when asked for credits for these leads since they were unqualified we were denied... we also received leads and spoke to customers who said they had already hired someone hours before the lead was sent to us through HomeAdvisor .	HomeAdvisor harasses you if you try to cancel, they do not give qualified leads, and they do not give credits for leads that are for services we are not signed up for.
790	NJ	I have used HomeAdvisor and found that their leads are not that qualified and have paid for numerous bogus leads.	
791	NJ	Out of the 7 leads that I received, only 1 phone number worked. In 6 other cases, no one picked up the phone and I called many, many times.	HomeAdvisor did not respond to my emails and also refused to refund me for those fake leads.

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792	NJ	<p>After being sent a wrong leads they refused to reimburse for their mistake. They lied various times saying they were going to call the leads to confirm that there was a misunderstanding . They never did. Took many phone calls and threats in order for them to finally reverse the charge, but in many cases I was never credited my money . They also sent me leads with missing information, such as, Customer did not provide any additional information in job description. I am unable to contact customer or bid for a job if I don’t know what the job is.</p>	
793	NJ	<p>Since they did not stop leads I was forced to cancel my credit card that was used for this account. Even though the credit card was canceled they continued to send unwanted leads that I would not call on. Many of the leads where requests leads.</p>	
794	NJ	<p>I frequently get leads for same day service where the client did not mean to click on it yet I am still charged. Credit for these false leads are almost always rejected when filed.</p>	
795	NJ	<p>Yes the leads were either bogus, SPAM or unsafe. New York City is a congested city, with lots of crime, so I told HomeAdvisor I feel unsafe sending my team to these suspect clients. Many of the numbers that they sent me for the lead were not working or went to voicemail. One male</p>	

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		answered the phone saying "are you still on your butt'?" Then I got loads of SPAM emails. The emails that were suspect had the same exact long verbiage about having a daughter, moving to New York, looking for a cleaner ASAP.	
796	NJ	Leads never panned out. I only got to talk to two leads out of 50 who appeared to be shells. They wasted my time and money. The leads are emailed and text constantly , weekend, and in the middle of the night. The only way to see what the scope of the work is to click on the lead. Then they just took the money out of my account that I used to pay for a background check. Most background checks are \$25 dollars , they charged me over \$250.	Yes , spoke to 5 reps , over one week and all claimed they could not cancelled my (unsigned/ non-documented/ phone contract) . Virtually impossible and told that there would be no change for the bogus leads that I clicked on. Then they charged me for all of them.
797	NJ	I spoke to representatives about my leads before I sign up with them they said don't worry about the leads fee we waived anytime so I called after I got the lead some of them didn't answer and one said I am already got call from 12 technician already so find out that they send the leads to their people though	
798	NJ	yes I was paying every 2 months and last month I got about 90% of the leads was crap, I called a lot times and they only say HomeAdvisor isn't responsible for people that doesn't answer, for people who put wrong info, for people who inaccurate info, I got a lot leads from people that says I don't put any request on H.A, phone numbers from people 10-15 years old, I called multiple times asking for credit at least for people	

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		with wrong information, but they just put my account on collection.	
799	NJ	<p>there are so many I'd have to speak with someone to list them all but here are a few examples. many times I receive leads and no one ever answers the phone or responds to email or calls me back, every time this is the case I notice it's always goes to a voicemail box that has no name, HomeAdvisor will not refund me for those saying it's not their fault the customer won't respond to me. lately I will call the lead and they will have no idea who HomeAdvisor is and say they aren't looking for any work to be done and are mad that I called, HomeAdvisor wont refund me those because it's not their fault the people changed their mind and are lying to me about wanting something. then there are customers who said why are u calling me I didn't complete the HomeAdvisor form I don't want anything. HomeAdvisor wont refund me for those and a rep told me that they must be filling out form on phone and their phones have a "smart" form complete program where if they exit the HomeAdvisor website early their phones complete the form anyway. other times I get a lead where I speak with the people and the want a kitchen built but not for a year or 2. HomeAdvisor wont refund me for those because the customer eventually may need what I offer years later and it's up to me to convince them to</p>	

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		<p>buy no or wait. another lead I get is for a kitchen remodel I call customer and she says no I don't need a new kitchen I just had one finished but the other HomeAdvisor contractor did a bad job I just need someone to come out and fix it will you do that I say no we don't repair other contractors work and she says well will you make me a baby gate for my hallway.... that was a 125 dollar lead that HomeAdvisor wont refund because she did need kitchen work. and the list goes on and on. I've spend thousands of dollars the last 8 months on really bad dead leads that I had no chance of ever getting the moment HomeAdvisor charged me and sent me the lead</p>	
800	NJ	<p>Yes lots of fake leads that they would not credit or say they cant</p>	
801	NJ	<p>There were a few leads in which no one called me back and I was still charged.</p> <p>Slightly different than leads: the beginning of Nov 2018, I requested to discontinue my “MHelpDesk” subscription on HA after I was charged- completely unaware that I’d be charged monthly- the clerk said it was canceled and I’d get a refund for the latest charge. It’s now Nov 25th 2018 and there is a brand new charge for MHelpDesk that I’m required to pay by Dec 25th 2018.</p>	

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802	NJ	Of the 150 leads, ONE was a bonafide lead. All the rest are either fake, wrong numbers, no call back, etc.	
803	NJ	Most of the leads never answered the phone or texts and I still ended up paying for them.	
804	NJ	Leads were not active or old. Customers don't Remember using HomeAdvisor.	
805	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...	<p>...I would always be on the phone with HomeAdvisor to cancel but never would let me cancel my plan, only restructure my target leads...</p> <p>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</p>
806	NM	They have sent me bogus leads that have been serviced already. Called one and they told me that they didn't even have a bug problem. Bogus lead!	
807	NM	4/5 leads are fake. Nonexistent addresses, fake info, etc.	
808	NM	HomeAdvisor stole over \$900 from our business with leads that got us no where	
809	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.	
810	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

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			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.
811	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.	
812	NV	All the contacts were fake. Nobody answers the call and when they did, they did not know who sent me. They didn't know who HomeAdvisor was.	HomeAdvisor threatened me that if I canceled I would be sent to the credit bureau and I would need to continue pay the monthly payment. They are also charging me \$956.05 and I never received any jobs.
813	NV	Some of the leads I received were the same people, or they didn't answer or call back. There were some who did not match the services I was offering. I was never told I would pay for every lead that I got, I was put under the impression that I would only pay for the jobs I actually did which was 2 or 3 out of the 32.	Refused to refund any of my money back
814	NV	I encountered many problems with their leads. The largest problem is that from the few I received, a large percentage did not apply to my organization. I am only licensed for Nevada, and received leads from California. My organization offers home inspections, and I received leads for pest and roof inspections. There was no way to filter out bad leads, and I was forced to contact HomeAdvisor every time I had an issue with a lead. A simple drop down menu in my portal or	I was told by the representative that they only have historical information from the previous year and do not know what current leads are being generated. They advised that their return only covers the first 72 hours, yet no email or mail was provided to me stating such a policy. This policy is unrealistic for the services they provide.



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		dashboard where I could select "lead doesn't apply" would have been sufficient to keep me satisfied. I am sure HomeAdvisor can't control all of the people using their site to find a contractor, but they could filter	
815	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. Was on \$500 month max limit and my bill in 14 days was over \$1900!
816	NY	Not being able to contact quote on quote leads.  Some of the addresses given don't even exist.  They have charged me over \$18,000 and out of 293 leads, I only reach about 35 leads which is about 11%, but sold maybe 10.	
817	NY	Never got any job from their lead (but they still charged me for each lead)	
818	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.	
819	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	

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	<p>put our info into the computer &amp; get a ballpark price for the work. We didn't think anyone had to come out." I hear this &amp; versions of this all time. We have had clearly fake names &amp; 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 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>	
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820	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.</p> <p>HomeAdvisor will not refund your money to your account, they just credit you another lead for the next billing cycle. This is a continuing problem that happens on a weekly basis.</p>	
821	NY	<p>They are completely inaccurate, unverified, and all basically cost the same.</p>	
822	NY	<p>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.</p>	<p>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.</p>
823	NY	<p>They sent me many leads that were false fake or people that had no idea that they triggered a lead.</p>	
824	NY	<p>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.</p>	<p>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</p>

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			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 biggest liar on Earth. Stealing money from people.
825	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>	
826	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</p>

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			was charging me for them, but they appeared to be fake/bogus leads. I tried turning off leads program & 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."
827	NY	Charged for fake and dead leads...	
828	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.
829	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 10% credit on all leads. It also looks like the price of the leads jumped 40%.	

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830	NY	We constantly have to fight to get credit for a bad lead and often are denied.	
831	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.	
832	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.	
833	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.
834	NY	It was stated to me that the average fee for a lead is about \$20.00. Everything is more than that.  ...most leads are from people that are vaguely interested	When I asked to reimburse "cold" leads it is all blamed on me.
835	NY	Bogus leads.	
836	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.

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837	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>
838	NY	<p>I paused leads using the feature in their system. However, their system repeatedly sent me leads and charged me. In addition, 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 .</p>	<p>...they will not remove my credit card. They say I that I must have a credit card on file.</p>

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839	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.
840	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 ...
841	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	
842	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!
843	NY	...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 & \$25.00 is not accurate, I have been charged for leads in excess of \$100.00 at times.	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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		<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 <b>THREE (3) LEADS!</b></p>	
844	NY	We were charged thousands of dollars by them sending us fraudulent leads!!	
845	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.
846	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

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			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 collect for the disputed amount.
847	NY	<p>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 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>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.</p> <p>Yes, they continued to try and bill me for jobs I had not sought after and to bill for new membership I did not authorize or want. Bigger than Bernie Maddoff.</p>

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848	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>
849	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 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</p>

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			<p>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 do was cancel my account and not discuss anything further. Please Chimicles &amp; 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.</p>
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850	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>	
851	NY	<p>They would send me leads that would not return calls.</p> <p>Some of the people I called were wrong numbers. 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>
852	NY	<p>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.</p>	
853	NY	<p>False names and addresses. Claims they will credit but they won't</p>	

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854	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.
855	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.
856	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.	
857	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 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.
858	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	

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		or harassment!	
859	NY	Received fake leads Received leads with wrong phone numbers	
860	NY	Fake leads. People who never heard of HomeAdvisor .	They refused to let me terminate my membership. I had to turn my leads off.
861	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
862	NY	...they are not legit people, don't answer and the leads are definitely compromised  I've questioned their lead generating	
863	NY	They sent me 6 leads.  1. Woman knew nothing.  2. Was not looking to have work done.  3. Called twice, left a message both times. No call back.  4. Called twice, left a message both times. No call back.  5. Called once. Emailed once. No response.  6. Was not my line of work.	

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864	NY	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.)	
865	NY	I have encountered problems with the leads. Disconnected phone numbers; persons that never heard of HomeAdvisor ; houses for sales, etc.	
866	NY	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 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.	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 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.
867	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.



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868	NY	<p>Most of the leads are :</p> <p>Not serious leads.</p> <p>Don't call back or answer.</p> <p>Are not targeted, serious or ready homeowners.</p> <p>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.</p>	<p>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.</p>
869	NY	<p>I've encountered problems with over 80% of my leads</p> <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>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 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</p>

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			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.
870	NY	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>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 contractor’s 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 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.</p>

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871	NY		<ol style="list-style-type: none"><li>1. The fees for generated leads was not explained correctly at the time I registered on HomeAdvisor .</li><li>2. We initially decided to turn off the leads by contacting HomeAdvisor , until we were ready to accept jobs, but the leads continued to come in even though we were not prepared to accept them.</li><li>3. We contacted HomeAdvisor once again on May 14th to suspend the account for 90 days. And yet we are still receiving email leads.</li><li>4. We had no knowledge that HomeAdvisor was deducting money from my bank account for each of these so called leads.</li><li>5. HomeAdvisor continued to charge for each lead (as they call it) / generated email, even though we did not approve of accepting them.</li><li>6. HomeAdvisor is demanding full payment for each of these generated emails in the amount of \$2400, even though we did not make contact with any of these leads and had no prior knowledge that there would be a cost for each email.</li></ol> <p>HomeAdvisor has not yet agreed to cancel the subscription until they receive full payment on unauthorized charges in the amount \$2,400.</p>
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872	NY	<p>About 1 in 4 leads, I could never even contact the customer. They would have a voicemail that was full, or not personal (automated without person's name in message). Most leads are from \$25-\$40. When I told HomeAdvisor I couldn't contact the customer, they do not credit back my money. If I argued and threatened to cancel they would sometimes give me a few free leads. The last phone number of a lead was international. I could not even call the number and they would not refund me the \$40. Some leads, the customer would tell me they changed their mind and did not want an estimate. HomeAdvisor says that is a valid lead. In most instances I don't even think the customers really exist, and HomeAdvisor gives fake numbers because I can't get through to actually talk to the customer.</p>	<p>They deactivated my account on 5/31 but I see there is a charge for 6/2, but does not state what for. They are offering me 5 free leads to reactivate. I cancelled my credit card so they can't charge my account anymore.</p>
873	NY	<p>The leads sent to me where either not available, wrong number, or no one answered or the job they needed done wasn't my specialty.</p>	
874	NY	<p>Just received a lead from HomeAdvisor from a fellow who never contacted HomeAdvisor . He thinks they got his information from the Internet. He did not contact HomeAdvisor in anyway.</p>	
875	NY	<p>Unanswered leads and leads for tasks not provided.</p>	
876	NY	<p>Getting charged for really awful bad leads and won't get credited for them, like some with bad numbers and no response scam profile. I had 2</p>	

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		leads when people are asking if I have a job available for them.	
877	NY	Customers did not want a phone call or never intended to do any work. They were misled as to what they were filling out. I was also given bad phone numbers.	I tried to get credited for leads that were not real job leads and was denied every time. One of the worst experiences was when a competitor put in a request for a quote and used their own work email address. I was able to trace it to their website and informed HomeAdvisor that this was competitor testing the system and they still refused to give me credit even after I have them all the information.
878	NY	Most leads are unreachable, every time you try to get a credit it is a 40 minute phone call. I received a lead with no address, just a name and town, the rep said I would not get credited for it.	
879	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.
880	NY	The lead was only making an inquiry, and HomeAdvisor pushed it to me and charged me \$17 for it. I called the lead and he was so sorry, but I get the feeling this lead may be working for HomeAdvisor and generating fake leads.  The lead I got was not relevant to my services. They will expect me to pay.	I was told if I don't take the lead I don't pay. I was lied to. I was lied to by Daniel J Rocio. He lied about everything. I made a mistake signing up with HomeAdvisor and hope that it is not too late. I am outraged and believe this enterprise is a criminal operation and should be prosecuted to the fullest extent of the law.

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881	NY	<p>I have been charged for duplicate leads, leads not related to work that I do, leads for which the customer did not request service. I have been a contractor with HomeAdvisor for over 10 years. They terminated my account due to an expired credit card and even though I contacted them with updated information, they refused to restore my old account which had better pricing.</p>	
882	NY	<p>I did get a few jobs from HomeAdvisor, but most of the leads provided were either bogus, or duplicates. I spent over \$20,000 on ads over roughly a year and a half. I would have had better luck with a marketing campaign. Also, getting a refund for leads that were either fake or unjustified was like pulling teeth, or not even granted. My last straw was trying to seek a refund for a lead that was generated where the homeowner agreed to meet me at a specified time, with no specified address, just a street name. I got to the street, called the lead multiple times and he never picked up. I called up HomeAdvisor promptly to explain my issue in justifying a refund. They said they weren't able to grant this refund because once the lead is generated, then they are not responsible. This lead was for over \$100, and I couldn't believe their business practices and from there terminated my membership.</p>	

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883	NY	customers were not interested, already hired, no longer doing job, just shopping. Several no contact, disconnected phones, voicemail full. A few were just surprised, said they didn't need anything. Very poor quality leads Duplicate leads were sometimes credited, but usually not. The request form requires you to provide the lead number, so they could see the 2 if they so wanted. Requests for credit were usually where the lead was clearly the same customer with same customer info and project request.	
884	NY	Most of the time leads were expired and it says u not been charged, but in real life I was charged. And there's no way to work with the HomeAdvisor without the leads, I asked a customer support to provide me only real clients who willing to hire me thru the app, I placed all the pricing on average jobs that I can accomplish.	
885	NY	None of them responded, and the one that did through telephone call told me that there must've been a mistake and that they did not fill out a request.	
886	NY	As a service provider that uses the HomeAdvisor service for lead generation, I started noticing unusual charges from HomeAdvisor. To confirm, I paused my leads for an entire week and reviewed/calculated every lead HomeAdvisor has provided comparing the costs, etc. At eh end of the week, HomeAdvisor still charged me hundreds of dollars, in exchange for nothing. The	

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		<p>damages are insignificant as we're not talking about a lot of money, but the ethics here are out the window. When considering the amount of people using the services, this small amount will absolutely amount to a large scale larceny and something should be done about it.</p>	
887	NY	<p>Out of the 50 leads received, only two became regular clients. All other leads either did not answer our requests, looking for services we do not provide, or the lead contacts would state they were still actively filing out a registration form on the HomeAdvisor website and had not decided if they want the service.</p> <p>When we would request lead credits, many were denied stating we didn't contact the customer, when in fact we had.</p> <p>Lead costs were inconsistent, with some ranging as high as \$85-\$125 for services that wouldn't be covered if we were to only change our base hourly rate.</p>	<p>Our other major problem with HomeAdvisor is that the HomeAdvisor generated a web page, which we did not authorize, which shows up in the top three search results on Google. When a web user clicks the HomeAdvisor search result, they are presented with a web page that has our business name, our logo, our address, but the telephone number is NOT our number and is instead a HomeAdvisor (866) number. When you call the number, you get a series of "please wait while we connect" prompts without ever stating a business name, then after a couple of minutes, someone working for HomeAdvisor answers the phone stating "Flash Fire Dynamics, how may I help you?" - misrepresenting our company. In contrast, when a client calls our real (866) number, they are immediately greeted with our "Thank you for calling Flash Fire Dynamics" prompt and can instantly connect to our office personnel.</p> <p>When I told the person on the line who I was and how this is unacceptable, she transferred me to the "Pro" department, who never picked up and left me on hold indefinitely. The HomeAdvisor Pro website clearly has our correct business number in our "Profile" but offers no way of customizing the HomeAdvisor page represented on search engines results.</p>



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888	NY	<p>Asked for refund for leads that had nothing to do with me, and leads that couldn't get in touch with, and leads that the scope of work didn't match the lead fee. They said no refunds just credits for future leads and that they would fine tune the parameters so I would get better leads and not as many. So no leads for a solid month and then I was getting inundated again the next month. Out of the fifty leads or so only four or five was I actually able to get somebody and even they haven't turned into a job.</p>	
889	NY	<p>Yes. Out of 80 leads. 20 called back. Got 10 jobs. Why did the other 60 not answer the phone? Scam</p>	
890	NY	<p>Not all leads were real. Some people were just checking and not ready others didn't really need any service. Interested and change their minds. Prank leads I would say sometime.</p>	
891	NY	<p>Typically wrong, incomplete or invalid information. Disconnected numbers, customers who state they never asked for the service, and leads form those not permitted to authorize remodeling work to the properties they reside in as renters.</p>	
892	NY	<p>Problem many they send me many leads and ever leads ,all the time the people don't answer the phone or they say never request for this kind job or something the number was wrong but I have to paid for this kind leads now I have to paid over the \$2,000 for nothing</p>	<p>They still have my name in his website and I canceled my membership and they send me to collection because I don't want to paid for something that I don't had nothing back my company name is Gango Construction LLC</p>

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893	NY	<p>&gt;My coach not answering phone after complaint was made about type of leads received and I am paying somethings wasn't signed up for</p> <p>&gt;I was charged for a job example 136 for tiling when you call the home owner they wants one or two tiles fix which might cost 200 or less to fix. Basically they see tiling they send you a lead costing you 125-250.</p> <p>&gt; opportunity lead- they will send you leads that both you and the home owner will have to agree to but no one will answer. So customers will say that they are playing with the system to see how it works and you still will have to pay for the leads. First they started charging me on a monthly basis then every two weeks then every week. We was paying for leads and we wasn't even finished with a job then your account goes into negative where the bank charges you over draft. Mind you also we are asking for credit for job we didn't get and they will refuse to credit us back.</p>	<p>I have received numerous call from other agencies stating that they got the info from HomeAdvisor. HomeAdvisor stop leads from coming to use but they still have our info on their website with their phone number posted</p>
894	NY	<p>Fake leads of people who never even signed up with them or even responses. However I'm being charged for the lead.</p>	
895	NY	<p>Multiple bad leads people not doing the work phone numbers wrong out of area leads sent when they were turned off HomeAdvisor will not credit leads and it's impossible to speak to the about these issues</p>	

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896	NY	I would receive "leads" from people who never heard of HomeAdvisor. Phone numbers were disconnected. People who weren't even the homeowners were given to me as leads. I also received the same exact lead from the same person twice in two months.	
897	NY	The leads were sent simultaneously and no chance to really call the costumers. They send us leads at 12am who will call a costumer at that time. Still they charge extremely amounts of leads with no guaranteed that really it's a real costume. Nobody answered my calls or emails. When you ask for leads credit back the system always says you don't qualify for a reimbursement.	
898	NY	Countless fake leads with no recourse but to pay or be forwarded to collections.	
899	NY	Billed for leads not in service area. Billed for leads in services I don't provide. Billed me for leads when my leads are off they schedule appointments then cancel them and still charge me. They bill me for robotic messages that are fake leads and they refuse to credit.	
900	NY	People had no idea there info was on their website, no one calls backs, wrong contact info, people didn't know that the contractor has to pay for this, and a friend signed up for another friend.	
901	NY	Leads were not correct, asked for reimbursement but did not get it.	

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902	NY	Many leads are bogus, You still get charged even if these so called leads don't call you back. I caught them posting fake leads and have screen shots of it.	
903	NY	I did not even have a single job from all the leads I paid. Most people were just searching for information, or wanted to know the cost of projects over the phone, some said they no longer interested etc. Almost all the leads were simply waste of time and money.	
904	OH	Yes, I have gotten more and more bad leads the longer I stay with them. I get about 1/3 of the leads sent to me because they send them to 2-3 other havoc businesses. I still have to pay for those leads even when I didn't get to talk to them because the number was busy. Someone else dialed the lead quicker than me. I don't know how many of those were bad leads that the other guy got that I still had to pay for. They certainly didn't inform me if the winning company got verdict form a bad lead. also some of the ones I did call first said they never wanted a call from someone only trying to get more info out of HomeAdvisor, or they said they never gave they their phone numbers. also they keep raising the rates they charge per lead . many more complaints	

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905	OH	<p>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 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>	
906	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</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</p>

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		and figured she's try this! Out of all of the leads we received, 1 ONE was legitimate! Yet, we were consistently billed.	<p>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 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>
907	OH	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.	
908	OH	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.	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.
909	OH	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	

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		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 contact and they said they can't.	
910	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	
911	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.
912	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.
913	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.
914	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 and they already found someone.	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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915	OH		<p>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.</p>
916	OH	<p>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.</p>	



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917	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.	
918	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.
919	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.
920	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).
921	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.  HomeAdvisor misled me on their billing	

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		<p>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.</p>	
922	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>	<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</p>
923	OH	<p>...I continuously received bogus leads that led to no actual connection no call backs no initial jobs &amp; was being charged \$18. I received a handful of jobs that I actually 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</p>	<p>...[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 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.</p>

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		them from HomeAdvisor , which is what caused me to be solidified in feeling this company was scamming people.	
924	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.	
925	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.
926	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.  I called to have the monthly fee returned and they refused.
927	OH	There were of 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
928	OH	Many leads from individuals that were not interested. Some people told us to remove them from our call list. Many were unreachable.	

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929	OH	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.
930	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.
931	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 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.
932	OH	No information about the job and still talking more money after I'd call and talk with them	

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933	OH	Bad leads, leads over 30 days old, "checked wrong box" leads, leads that were not my specialty, etc.	<p>My main issue is that they had several unauthorized charges on my card. My leads were paused, the system didn't recognize this and charged me one right after another in rapid succession. They are charging me for non pre-qualified leads that go nowhere and the system doesn't recognize ("there is a glitch in the system") and will not allow me to contest or get refunds for the leads, and customer service is no help.</p> <p>They initially refused to refund my money for unauthorized lead charges, and so I filed a fraudulent claim with my credit card company. Now they are claiming that I am responsible for the chargeback and have sent me to collections.</p> <p>The customer "service" rep is/was no help and told me I was responsible for the chargeback amount.</p>
934	OH	Bogus leads. Unable to contact. Bad information. Unable to get a refund.	
935	OH	Leads would claim they registered for a giveaway, they did not own their residence, could not reach by phone or email.	
936	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	

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		current status.	
937	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.
938	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	
939	OH	Jobs not in my parameters, bogus address.	
940	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.
941	OH	Over the past several years we have noticed HomeAdvisor blatantly disregarding our lead parameters & budgets. I've only researched financials for 2018 as of now, but we have had an account with HomeAdvisor / Service Magic since 2012 so I need to further review past statements. As of 2018 our "market match spend target" & "exact match spend target were each at a budget of: \$250.00, for a total monthly spending budget of \$500.00 with HomeAdvisor. Here is what HomeAdvisor has charged & drafted from our business checking account as of current date: (IT	

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	<p>IS ONLY SUPPOSED TO BE \$500.00). Aug. 2018: \$1,125.50 (and we still have 2 more weeks left in Aug). July 2018: \$1,592.74 June 2018: \$909.68 May 2018: \$1,114.94 April 2018: \$1,354.99 March 2018: \$1,268.81 Feb. 2018: \$831.94 Jan. 2018: \$1,282.47 These charges caught my attention as I noticed the weekly auto draft amount being around \$500-600 which is what our MONTHLY amount was supposed to be. I called HomeAdvisor on 8/10/18 and spoke with multiple sales associates who could not help me understand these charges. I was finally transferred to a supervisor who still could not help me understand these charges. She finally claimed that someone at our office must be accepting "opportunity" leads, but this could not be proven. I have no record of these supposed "opportunity" leads &amp; asked the supervisor to block us from ever receiving these types of leads. She stated she did &amp; I asked her to send a confirmation email stating this for our records. She sent the confirmation email which states our account has been "opted out" of receiving any opportunity &amp; instant connect leads. We never requested these types of leads to begin with. Our account was not refunded any charges. If these outrageous charges happen again in Sept. 2018 we will have to reevaluate our relationship with HomeAdvisor. Hopefully the problem is solved but I am not confident it is. HomeAdvisor provides monthly statements which are confusing</p>	
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		to understand. They auto draft payments weekly, not monthly; so by the time a customer receives the statement it is impossible to match-up transactions with actual leads an account has received. I tried to do this with the supervisor I spoke with on 8/10/18 and we were unable to so. She ended up having to give me weekly dates so I could try to start understanding our charges. I told her if I had not called in I would have never been able to figure any of my monthly charges. Even after speaking with her we were not able to fully understand our account charges. The billing is purposely deceitful so that customers get so frustrated they give up. I will have to keep a close eye on each charge/lead moving forward.	
942	OH	Bogus leads or fake people	
943	OH	Most leads were not verified, customers just looking for information, incorrect lead information, incorrect services with leads.	Attempted to cancel within first 30 days and was able to cancel but would still be listed on website and Google associated with HomeAdvisor. Was also told I would receive no refunds of any money spent.
944	OH	Recently I was convinced to sign back up with them after cancelling their services one year ago. They promised me that all the issues of the past were "fixed" and that it would be positive experience. After signing back up on a Friday, I received several bogus leads that weekend and tried to get a refund on Saturday. I have now been sent to collections. I am a small one man business and cannot afford for this to affect my credit.	



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945	OH	The leads had no clue who we were when we called. They sent us leads that didn't qualify in our scope of work. Just Horrible leads.	Yes, I was put on hold after I told the Rep that she was going to get her Supervisor. Guess what? They never answered. I have tried daily to cancel my company's membership. We canceled this membership the same month we enrolled. They still charged the company account. They charged an unauthorized amount of \$8,464.47.
946	OH	Nobody calls you back-still charged Ask for credits, say they will give them to me but never get them. Signed me up for work I don't do. Charged me for people that never signed up, or were dead Job opportunities / person requested you, is a scam for more money paid out, person never requested me.	
947	OH	seemingly fake leads, end consumer never wanted to be contacted, received old leads (3-4 weeks). We set our spend target at \$100 due to being busy. They charged me \$405.09 in one day. They say the spend target means nothing if they have leads, that they push them through anyway. They are saying I need to change my coverage area or type of work. Saying currently there are \$12,000 in leads for me and 179 customers so they have to "push" past my spend target.	
948	OH	1st lead - Ariana Vargas - 2353 7th St. Cinti. Ohio 513-457-6091 x 1001 ( lead fee \$81.47) - I called and a man living in California answered so I apologized to him and hung up. I requested a credit refund and it was granted. 2nd lead - Jeffrey McCoy - 3439 Bend St. Cinti.,	I spoke with a Mr. Patrick Harris who was my sales agent for HomeAdvisor and when I explained to him that the leads are fraudulent he did credit 3 of the 5 charges but when I requested to cancel the account he directed me to another department and that gentleman refused to refund the annual fee of \$287.99. And he said if I would stay on with them he

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		<p>Ohio 45244 513-457-6091 x 1004 ( lead fee \$ 74.49) I called this man and he wanted a garage remodeled which was not in my list of job request. Credit was granted.</p> <p>3rd lead - Joseph Karschnik 455 Broadway St. Williamsburg, Ohio 45176 (Lead fee \$138.54) Looking for 3 estimates for insurance company. he &amp; his wife want to do the work themselves. Credit requested , still under review.</p> <p>4th lead - Steben Gaffy 37 Lori Ln. Amelia, Ohio 45102 (lead fee \$81.47) I called and a woman answered and stated she did not request an estimate. Credit requested and under review.</p> <p>5th lead - Brenda Caldwell 204 E.Osborn, Bethel, Ohio 45106 (lead fee \$ 74.49) I called within 1 hour of lead and after I explained who I was she hung up. I called again and she would not answer, called a third time and got a voicemail box had not been set up message. Requested credit and it was denied.</p>	<p>would give me 5 free leads. When I insisted to cancel and a full refund he stated that since I was going to cancel he would be charging me for the leads even though they are falsely generated. I told him I would seek legal relief and hung up.</p>
949	OH	<p>Yes, my business partner just viewed my profile, then HomeAdvisor instantly sent me all of his info like he was a lead, when he NEVER requested any info from my profile.</p>	
950	OH	<p>I receive leads with bogus, incorrect, and often disconnected numbers.</p>	
951	OH	<p>Dead leads, leads are overpriced, in responding to the lead, no answer at the other end of the phone line, and I leave messages that go unreturned, you can text the perspective client through the</p>	

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		HomeAdvisor system and receive no response.	
952	OH	Received a number of leads and all of them were dead leads and made no money	My business name is still being used on the HomeAdvisor generated website
953	OH	Halfway through membership I would get leads that when I called the leads none would return phone calls, even after HomeAdvisor called to say I had a lead.	They continued to use my name on their website for at least 4 to 5 months after my cancellation with them. I was told by numerous potential clients that called after trying seeing my company on HomeAdvisor.
954	OH	Leads were Inaccurate, vague, and unreliable.	Yes they continue to use my business name with their associated phone number to this day.
955	OK	Leads sent to multiple contractors but charged for exact match. Leads stating they were sent to "0" other service pros, but found they were sent to multiple. Leads for contacts who were just researching, no intention or ability to have work performed - no credit. Leads that customers claim they found us on Angie's List but were generated through HA for a fee.-no credit Contacts who deny requesting service - no credit Leads for contacts that are unable to be contacted - no answer, phone disconnected... - no credit	I don't know. I do know that we were told we can set a monthly spend target and we would not get leads beyond that amount, but they continue to send and charge for bad leads above our spend target amount.
956	OK	Undeliverable email addresses, out of service phone lines...I believe I only had contact with two people after spending thousands of dollars.	
957	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.	

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958	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 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.
959	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.	
960	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.
961	OK	Got so many bogus leads	

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962	OK		They never explained that any leads generated would be simultaneously sent to other service pro's and that I'd be charged regardless of whether I got the chance to respond to the lead or not.
963	OK	I kept getting fake leads, getting charged for repeat leads and charged for leads we didn't call.	I sent HomeAdvisor an email and asked to end my membership and wanted my money back. Instead, HomeAdvisor emptied my business bank account, charged us for fake leads, leads we didn't call and charged us double for repeat leads.
964	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.	
965	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.
966	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.

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			Never credited any wrong doings they did.
967	OK	Same leads sold to multiple vendors. I would call immediately to respond and customer already received dozens of calls. Potential customers were very upset with the multitude of calls.	Bait and switch, promise free leads for all the bad ones and then start tapping my bank account for ridiculous, non-existent leads
968	OK		<p>All in one phone call, I started my membership and then stopped the recording and Tyler came back on the phone and I said I want to cancel this service because I was NOT told about the cost of the leads. He said ok all on a recorded line and he promised me he wouldn't take the money out of my account because I DID cancel my service but the next day they took \$287. So I called them and they wouldn't return my money. So they stole the money out of my account.</p> <p>After them stealing money from my bank account, when I would try to contact HomeAdvisor , it would be 30 minutes or better of being on hold. Many different people to talk to. It got very discouraging. This is bad business.</p>
969	OK	Most of the customers never responded, some who did claimed to have never requested a quote, some who got quotes were shocked at how much their project would cost.	
970	OK	I was told by a few people that they had hired someone else. Sometimes I never heard anything back etc., I did get a few jobs but nothing compared to the thousands I spent.	
971	OR	The leads seem to be useless. The 2 times I called 2 potential customers I received a voicemail	I told them yesterday that I want to terminate my membership because they did NOT explain clearly that I

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		<p>message saying that the voicemail box was full: two different customers with a voice mailbox full??? This is very shady. The practice of HomeAdvisor is very dishonest because nobody explains UPFRONT that you will pay for all of the leads that they are sending you. It is contained in the terms and conditions on the webpage. But the recruiter who is actually on the phone with you to help you sign up and who should explain everything to you DOES NOT specify any of this. After recruiting me I was told by Ethan 631-856-5256 not to touch anything on the website and that he would have called me back after my approval to set up everything. No call either on the following day, nor after that. So I called HA to make sure I understood it correctly: that I was buying the leads I was calling, and not all of them. The operator said yes. But they refuse to settle with me. So I want to join the class action.</p>	<p>would have to pay for all the leads that they send. I understood that I would pick and choose and pay only for the leads that I would call. Today a supervisor asked me again if I wanted to continue my membership after all the discussion we had about the lack of clarity of their handling business and how they do not disclose their terms and conditions on the phone with you when they have you recorded at the beginning of the membership process.</p>
972	OR	<p>Home owners who said they were just seeking information, not ready to hire, but I was charged for leads and HomeAdvisor would not credit for the leads. Phone numbers that did not work - If I remembered to submit in time I would sometimes receive a credit, but it usually takes so much time to monitor the value is questionable! People calling who were not home owners and HA would not credit. Leads that were not for a task we do, and I could not get an automatic credit and had to waste time calling the company directly to get my credit. People who had already hired a</p>	

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		company before I even got the lead. Very large charges - upwards of \$80 - for very small jobs (like painting a bathroom).	
973	OR		<p>When I signed up and the salesman asked what kind of work I would be able to do and I told him about my business which is installing and servicing wood, gas, and pellet stoves, I told him that things have been slow so I've picked up some other work doing yard maintenance and debris removal and such. So he went on about getting me signed up for that line of work which I told him no, for I had enough going on I would not be able to take on any new jobs. He then proceeded to tell me I would not be charged for the first 10 leads and I would not be charged a membership fee until I try it out and see if it was something that I would be interested in signing up for, I thought, what the heck no obligation nothing to lose ok, let's do it. When he asked for my card info I was hesitant, he said don't worry you won't be charged we just need to have something on file for if you decide to sign up, I said ok. We went through the automated part of signing up and when it came to the question if you would like to start receiving leads immediately press 1 if not press 2, so I pressed 2. He then said he would get back to me after 24hrs because that's how long this could take to process, he never did and the number he gave me his "direct line" went to an answering machine. So when I checked my bank account it had been charged for an annual membership fee and this happened on a Friday, I called HomeAdvisor on Monday told them what had happened they said they were so sorry that they would cancel my membership and refund my money, I said that would be great, thanks. Well a few days went by and I had another transaction show on my bank</p>



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			<p>statement for HomeAdvisor in the amount \$168.93 so I called them to find out why I was being charged this amount, they said it was for the leads I received and I told them I never was supposed to be charged for anything I wasn't accepting any new jobs at the time and I thought I made that clear with the salesman and the automated sign up questionnaire. Well they told me sorry and said they will have to transfer me to an account specialist, the account specialist said they would have to transfer me to a supervisor which was a voicemail, so I left a message. A few days went by I missed a call and had a new voicemail from a supervisor who left me their name and number but when I called back got their voicemail again and left a message. So I called HomeAdvisor again talked with someone else explained the situation they put on hold for few and came back and said sorry they can't refund my money because the leads I received were when my account was active, and we went round and round about I wasn't supposed to be charged, that they stole money from me.</p>
974	OR		<p>Yes, I signed up for membership after receiving an early morning call from one of their salesman. Per the picture he presented, HomeAdvisor sounded like it would work well with my part-time job as a general contractor. However, soon after the call, my wife shared her reservations regarding HomeAdvisor after reading a number of reviews; plus we'd actually been discussing reducing the number of jobs we sought. Twenty-four plus hours and many, many phone calls/conversations later, we reached someone who cancelled the membership. However. we failed to confirm they'd be refunding our \$347. So after another call and another thirty minute wait, we learned the cancellation rep had NOT</p>

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			initiated the refund and we were put on hold while that was finally done. That was Sept 20th. As of today, Oct 14th, we've seen no refund. They said to allow up to 30 days; evidently they're waiting as long as they can.
975	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.
976	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 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.

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977	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>
978	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 category and that is a \$100 lead fee. Total scam I've lost a lot of money to them.</p> <p>They are wanting me to pay for bogus leads and leads I know were sent to 6 contractors. They are scamming small business in central Oregon</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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979	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 lease, 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 in actually hiring someone for service.</li> <li>6. A customer that said that he never inquired and never asked for a garage door service.</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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980	OR	<p>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.</p>	<p>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.</p>
981	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 care unless the phone number was actually discounted, that was the only time.</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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982	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 not 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>
983	OR	<p>Their leads were hours away from me...like 3 hours South</p> <p>The leads were never real...as many of the leads I would call did not call me back.</p>	<p>They said okay that I did cancel and now they have sent me a Past Due Balance of \$307.99.</p> <p>I canceled long ago...and the leads were terrible and I have a dispute at my bank to have them give back to me the original money for the membership.</p> <p>They want to go to collections now.</p> <p>They used my website in advertising....even after I canceled.</p>
984	OR	<p>They would send me the same lead 2 or 3 times and I only talked to 3 out of the 15 to 20 they sent me. They also signed me up for way out of my coverage area and for services I didn't cover.</p> <p>When I would ask for a refund they would make the excuse I wasn't calling them fast enough and that I had to pretty much have my phone on me to call the leads</p>	<p>I was told one thing to get reeled in then once they got my money they were very unprofessional and would still try and take money out of my account and I got overdraft charges because of them.</p>

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985	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.
986	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>
987	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 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.
988	OR	<ol style="list-style-type: none"> <li>1.Customer states that they never wanted any one (as in a contractor) to call them, customer was just looking for people to contact themselves</li> <li>2.Customer never answer phone or call me back (bogus lead?)</li> <li>3.HomeAdvisor defaults questions that customer doesn't answer, in order to make lead more expensive</li> <li>4.HomeAdvisor misleads the public (customers believes services is free to everyone including contractors)</li> <li>5.HomeAdvisor misleads the public, customer</li> </ol>	

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		<p>believes they will receive a quote once they enter all their information in to the website, never realizing that a contractor is going to contact them to give the quote.</p> <p>6.HomeAdvisor changes the reasons they turn down credits for leads every time I ask</p> <p>7. Once a customer believed that I was an employee of HomeAdvisor.</p>	
989	PA	<p>...out of all the leads I had I only landed 3 good leads and the rest was just pointless</p>	<p>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.</p>
990	PA	<p>I would receive leads to people who were not looking to have work done. I would also receive leads with invalid contact information.</p>	
991	PA	<p>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 home owner, homeowner is not interested in having work, wrong no. etc.</p>	<p>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.</p>



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992	PA	<p>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 HomeAdvisor was or never contacted HomeAdvisor in anyway, so I know there's fraud going on.</p>	
993	PA	<p>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</p>	

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		disconnected	
994	PA	...countless bogus leads and old late information that has gone to 3 to 4 contractors ahead of my notification...	
995	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.	
996	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.	
997	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.	
998	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 would require added training and financial resources.

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999	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.	
1000	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
1001	PA	Received leads and called with no call back from customer. I was charged for leads and never talked to a customer.	

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1002	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.
1003	PA	HomeAdvisor have sent out bogus leads.	
1004	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 leads because we hadn't contacted the lead within 24 hours. HomeAdvisor is the one that setup our perimeters for calls...	...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.
1005	PA		We joined HomeAdvisor last week, and we're promised no fees be taken out of our bank account until this week and if

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			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.
1006	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>	
1007	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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1008	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>
1009	PA		<p>I was scammed by HomeAdvisor and now they are affecting my credit because I refuse to pay for fraudulent charges.</p>
1010	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>
1011	PA	HomeAdvisor has sent many leads which were bogus.	
1012	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>



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1013	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.	<p>When you would google my company name it directs you to HomeAdvisor .</p> <p>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.</p>
1014	PA	Charge for leads that I never took except for one.	<p>...without my knowledge they charge \$60.00 a month for mHelpDesk. I've lost \$4500.00 from these scammers.</p> <p>Their business numbers are rerouted to HomeAdvisor 's number. Customers that aren't using HomeAdvisor are being rerouted to their number.</p>
1015	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.
1016	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	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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		with HA in the spring summer and fall. That is a lot of money being wasted.	
1017	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>

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1018	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 requesting more credits then other contractors.</p>	
1019	PA	<p>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.</p>	<p>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</p>

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			<p>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.</p>
1020	PA		<p>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 &amp; 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 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>

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1021	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 HomeAdvisor 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 HomeAdvisor now has the ability to use our name to either benefit or detriment.</p>
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1022	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>
1023	PA	No refunds on leads that people wouldn’t answer phone calls/texts/emails, changed thousands of dollars for invalid leads.	
1024	PA	Most leads would not even answer the phone. We would message them through HomeAdvisor , send them an email and never get a response. I received leads overnight after I requested our account to be cancelled. Most of them came over within a few minutes of each other. I highly doubt there were that many requests in one night when other reputable lead sources will have spurts where you get one or two and then nothing for a while so I'm assuming a majority of the leads are old or fake.	I've tried to cancel our account multiple times by calling their customer support line as stated in the Terms & Conditions on their own site. Each time they claim they cannot cancel the account. It is getting so frustrating because on 5/17/18, I called to cancel and was transferred to 3 different people, all of whom told me they couldn't cancel my account and then the third lady told me she would "do me a favor" and waive the subscription fee. I told her I was not interested and again requested our account be cancelled. She then insisted on sending me 5 free leads, I kept refusing but then I finally got disgusted with this and said, "if you insist on sending me 5 free leads, then I'm not going to stop you but I want nothing else and I'm not paying any more money for leads and want the account cancelled." The next morning, we had a bunch of leads in our inbox and they charged us again. I called customer support and got a supervisor on the phone after 45 minutes and that supervisor

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			told me there was no records that I ever tried to cancel the account. At that point I started getting rude with her and I told her customer support lied to me and she said she could not cancel because I agreed to allow the customer support person to waive the subscription fee, which I did not. She also told me that I was "supposed to pause the leads after receiving my 5 free ones" which was never even mentioned to me by Betty, the rep I talked to the previous night. She said she would not credit me for the leads and that she couldn't cancel my account. After threatening to speak to an attorney and filing a report with the Attorney General's office, I asked her "will you cancel my account now?" and there was a long pause after which she said "it was cancelled." However, it is still open and they expect me to keep pausing the leads every month which I am not willing to do.
1025	PA		I was being charged for leads when they were to be turned off by my salesman.
1026	PA	Out of the 7 leads that were forced on me only 1 person even replied back.	From the first day. No returned phone messages, lied to by our main sales man, David Right. He said he would credit our account \$100 and deducted from the credit and billed our bank account the same. When we did get someone on the phone, they acted like they had no idea what the problem was and were very, very rude. I have been turning my leads off manually since the first week to prevent from getting billed for fake leads that I didn't want. I have been trying to get someone to delete my profile and account info, but am afraid that if I can't see my profile to turn off the leads every 2 weeks I will be charged. This is a gross practice of THEFT

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			<p>BY DECEPTION!</p> <p>David Right told us that we could pick and choose which leads we wanted. This is the only reason we signed up. Imagine our surprise when we saw the bill for leads we never wanted or contacted. And were never told how to stop this despite numerous calls to customer service and David Right</p>
1027	PA	<p>I was given leads for jobs that:</p> <ul style="list-style-type: none"> <li>- didn't exist</li> <li>- false information</li> <li>- were given to more than 10 people</li> <li>- folks that wanted an estimate to turn into their insurance company to commit fraud</li> <li>- fake leads</li> <li>- people that were nowhere near ready to hire a professional</li> </ul> <p>The list can go on and on. The lead fees were extremely high priced (some upwards of \$150+) and never got a single job out of them.</p>	<p>I contacted HomeAdvisor on several different occasions to cancel my account and refund my money. They wouldn't reimburse me for the membership, and would always keep sending me “free leads” long after I canceled my account with them.</p> <p>It's a ploy to get you to “re-subscribe” to their services to get you to spend more money with no results!</p>



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1028	PA	<p>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 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.</p>	
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1029	PA	<p>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.</p>	
1030	PA	<p>most were bogus, three we looked at didn't have any funds for projects at this time. I specifically told the rep I did not want to purchase leads just be listed on their system</p>	
1031	PA	<p>I have gotten false misleading leads last 12 not one job and False homeowners names that never ordered services</p>	
1032	PA	<p>I am writing hoping we can resolve my issue before I take it further. When I was recruited by one of your team I was not given all the information I needed to make an informed decision. I was not told that I do not have the option to accept or reject a lead. Once I inquired about this process, then and only then was I told</p>	

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		that any leads given I would have to pay for. Please, believe me, I asked every question I could think of because I was skeptical, to begin with. I was also told that any lead I get would be between \$17.50 and \$27.50, I am getting leads for over \$50, 3 in one day. I am really hoping that something can be done about this. I don't want to take this any further.	
1033	PA	no leads, they keep sending me leads out of my selected zip codes	
1034	PA	I have received leads, that I was charged anywhere from \$86-103. When I called the lead, I was greeted with a "no I'm not looking for services" then an abrupt hang up. When trying to get a credit I was told I have the lead for life and they do not issues a credit for homeowners who do not want a job completed. This has happened on 5 different occasions. I also received a voicemail from a very angry customer stating: she was going to press charges for harassment because I was calling her too frequently. Yet, HomeAdvisor makes you call a lead two different times to get a credit. I may have only called her once or twice but certainly not enough to have a threat of a lawsuit. I have also encountered disconnected number that did not result in a credit. I also have received leads at ridiculous like times like 2 am and I was given no chance to turn my leads off to deny it.	
1035	PA	We have been with HomeAdvisor since July	

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		<p>2018 and we have been having issues with not getting any legitimate leads. And we have been getting charged for these leads. We found information regarding the class action lawsuit that has been filed against HomeAdvisor and would like to know what if anything we need to do to become a part of it. I can be reached at the email listed or phone # listed. Thank you. Steve Guerin</p>	
1036	PA	<p>Lots of problems! Here is a new one: They are advertising me for services that I'm not licensed to provide! I'm a licensed electrical contractor in New Jersey (License 10897), a state which has centralized licensing, and I'm a home improvement contractor in Pennsylvania which has a municipal licensing system for the trades but also has a state registration for home improvement contractors. The state home improvement license does not cost much and enables me to do residential electrical work in many municipalities in PA that do not have a municipal license such as small towns in the suburbs. For major cities I would have to register and pay for an expensive license that I may use once or twice year; (for example I'd have to pay Philadelphia City \$160 per year to maintain a license there, and file additional municipal taxes and so forth). I'm also a professional engineer licensed as an electrical design professional. I offer electrical engineering consultation, design, and CAD drawings for electrical jobs. Engineering drawing are required for commercial</p>	

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	<p>jobs in both states.</p> <p>I have another problem with HomeAdvisor and explained this to them: I'm also employed full time and my employer has offices in New York and Philadelphia, and so I signed an agreement not to take work in their territory, and allowed my Philadelphia Electrical License to expire. So I had HomeAdvisor set up for Electrical work in New Jersey in areas nearby and in Bucks County Pennsylvania for Electrical and Home Improvements (where I don't have to pay for an expensive municipal license that I may only need once a year). The home improvements in not my primary work, but since I already have the license for PA which includes any home improvements including the residential electrical work, I'm willing to take on a few home improvements that my guys can do when they are not so busy, where no additional licensing is required. What is happening (and we have a 5 star rating) is that through their web site, HomeAdvisor continues to rate us and send us leads in Philadelphia where I'm not licensed anymore and advertises me as a licensed electrical contractor there. They are advertising me for architectural work in both states and I'm not a registered architect in either state. They don't understand the difference between professional engineer and architect. Then it gets worse. The few home improvement jobs that we did in PA are being advertised in New Jersey where I don't have a home</p>	
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	<p>improvement contractor's license and don't want one. I'm getting ready to mail the application out to conform to the law to get a home improvement contractor's license in New Jersey but it requires a \$110 per year commitment, to comply with the strict department of community affairs law because technically I need the license if I advertise in NJ for home improvements. I don't want to! I have enough of places to do my part time work. If the helper who can do home improvements (small jobs on his own without my supervision), without requiring myself or a journeyman electrician to supervise him, they should be only in PA. The other problem is advertising by zip codes when you have a municipal licensing system.</p> <p>One of the problems in a state like Pennsylvania with municipal licensing is that municipal boundaries don't always match zip codes so they are advertising me in places where I have no license (I would have to consider the cost against the size of the job and likelihood of getting another one in that particular town. We paid for some licenses because of HomeAdvisor and will not break even unless there is at least 1 or 2 more jobs in that town! Some require a municipal tax account - too much work for a service call!).</p> <p>HomeAdvisor does not know the municipal boundaries or licensing laws and they really need to. I'm very afraid that I can face fines if there is even an ad for me for work that I'm not licensed</p>	
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	<p>to do in a town or state where I'm not licensed to do a particular trade. Another issue is that New Jersey has a specific requirement to have the license number and business permit number on the ad. The way these leads are presented it's not happening. The customer had to dig to find the license number. Check out NJDCA (department of community affairs) and the licensing act for electrical contractors and for home improvement contractors and I'm not sure HomeAdvisor is complying. At least I may not be complying the way they are advertising me.</p> <p>Furthermore there are problems with leads. I looked at a job that was classified as "Addition" which is to install 5 data and cable TV jacks in an existing house and the lead fee was over \$80.00. It was unexpected to pay that much, but I was able to get credit. I argued with them that since I looked at the job, I'm willing to pay, but not as much as they charged me because the job is less than on day's work. It was either no lead fee or the fee that they charged.</p> <p>They couldn't create the proper classification and pricing. Everyone who I talked to at HomeAdvisor is doing their job, but their job is not integrated enough to make decisions, create change and fix things the way I need to have it work. There is a half hour hold for a supervisor. When I mentioned the licensing they said they couldn't help me and I'd need to talk to a</p>	
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	<p>supervisor but I had not enough free time to hold and get there.</p> <p>There were several customers that I called immediately when I got the lead and I could never get in touch with them. At least two did not speak English and hung up on me. Another one was \$119.00 which I got credit for because the job was already done! It was rewire home and new addition. The customer didn't own the home yet but needed a little bit of Knob and Tube wiring removed / made safe for closing. Many times they give us "opportunities" without giving us a complete description or a price. They turn out to be high cost leads for some specialized work that I don't have the man-power to do. Also, they keep sending emergencies and charging me for them. Sometime 3 different contractors get the same lead and we have to pay for it and lose the job. I explained to them that I'm only looking for work to fill my Saturdays and I'm limited to the amount of work I can bill because it's just myself and a helper on a Saturday. I got quite a few jobs, but I'm only able to bill \$760 for a Saturday and have to pay the helper for it. The system would work very well if we were to keep the fee to \$35 per lead and that the customer has to pay the lead fee. The difficulty we are having is that the customers do not know in advance that someone is paying for the lead when they make an inquiry. I'm getting a little better results when my standard email says "We were matched and paid for your</p>	
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		<p>job lead/work order, but you are under no obligation to use us. Since we paid for the lead we're required to contact you within 24 hours to set up an estimate, and we're serious about helping you with your project...." and I go on and so forth and then tell them after a few emails that if they are not intending to consider having work done to take the lead down from HomeAdvisor so we can get credit. I really think the consumer protection laws require HomeAdvisor to advise their clients that someone is paying for the job lead. Also, according to the electrical contracting license act in NJ, my contracts need to state the labor, materials (and any mark up on materials), any fees specifically itemized, and permits and sales tax stated separately. If they are any fees they need to be listed with the reason and cost. It's difficult to use a standard contract with a \$35 service charge because the fees for HomeAdvisor are all over the place. I think the consumer needs to know what the fees are. Maybe talk to the attorney general's office in both states and especially the NJ DCA. The licensing boards may be a help but they generally can only fine the contractors and license holders, and may not have power to fine HomeAdvisor. Maybe they can.</p>	
1037	PA	<p>Got 10 leads. And were charged to me . This guy’s Steve said I wouldn't be charged until I get the job also 7 out of 10 clients never called me or emailed me or texted back when I left several messages. Or they keep canceling me coming out.</p>	

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		<p>So, I got 1 job to do that's it Was only there for a week and tried telling me I owed 340.00 but I got credit for some so only owe 178.00 because I told them. I didn't have money In bank to pay. I told supervisor I was told wrong about paying leads and how can I pay if I don't get work. That's why I signed up to get more jobs for my cleaning business. So this defeats the purpose I told her. So I paid 288.00 in 1 week owe 340.00 for jobs I didn't get except 1. Total rip off.</p>	
1038	PA	<p>Duplicate leads, old leads where work had been completed 2 to 4 weeks ago, obvious bogus Leeds. We have copies of the bogus leads that were admittedly bogus by the customer service department such as one from a customer named “Wilma Woodfit“ with an email address of “woodmadickfit@yahoo.com”</p>	
1039	PA	<p>I gave them a credit card and they ran it up and kept sending leads even though the credit card was maxed out.</p>	
1040	PA	<p>I also advised I wanted credits for the leads I did not authorize. I was told because they were legitimate leads and I didn't request a credit within three business days, they could not credit my account and that I would have to make the request online. I couldn't make the request on-line because I had never contacted the lead...There was also over \$300.00 in additional pending lead charges showing in the account. I told them I</p>	

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		<p>didn't authorize the leads and I will not be paying them. I told them to close the account, I don't want to hear from them and that I had already contacted my bank and advised them that no additional payments are to be made to HomeAdvisor (which I had done).</p>	
1041	PA	<p>I had extreme difficulty shutting them off without them being turned on again by their system. I only had one lead phone number that went to a live person. They had no idea what I was talking about. Several of the leads were disconnected numbers and I was unable to reach anyone on the rest of the leads.</p>	<p>Yes, I read that they may do this. Every week, I ran searches for my company and was directed to HomeAdvisor’s website. It took 4 phone calls to get that changed. The following week, I did another search and my company showed up in the results but it had the toll free number to HomeAdvisor. Several more phone calls, and threats of legal action were necessary to get that to stop.</p>
1042	PA	<p>I was given bad leads with no answer or no returned calls, also I was told I would be charged only for leads I responded to which was not true, anything sent to my phone I was charged for. They also charged me more money for leads than I was informed, some ridiculous level system they have. I hadn't use their service approximately 9 out 12month membership , then they went and charged me, out of my checking account, another year membership fee without my authorization, this fee was submitted to my banking account after their 3 day Grace period to cancel account, very shady.</p>	
1043	PA	<p>We had may wrong addresses, fake leads, wrong numbers, and once even another electrician.</p>	

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1044	PA	False leads no contact, Lead for electrical work on a house I own. No credit given. Leads for wrong jobs not on my list that is only upgrade electrical panel.	
1045	PA	I constantly had issues with the leads either being the wrong information or people are just wasting your time and kept getting charge for leads that I didn't even go on works at. That is why I was trying to terminate my account.	
1046	PA	They have overbilled me. They sent leads for people that wanted nothing done, always difficult to get a refund. Many non customer contacts.	
1047	PA	The leads were never for the correct services or they were always accidental clicks online	Yes I believe they opened listings under my business name and used their phone number instead of mine
1048	PA	I had a lot of false numbers or names and when I called no one answered or returned my call. They would not credit a lot of them.	
1049	PA	Yes. Pure fake leads. Every lead I called, no one ever answered.	Yes. They won't take my business name off their site.
1050	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.
1051	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.</p> <p>These people are crooks!</p>
1052	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 owe \$2300 in leads it says my account is suspended and I</p>

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			<p>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>
1053	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>
1054	RI	<p>the leads were bogus and the numbers were to a generated number with extensions we didn't even get to contact anyone from their leads at all</p>	

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1055	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>	
1056	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.
1057	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.	
1058	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	<p>...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...</p> <p>...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.</p>
1059	SC	Leads with bad information and or wrong person and still getting charged for it. Being charged for services we don't offer.	
1060	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.



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1061	SC	<p>Many leads that were unable to be contacted via phone or email. Leads were jobs had already been completed. Wrong 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>	
1062	SC	<p>I've had the similar issues of HomeAdvisor 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 was wanting to drive to Denver! They are diverting leads, and I'm being charged twice! The home owner is being deceived too. They need to be put out of business, because that's essentially what they are doing to us.</p>
1063	SC	No leads	I couldn't get my refund of \$347.

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1064	SC	<p>Was overcharged; leads 50 plus miles from home; charging for jobs that did not exist and so on</p> <p>Charged for someone looking for a job not needing their yard cleaned or cut</p>	
1065	SC	<p>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.</p>	<p>They will not terminate my contract or refund money. I had to change my banking account to stop any further withdrawals.</p> <p>Every time someone searches for my business name the first link that comes up is HomeAdvisor .</p>
1066	SC		<p>My wife is a Brazilian immigrant and the salesman used this to his advantage when explaining the service to her. She explained the program to me and said she asked him to call back and explain to me. He explained that a fee of \$19 would be assessed for one-time cleaning services and \$29 for repeat service. He did not explain that the fee is due regardless of being awarded the job and I re-stated back to him that if she wins the work then she pays the fee, just to confirm. He confirmed. Today she told me that her leads had been frozen and I looked at the email they sent her. It said they froze them because she was approaching her spend limit. I thought that was peculiar since she had only won one job so far. So I logged into her account and saw the charges for every single lead she got to a tune of almost \$500 (after a so-called promotional credit of \$250). I called and inquired and the customer service people explained the real process. They transferred me to the account specialists, who reiterated the real fee schedule and told me there was nothing they could do. They said there was an automated phone call that goes</p>

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			<p>out before account activation where clients listen to a recording and "push 1" to accept the terms. I asked my wife about this phone call and she told me the salesman stayed on the line with her during this process, explained the steps to her, and entered her responses for her. I believe she was taken advantage of and despite this coming to light, the account specialist refused to put me in contact with a manager, refused to cancel and refund her money and tried to offer us 5 leads a month for \$100/mo. Not only did they misrepresent their service, but they took advantage of my wife and lied to me so that I would advise her that it was a good deal. We just want her account canceled and her money back.</p>
1067	SC	<p>had two leads come thru my website and then they also magically came thru HomeAdvisor ! Also some leads that are no good where you can't get in touch with the customer or the phone number is wrong it no good they don't want to refund and it's very hard to get your refund! And when they do they offer you partial credit so it's like I paid some amount for something I haven't received at all!</p>	
1068	SC		<p>Was never informed about paying for leads. Was open to joining when contacted over the phone where offer and transaction took place, but was not made aware of costs for leads. I currently do side jobs and repairs for a local real estate office, and was under the impression this was just another realtor looking for a handyman on call. I thought signing up on the website was merely a formality to do business with them. Then, 3 times while I was at my full time job, I received calls from random numbers, none of</p>

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			<p>which I answered, and only 1 of which I replied to via text with inquiries to see if the job was within my qualifications. After the third call, I began to look deeper into the app and discovered that I was being charged \$15-20 for calls I did not answer. Because I have been married for just over a year, had a son just under 2 months ago, and owe over \$7k on my credit card, I thought this would be a way to relieve some of the financial stress, not dig the hole deeper and deeper each day.</p>
1069	SC	<p>People don't exist, wrong lead types, and much more.</p>	<p>I know that people have click on my link to HomeAdvisor on my personal business webpage and then been charged for the lead which is supposed to be free since they came from my webpage. I get charged constantly for leads that I can never contact the homeowners (no response via email, text, phone, etc.) despite repeated tries from me. I have paid HomeAdvisor over a \$100k in the past 15 years.</p>
1070	SD	<p>...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.</p> <p>HomeAdvisor still insists that you pay for most of these after "investigating" your complaints</p>	<p>...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.</p>

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1071	SD	I have a spreadsheet of leads, some were true many were dead leads.	
1072	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. 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.
1073	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.	
1074	TN	Non-existent phone numbers, people and unsolicited leads.	Refusal to refund my membership, and charging for false leads and non-existent leads.
1075	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.

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			<p>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 "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>
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1076	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 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>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 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>
1077	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>	
1078	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 overdrew my account. I called my bank, they reversed the charge, only to have them take it out again a few months later.</p>
1079	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 HomeAdvisor 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 HomeAdvisor 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 her back. FYI we have a 24/7 dispatch line and we have</p>



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			immediate service.
1080	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>
1081	TN	They kept reactivating my leads when I turned them off.	<p>Many of the leads are not real people and they won't give you credit for them.</p> <p>They still call and contact me. I had to close my bank account because they took \$811 unauthorized.</p>

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1082	TN	<p>I realized every lead was being sold to as many contractors as possible. One homeowner had a stack of printouts to hand to contractors and another said they were kind of just shopping around not sure if they wanted to do the work. I didn't hear back from either.</p>	<p>They canceled my account per my request and then I began receiving phone calls to reactivate, which I either ignored or told the sales person I was no longer interested in receiving. I never asked for a refund or credit, just to no longer receive notifications and deactivate my account. I then began receiving texts from a salesperson's cell phone letting me know that there was a project available. At first I ignored it and then I said I was only interested in a lead if it was new residential construction. I then began receiving constant text updates about all sorts of projects and apparently my account has been reactivated but now they have changed to only paying if the customer agrees to meet with me - but I never asked for my profile to be reactivated. I now receive texts from (415) 407-9414, (650) 814-4677, (347) 804-8370 telling me I have urgent leads.</p> <p>I began receiving constant notifications and was being charged hundreds of dollars a day - I paused the leads but this only worked for 24-48 hours at a time. When I initially complained, they said that 48 hours was the max, and then when I said I wanted to cancel they said they could pause leads indefinitely but I would no longer be shown in searches. The constant auto drafts from my business account were irritating.</p>
1083	TN		<p>I have been overbilled by HomeAdvisor . They operate unethically and have sent me to a collection agency now.</p>

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1084	TN	bogus leads. Wrong numbers. No answers.	They wouldn't let me cancel. I got 3 good leads and the next 4 didn't want anything HVAC wise. So I stopped calling them back and kept turning the leads off. And kept trying to cancel
1085	TN	Leads are recycled.. Or not leads at all. No refunds period.. Credits are not real.	Put leads on hold instead of closing.. Re-upped my membership without proper notice ...
1086	TN	I have been ripped-off by this HomeAdvisor lead scam. I was contacted by HomeAdvisor to join their program because I am a MasterElite Roofing Contractor with GAF. Shortly after joining their lead program I started receiving charges to my credit card for leads that according to them I had accepted. I called their customer relations team and was told that my advisor Ashley Rash would call me. This was in early October 2018. I also told them to stop sending these leads I was supposed to be getting. They are still charging my credit card even though I requested them to stop	
1087	TN	Another "lead" even called HomeAdvisor in a conference call mode with myself participating silently in the call. She explained that she had no need or desire for my services and requested they not assess any charges on my behalf. The HA rep stated that even though there was a mistake, HomeAdvisor wouldn't be issuing me any credit because, "After all, it's only \$12.66."If a business does that a few 100,000 times a month...profits get pretty large. When I went through HomeAdvisor protocol to request reimbursement	

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		for my last 3 "leads", (2 of which are those I just detailed), I was denied and send a form email that stated that, "Even though inaccuracies may exist, I should instead reflect on all the accurate leads I've received from HomeAdvisor in the past."	
1088	TN	Most of the time you cannot get customers to return calls or even answer the phone. A lot times customers are not looking for the type of job I do, i.e., wanting a metal roof with I only do asphalt roofs.	
1089	TN	Bogus leads and problems getting money back for them.	
1090	TN	They Sent me a lead to unstop a sink 30 miles away. You can only charge so much for a service call. Some leads I contacted said they weren't ready to start a project or even if they actually would. I got charged for stuff like that.	
1091	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	
1092	TX	Faulty leads. Never expected or inquired about service. Out of service area.	
1093	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...	
1094	TX	Misrepresented leads.	

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1095	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.	
1096	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.	
1097	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.	
1098	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.
1099	TX	Customer never heard of or asked for new windows or services.	
1100	TX	...we called a new lead last week immediately upon receipt of the lead. Leads are supposed to be matched with a 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 .  ...we receive leads with no address (our company is IN HOME FLOORING SALES)	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 the credit request.

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		...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.	
1101	TX	Wrong numbers, customers that said they never put in a request, refusal to refund for bad leads.	
1102	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...	
1103	TX	<ul style="list-style-type: none"> <li>* The individual who filled out the "lead" in some cases, is not the homeowner, therefore, not authorized to solicit services</li> <li>* The individual (the name) does not exist at the address of the "lead"</li>   <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,</li> </ul>	

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		<p>HomeAdvisor obviously did not call to authenticate</p> <p>* 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)</p> <p>* 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</p>	
1104	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>	
1105	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</p>

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			<p>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>
1106	TX	<p>...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.</p>	<p>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.</p>
1107	TX	<p>Selling me leads that I am not licensed to do due to their misinformation on categories. DEAD END LEADS! THEY NEVER REFUND LEADS!</p>	



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1108	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.
1109	TX	Dead leads, incomplete information, customers not wanting service, under qualified customers.	
1110	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 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...	
1111	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.	
1112	TX	Bad leads. Not interested parties. Never heard of	

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		HomeAdvisor leads. Disconnected phone numbers and non- working emails.	
1113	TX	<p>Unable to get a response from many leads using text, email, and telephone.</p> <p>Leads that are other contractors "testing" the system</p> <p>Leads from pranksters</p> <p>No details of project, but forced to purchase lead, no credit given</p> <p>Ridiculous, system-designed policies preventing credit for leads</p> <p>HomeAdvisor support calling and dumping leads into your account without telling you anything about the lead</p> <p>Leads already finished with project, putting the project on hold, or denying they even have a project</p>	<p>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.</p>
1114	TX	<p>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.</p>	<p>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</p>
1115	TX	<p>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.</p>	<p>...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.</p>

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1116	TX	<p>Never got in touch</p> <p>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...</p>	<p>...Now they say I owe \$200 more. I called and called was assured it was taken care of, now it's in collections</p>
1117	TX	<p>Countless calls came in (my brothers company) with wrong return numbers and/or people not ever needing/signed up for the service. Countless others had already been contacted hours earlier by another provider.</p>	
1118	TX	<p>Dead phone number old lead customers not really interested in speaking to pro</p>	<p>...long hold times followed by disconnecting me</p>
1119	TX	<p>Most of leads are fake by a contracted person to them.</p> <p>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.</p>	<p>...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).</p>
1120	TX	<p>[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</p>	

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		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 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.	
1121	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.
1122	TX	<ol style="list-style-type: none"> <li>1. Contractors have no guarantee that the leads are real leads...</li> <li>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.</li> <li>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.</li> <li>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 verified by HomeAdvisor and HomeAdvisor does not care about contractors concerns about these possible fraudulent or bunk leads. They just</li> </ol>	

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		<p>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.</p> <p>*(True story) this is just one example.</p>	
1123	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>	
1124	TX	<p>Multiple leads do not get an answer when call back, some went straight to voice mails 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.</p>	<p>After I cancelled HomeAdvisor service, one of my repeated customer stated that she looked for me on the internet and someone else from HomeAdvisor called them back to introduce a different inspector right away.</p> <p>HomeAdvisor staff were rude and unprofessional. They transferred me to many different departments and distracted my request.</p>

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1125	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.	
1126	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.	
1127	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.	
1128	TX	<p>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.</p> <p>The leads that I was given were for customers looking for free roof inspections from roof contractors and repair service 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>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.</p> <p>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 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</p>

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			<p>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>
1129	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>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>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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		5. The price of leads was increased without notice, this was after they secured my membership.	
1130	TX	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.	
1131	TX	One was another cleaning service. I am a cleaning service. 2 leads said they never heard of HomeAdvisor . The other lead was myself. Crazy.	



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1132	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>
1133	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</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</p>

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		<p>or I could not get in contact or people didn't want to be contacted.</p>	<p>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 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</p>
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			<p>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.</p>
1134	TX	<p>I became a HomeAdvisor PRO and have been lied to about how many contractors were sent to "my leads."</p>	
1135	TX	<p>Deceptive services - was told by sales person that you only pay for leads you land a contact with. Later received a bill for 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...</p>	

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1136	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>
1137	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 money.</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 70% of leads turn into sales.” FALSE ADVERTING - which you don't find out until after the collect \$350+ from you.</li> </ol>
1138	TX	<p>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</p>	

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1139	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	<p>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.</p> <p>Everything that was mentioned in the class action is the same things I have dealt with.</p>
1140	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.
1141	TX	Called leads as soon as they came in, as told by HomeAdvisor , people at residence not homeowners nor could do ultimate hiring. Another was looking for service other than what we offer and a bunch of other dry/dead leads.	They did not budge at all on crediting leads and sent us to collections.
1142	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</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.

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		idea why we were at his properly looking at his roof. I am so tired of this and they still won't remove my account.	
1143	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 HomeAdvisor 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 not paying them any more money, she claimed to close my account.
1144	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!	
1145	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.
1146	TX		\$400 worth of leads was withdrawn from my Bank then was told that it would be refunded because never used the generated leads.

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1147	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.	
1148	TX	<p>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 a refund. Guess what? No one answers the phone over there.</p> <p>Received 4 bogus leads out of 5.</p>	<p>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 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>
1149	TX	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%.	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."
1150	TX	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.	When you search for our company, Legacy Home Improvements, HomeAdvisor is the first result.

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1151	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 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>
1152	TX	<p>Constantly getting leads from homeowners who were not interested, never requested the lead, already had a contractor, yet HomeAdvisor’s never would refund my requests for credit. Maybe 1 in 10 leads was solid at \$88 a piece, and that was sent out to 4 other contractors..</p>	
1153	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>
1154	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>



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1155	TX	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 mail.	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 my refund that was not authorized while in that process they were sending me free leads, trying to get me on their 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.
1156	TX	95% or higher of leads were duds. Even so called exact match leads were often duds...	
1157	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.	

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1158	TX	<p>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 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.</p>	
1159	TX	<p>Fed bad leads or bogus leads by homeowners who say they did not request the service. HomeAdvisor refuses to offer refund or credit.</p>	
1160	TX	<p>False leads, bad information</p>	<p>They don't want you to cancel but will suspend for up to 90 days. They owe me credits but continuously bill me weekly.</p> <p>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.</p>
1161	TX	<p>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.</p>	<p>It is a big scam with no intention of helping contractors.</p>

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1162	TX		<p>They routed customers away from my website, provided a number that didn't even go to my company. Instead the number went to their company and when I called it never even went to me. When I asked one of their reps why that was the case they told me that they had accidentally put in the wrong number. Additionally, they told me that signing up for their service would optimize my business visibility on its own and should I choose to turn on the lead service they would send leads directly to my phone which I had been adamant that I only wanted to receive leads from certain zip codes. A couple weeks after signing up I noticed them withdrawing large amounts of money despite the fact that I never gave them a targeted zip code.</p> <p>They cost me at least \$62,500 by redirecting my potential customers to their website/phone numbers when they were looking directly for my company and clicked on the HomeAdvisor link that claimed to be my company.</p> <p>They told me I couldn't cancel or get a refund. Even after the sales reps said I was able to if I didn't like it.</p>
1163	TX	Stale leads, disconnected phone numbers	<p>I've been a member for three days, they over drafted my account when I signed up. No one contacted me before submitting payment. The manager on duty gave \$100 in "free" leads to appease me. Leads have been stale, or customers trying to get me to replace appliances for free. Now I'm down to \$52 and haven't taken a single lead yet. I cancelled my services thinking I should get a refund. I was told a refund was not an option.</p>

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1164	TX	95 percent of leads are inaccurate. Not ready for services. Didn't call. Wanted to know how I got their information.	My listing is still up and I am still receiving calls from other websites.
1165	TX	<p>First lead: Galveston man wanted townhomes designed. I finally contacted him and he did not have any idea of what he wanted to build. I logged into HomeAdvisor and cancelled leads on 5/23/18 at 7:00 PM. At 8:00 and 8:30 PM the same night, before cancellation started at midnight, the next 2 leads were charged to my credit card!</p> <p>Second Lead (8pm after cancellation): Houston, TX, wanted new house plans drawn. (\$47.90 fee) I could not contact him. No answer to email or phone, many times. I drove by the house address and it was a vacant home.</p> <p>Third Lead (8:30PM after cancellation): (\$47.90 fee) New house plans needed, VACANT LOT!</p>	I called HomeAdvisor on 5/25/18 to cancel bogus leads and she said she could only cancel for one month and then at 12:01 AM new leads and charges could start and I cannot stop it! She said I cannot speak to people charging me at HomeAdvisor so I called my credit card company and put Stop Payment to them.
1166	TX		<p>They forced me to pay for leads that did not generate work. Several of the leads were over \$100 each and when I tried to unsubscribe I was forced to pay for a full year even though it was 10 days into the service.</p> <p>HomeAdvisor would not dispute or remove illegitimate reviews written by service members who I did not come in contact with.</p>
1167	TX	I had several leads that were completed, never heard of HomeAdvisor , never signed up, already done for more than a month, sounded suspicious, said they will call me back and never did, told me there were more than 5 contractors that already	<p>HomeAdvisor kept calling and calling and would not stop. I informed them several times I was not interested anymore and to stop calling me.</p> <p>Several months after I terminated my account, I advertised</p>

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		called them for same job. What a scam.	myself and several people that called me and told me that they recently heard of me through HomeAdvisor .
1168	TX		<p>I had to cancel my credit card so they would stop charging me. They would not cancel and now sent me \$300 worth of leads that I did not call or respond to them. They have now turned it over to a collection agency.</p> <p>They would not let me cancel, only stop leads.</p> <p>They were still advertising my name after I cancelled my card to stop the leads.</p>
1169	TX	<p>I have been with HomeAdvisor for about 4 years now. From the get-go, I was being sent leads that didn't have anything to do with my business, like geriatric services in which a homeowner needed someone to help care for her disabled daughter and cook and clean, run errands, etc. I was sent that lead 4 times before I had to tell the homeowner to call an in-home nursing business because HomeAdvisor wasn't helping this woman. Then there was a dog sitting service lead, then I was charged over and over again for leads that were supposed to be sent to just me and maybe 2 others only to be told that it was more than just me and was charged for those.</p>	<p>I was speaking to a supervisor about the one lead I was disputing and told her that if I didn't get the full credit for that particular lead that I was going to shut my account down. Rather than retain me and issue the full amount, she sent me to cancellations at which time I was given a long spill about how it doesn't matter how big a house is that leads will cost what they cost. When I asked the girl to issue me the full amount she did it again, trying to keep the money rather than retain the client.</p> <p>One of the main reasons I shut them down was due to an exact match lead that was sent to me for a 1500 sq. ft. home and was charged \$40.89. Exact matches are for me and maybe 2 others listed with HomeAdvisor that do the same line of work. But on this particular lead I was told it was sent to just me and this was confirmed by 3 people that work for HomeAdvisor . I called the customer and was told that he had already hired a company to do the cleaning. I called HomeAdvisor to get a \$40.89 credit, nothing. I waited a</p>

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			<p>week and called them back and asked to speak to a supervisor about the amount I was being charged for this one lead. Normal leads are about \$15 to \$19.00 for about 2300 sq. ft. or larger but this was only a 1500 sq. ft. home and an exact match that I was told was sent only to me only it wasn't and they didn't want to give me a full credit. I was told by the supervisor that she couldn't give me the full amount back but could issue me a \$15.00 credit. I said I had had enough and wanted to cancel my account. Rather than give me the full amount back and retain me, she sends me to cancellations. I got the same spiel from that HomeAdvisor rep, "I can't give you the full amount back because it was an exact match lead." Same story over and over again. I have been so upset over bogus leads and monies, thousands of dollars that I have paid them over the course of 4 years that now I draw the line with this charge and many others. The list of things they have done is ridiculous and unethical.</p>
1170	TX	<p>Not returning calls, saying they never filled out anything on HomeAdvisor.</p> <p>Had their roof done a year before.</p>	<p>If you Google my business name they still have a link up to my HomeAdvisor page.</p>
1171	TX	<p>I was told that they have a lot of leads and nobody to assign them to. Once I signed up, the leads only came every other day and they weren't in my radius. Then they stopped coming in and now they are trying to charge me another \$265 for wrong leads.</p>	

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1172	TX	<p>1. The first lead was for tile installation, a service I do not offer.</p> <p>2. The second lead was for carpet cleaning. I called and texted the customer, and called the customer's place of work. No answer, and no return call/text.</p>	<p>Sales Misrepresentation:</p> <p>1. Chris Nigh told me all leads process issues I had experienced 2 years earlier had been resolved. I soon found out they had the same issues as before.</p> <p>2. Chris Nigh told me HomeAdvisor member vendors' "stick rate" was over 85% year after year.</p> <p>3. Chris Nigh told me he could not sign up a corporation. I told him MasterServ Inc. would not do business with HomeAdvisor, in that event.</p> <p>4. I told Chris Nigh I'd need to submit a corporate resolution before we could do business.</p> <p>5. Chris Nigh registered MasterServ Inc. as a member vendor anyway, after saying he couldn't.</p>
1173	TX	<p>I get leads that when I contact customer, claims never requested HomeAdvisor , claim do not need any services, nor do not know how they were signed up.</p>	<p>I closed it because I was being charged way more in leads than amount of money generated.</p> <p>I have paused my account and receive no contacts from customers. When they customers call in for my services they get directed to other pros.</p>
1174	TX	<p>I know that the send leads out to at least 10 contractors. Customers get mad with the number of calls they receive.</p>	<p>I decided to terminate my relationship due to the bad leads. Leads led to nowhere. I did receive 1 or 2 jobs but that was it. My wife was good about monitoring the leads that were sent so we did not have a lot. But most were bogus and we never got credit back. After Hurricane Harvey (I am in the Houston Area) a salesperson begged me to go back with HomeAdvisor . He even bought a prepaid Visa and signed</p>

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			<p>me up with his own money and without my permission. This was not very ethical business practices. I called to cancel and let HomeAdvisor know what happened. Of course, HomeAdvisor employees acted surprised. HomeAdvisor high jacked my info by putting it on the internet incorrectly. Customers would call either HomeAdvisor or the wrong number. HomeAdvisor had my number listed wrong via an online search. I had a person calling me telling me that I was missing out on business because of a wrong number.</p>
1175	TX	<p>No response, contacted leads no answer, "busy" signal once called. I got one scheduled and canceled for no reason. Basically a lot of calls where homeowner did not respond or answer.</p>	<p>I am still trying to get credit back waiting to see what HomeAdvisor does but I keep getting stalling tactics.</p>
1176	TX		<p>HomeAdvisor refuses to terminate our services, claiming that we are accepting every lead they are sending us and charging us for it even though we accepted nothing. HomeAdvisor explained that we needed to pay the remaining balance and asked how we would like to pay. I tried to verify that our account would be cancelled if we paid it and he told me no. HomeAdvisor tried to receive payment from me numerous times and insinuated that our account would be deleted. I asked HomeAdvisor after we paid it if our would account be deleted and he told me no.</p>



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1177	TX	I believe the “leads” were not validated in anyway.	I was sold a membership to HomeAdvisor for \$280. HomeAdvisor explained to me that I would get leads and that I would not be charged unless the customer accepted my services. I am a small AC company and received 8-9 leads, some of them with numbers that didn’t even work. I was charged \$700 of hard earned money for receiving text messages and did not know that’s what they considered “leads.” I was completely misled upon registration.
1178	TX	Bad leads. Customers wouldn't answer emails, texts, or phone calls. Customers complained they were getting inundated with calls. Leads for vacant lots. Bad phone numbers, addresses, email addresses. Many customers said they were simply filling out a survey on the Home Depot website and had no idea they were requesting a roof inspection from HomeAdvisor .	
1179	TX	The leads that were given to us were already contacted by a couple of other contractors & the customers were already frustrated to hear from us	Just got transferred about 5 times over about an hour-long phone call having to explain to each rep what was going on. They obviously told me they would credit me the 1 lead that was given to me while my leads were paused, but only to account and would not actually give me my money back. SCAMMERS!!!  I think the entire organization is a scam. They don't seem to care to resolve any issues with their contractors and I would assume the same for their homeowners.

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1180	TX		<p>They routed customers away from my website, provided a number that didn't even go to my company. Instead the number went to their company and when I called it never even went to me. When I asked one of their reps why that was the case they told me that they had accidentally put in the wrong number. Additionally they told me that signing up for their service would optimize my business visibility on its own and should I choose to turn on the lead service they would send leads directly to my phone which I had been adamant that I only wanted to receive leads from certain zip codes. A couple weeks after signing up I noticed them withdrawing large amounts of money despite the fact that I never gave them a targeted zip code.</p> <p>They cost me at least \$62,500 by redirecting my potential customers to their website/phone numbers when they were looking directly for my company and clicked on the HomeAdvisor link that claimed to be my company.</p>
1181	TX	<p>The first HomeAdvisor lead for tile &amp; grout cleaning was misrepresented. MasterServ Inc. called the customer to schedule a visit for a quote and she told me she wanted tile installed, work which MasterServ does not do.</p> <p>The second HomeAdvisor lead for tile and/or carpet cleaning was for a 'customer' who refused to answer MasterServ Inc.'s calls and/or text messages for confirmation. MasterServ Inc. also called the 'customer's' place of work and never reached the 'customer'.</p>	<p>HomeAdvisor's employee contacted me to promote and sell HomeAdvisor. I was not interested due to previous experience with HomeAdvisor that was non-productive and wasted my time and money. He said previous issues vendors experienced with HomeAdvisor had been resolved, that improved processes would result in closed leads, and that he had many leads for MasterServ Inc. waiting on a vendor, since the El Paso market was under-represented and HomeAdvisor customers were currently going unserved. I told Chris repeatedly that in the event MasterServ Inc. agreed to do business with HomeAdvisor, if leads processes were similar to the last experience, MasterServ Inc. would immediately stop receiving leads, would stop payment, and</p>

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			<p>would never think about HomeAdvisor again as a potential business enabler. I asked Chris what percentage of HomeAdvisor services vendors receiving leads maintain their HomeAdvisor relationship year over year. He told me over 85%. During the confirmation process, Chris told me to state the business name, which I did, and he immediately told me to not use the corporate name, that HomeAdvisor’s legal department doesn’t allow him to sign up corporations. That raised a red flag with me and I told him MasterServ Inc. wouldn’t do business with anyone who wouldn’t do business with the MasterServ Inc. name. I also told him at that point I would need a Corporate Resolution to continue. He said something like, “never mind” and apparently signed MasterServ Inc. up anyway. Next thing I knew, Master Serv Inc. was enrolled. HomeAdvisor sent a letter in US mail to the first two leads furnished by HomeAdvisor to MasterServ Inc. were wrong and unconfirmable. MasterServ Inc. immediately stopped receiving leads from HomeAdvisor, informed all HomeAdvisor personnel who reached out that MasterServ terminated the relationship due to (1) HomeAdvisor sales misrepresentation; (2) HomeAdvisor business process failure; (3) Chris Nigh enrolled MasterServ Inc. without first securing a corporate resolution. MasterServ Inc. also stopped payment through Bank of America. MasterServ Inc. received a Final Notice dated June 27, 2018, regarding what they term a past due balance. MasterServ Inc. disputes the balance.</p>
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1182	TX		<p>I believe HomeAdvisor may be generating leads illegally. For the last year I have received 2-5 phone calls per week soliciting home improvement services of all kinds, windows, doors, roof, AC, etc. These are automated calls that spoof the incoming call number to match the first 3-6 digits of my phone number. They confirm my address and try to get my date of birth to run credit. They then sell this lead to HomeAdvisor (and others, Sears, Renewal by Anderson, etc.). They refer to a house address that I do not own, never owned, and only rented for a year... and haven't lived there in a year. I always ask to be put on their do not call list, but the calls never stop.</p> <p>The contractors are very frustrated with these bad leads, and I ( the consumer) are also frustrated that I continually get these useless calls. Several contractors say they experience the same thing all the time and wish they would not waste time/money on bad leads.</p>
1183	TX		Rip off
1184	TX	<p>(See email) in HA intakes from David Booth. He emailed Josh from HA and explained that he received a call from sales rep David Sipos. They had long conversation about leads and that HA has a vetting process that would narrow bogus leads out. Booth says that the pricing structure and automatic charges were never explained to him. Booth came back from Texas with 275 emails to go through and felt like he was again not listen to and being scammed etc. Booth just wants his membership cancelled. Josh Lent</p>	

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		responds back and says he is sorry to hear about his experience and would like to offer him 5 free leads... does not ever mention cancelling membership.	
1185	TX	After my call to the acct. Mgr. To ask why I received leads prior to my activation request I was told that they would look at the issue. I was never contacted back with decision, and was charged for the leads I received BUT NEVER contacted...	Yes..... talked to manager and asked them to stop because I was misled as to how the program worked, told sales rep I didn't want leads turned on until I called them and activated, and was told that that was not the way it was described to me
1186	TX	HomeAdvisor charge me the annual fee of \$287.99. When I went to look at the statement overview it had an amount of \$1199.88 with a 20% off. The customer service rep did not even know why that amount was on there, which to me didn't make any sense at all. That was the first red flag. The other issue is I would get bad leads and they expect me to pay for then and said I had a limit to credits request for leads. When I did get credit back for a lead HomeAdvisor did not give me my money back they just credited my account. That was an issue for me. Then when they gave the credit for a bad lead HomeAdvisor would not even give back the full amount of the lead. This is when I got fed up, so I turn my leads off for the time being. Well I keep getting leads and getting charge for them. Yes some will get credit back, but at time they will wait to take it out of my account then credit the leads back. Once again I did not get the full amount of the	

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		credited back. I no longer want to work with this company, but I just don't know how to get them off my back. All around I have had issue with the sale men, customer service and management	
1187	TX	Some of the leads were from people that did not live in the Houston area some of them did not own a house	
1188	TX	As many leads that I got as soon as I started up I couldn't reach any of them. I Left messages and texts to the “customers” and no reply’s or call backs so I got concerned and kept all leads paused to give me more time to research HomeAdvisor and found out about this class action lawsuit	
1189	TX	Getting bad leads. Work we don't do, lots and lots of leads when we got the We call right away within a min and the customer said someone called 5 min prior! I quit time 2 times because of this last time for good they were just ripping me off	
1190	TX	Fake leads all the time, no refunds, they don't care.	
1191	TX	We can verify through ample evidence that HomeAdvisor consistently denies lead credit requests (often in excess of 100 dollars) using a variety of excuses. The most common are the following: 1. We were unable to get a hold of the customer. They also refuse to try again (even with you on the line) to verify that the customer is not the person on the lead request. This happens	

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		<p>exceptionally often. There was also a period of time when HomeAdvisor would deny as high as 90% of the requests entered. At this time it's dropped to about 50% or less. This happened somewhat suddenly which makes me think it's due to either some lawsuits that are pending or some changes in employment. 2. They often deny requests that were made outside of the services we provide. We have been told that although this doesn't quite align with the services you're profiled for you still have been introduced to a new potential customer. 3. If the customer never responds and 'appears' to be a false lead they will deny these 100% of the time. What is even more shady is we have been told by customers that someone actively called them about a totally unrelated topic (such as solar panel installation). While on the phone the person asked if they were interested in HVAC quotes and the person said no and the person still submitted the lead. It appears that HomeAdvisor somehow compensates people for getting leads generated into their system with essentially no criteria whatsoever. We would certainly be glad to appreciate in a class action lawsuit even without any expectation of compensation.</p>	
1192	TX	<p>of all the leads sent not one person was ever spoken to or able to contact</p>	
1193	TX	<p>I encountered problems with 40-50% of their leads which included all of the following: 1. Unable to contact Lead - wrong numbers and "no</p>	

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		answer" 2. Leads for work unrelated to our profession.3. Leads which were supposed to be "exclusive" but customers were comparing bids from 3-4 competitors 4. Leads wherein we explained many times to HomeAdvisor the category was overly broad and lacked specifics necessary to function as a viable lead. 5. Leads where customers had decided they were no longer interested or had changed their mind when we tried to set an appointment. I asked HomeAdvisor many times to provide controls in their Lead management system that would identify the problems and create a method of credit back to professionals for non-viable leads. Needless to say, they never took any action.	
1194	TX	Lousy leads, and have to fight for credit on most bad leads. Sometimes win sometimes lose this argument	
1195	TX	We have had many leads that were not related to our services and attempted to get refunds but were told over the phone it was taken care of and then found later that the charges remained because the customer could not be reached. The other was the removal of a refrigerator for free. We do not do work for free but they denied that one as well. We found out about the result of those because a manager sent a screen shot. The lead statements do not show whether they are disputed and refunded but only that they were charged. Currently we have 6 disputed but cannot receive a review because we have not paid due to	



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		the problems we are experiencing. There are not statements or separate pages of the refund requests and the results of review for us to contest them. We are a Veteran Owned Junk Removal Business, JDog Junk Removal & Hauling. Our services are very specific and since we are a franchise. There are others that have had the same issues. We stay on the phone for hours to try and get a refund but have learned that the refund requests are made and then denied with no notification of the results.	
1196	TX	I never got to speak with roughly 90% of the leads I was given, the phone number would go to a generic voicemail or disconnect completely after ringing a few times. Voicemails and follow up emails to the supposed clients were never returned and after a while it began to feel as if they contact info was completely faked. Also when signing up initially I was never told that a lead would be given to multiple contractors and it would be basically a foot race to contact the supposed customer first, I eventually figured this out on my own.	
1197	TX	All the lead was 100 miles away for sidewalk repair and little jobs that were too far away	Yes they gave us the run around saying to call then 3 days later they said we can't quit them because they had our credit card and so we sent a fax and email to terminate at to this date they are still trying to call me with leads

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1198	TX	<p>They sent leads at all hours of the night like 3 am and 5 am and 11:30 pm it was ridiculous. They sent one lead for service and when we set the call up that day and then called to say we were headed their way they canceled. One lead was from a realtor that only wanted a paper that would be a bid for their closing but not for anyone to come out to do a bid. One said they already had several companies call and didn't need us to come out. And the last lead I took from them that I actually took the info for said that they didn't need anyone to come out and weren't ready to replace their equipment that it was working just wanted an idea of a price and were getting multiple quotes over the phone. That is all the leads I actually took from them.</p>	
1199	TX	<p>I receive leads that I cannot reach. I call, text and email but never get a reply back. When I call over several days my call gets connected to a recorder</p>	
1200	TX	<p>Yes one house did not even exist after trying several times to call the customer we went by the address listed and Jeffery Mendillo Job #: 108374003 \$89.95- called and emailed customer never responded, HomeAdvisor would not credit Kathy Kyser Job #: 107958535 \$134.94- called and emailed customer with no response, HomeAdvisor would not credit Aiden Clark Job #: 108146435 \$89.95- was a duplicate lead, HomeAdvisor issued a credit Kathryn Bond Job #: 108144201 \$89.95 was a duplicate lead,</p>	<p>There is no option to cancel or make changes online if you do want to make changes you will have to call and will remain on hold for 45 min to 2 hours or you can leave a message for them to call you in 24-48 hours.</p>

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	<p>HomeAdvisor issued a credit Darlene Dodson Job #: 108202164 \$89.95 called and emailed customer with no response, HomeAdvisor did not credit Jose Guevara Job #: 109072896 \$89.95 called and emailed customer with no response, HomeAdvisor did not credit Maria Vergara Job #: 109078778 \$89.95 house did not exist contact info incorrect, HomeAdvisor issued a credit Charles Wallace Job #: 109882124 \$66.09, leads where off, HomeAdvisor issued a credit Tory Khalek Job #: 111247626 \$109.17, leads where off, HomeAdvisor issued a credit Andrea Josefchek Job #: 112011281 \$45.08 inaccurate contact information, HomeAdvisor issued a credit Unieka Smith Job #: 112167213 \$72.78, leads where off, HomeAdvisor issued a credit Ana Dorsey Job #: 115613247 \$137.05, leads where off, HomeAdvisor issued a credit Tammy Davis Job #: 118499377 \$137.05, inaccurate contact information, HomeAdvisor issued a credit Charles Demery Job #: 119033293 \$91.35, leads where off, HomeAdvisor issued a credit Regina Toliver Job #: 119508461 \$91.35, leads where off, HomeAdvisor issued a credit Darrell Stovall Job #: 123196384 \$56.79, leads where off, HomeAdvisor issued a credit Pat Kilpatrick Job #: 123232427 \$51.77, inaccurate contact information, HomeAdvisor issued a credit Pam Harbach Job #: 123589695 \$101.95 homeowner no longer doing Project, HomeAdvisor issued a credit Herbert Valencia Job #: 123776147 \$36.05,</p>	
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		<p>service requested under wrong task, Pending credit Christopher Roach Job #: 123911973 \$68.73 Customer made appointment then cancelled on the same day, HomeAdvisor refused to credit We have changed our services several times as the rates where ridiculous and still continued to receive bogus leads or continued to receive leads while the leads where off, and if you do not request a credit soon enough they will not issue one. Anytime you call it takes a minimum of 35-45 minutes on hold to talk to someone they would rather you leave a message. They offer discounts or credits on their app that they do not follow through on, our leads have stayed off for the majority of our time with them because the leads seemed fake then they started sending opportunities and offered the first 3 free on the app. When I called because they charged us she said they had no history or knowledge of that offer if I could send her a screen shot then they could do something, of course it</p>	
1201	TX	<p>Clients said over 8 people had called them about same lead                  Said never signed up with HomeAdvisor nor Angie's list.                  Not needing any contractor services                  Wrong number                  Quit calling me. Many people calling unsolicited                  Already got it done weeks before. Why are you calling me.                  Etc. Padded leads for false items/ work</p>	

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1202	TX	Leads are all fake. No one will answer the numbers given.	
1203	TX	Yes many problems! I often wonder how many contractors get credits and I don't? This has absolutely become a monopoly. In Maryland I was spending 15 to 20 thousand a month with Angie's list and Home Adviser. Now I am getting the opportunity LOL to BUY leads that in my opinion should be included with Angie's list but are now being redirected and sold as Home Adviser OPPORTUNITY LEADS ! So I am paying Angie so I can buy leads from Home Adviser????	
1204	TX	No. I am getting tons of leads from customers who say they never used the service. I will get customers that don't exist also customers who live in apartments or nursing homes. They have no reason and did not use the service. Also they use old leads again without the customers’ permission. To go further they also send me leads for the wrong service intentionally	
1205	TX	I NEVER APPROACHED ANY LEAD, AS I WAS MISLED AS TO HOW THE PROGRAM WORKS AND CANCELLED IMMEDIATELY. THEY DID HOWEVER CHARGE ME FOR 27 LEADS AND THE INITIAL SIGN UP COST. THIS ALL CAME AFTER I HAD SPOKEN TO ONE OF THEIR SALES MANAGERS AND CONVEYED MY DIS SATISFACTION AND THAT I WAS MISLEAD BY THEIR SALES	YES,,,,,,,,,,,,, AFTER CANCELLING THEY CONTINUED TO SEND BE BAIT LEADS TO WHICH I REQUESTED THEM TO TERMINATE THEIR EMAILS TO ME. THEY CONTINUED TO SEND LEADS EMAILS TO ME WHICH I HAVE CALLED THEM AGAIN THIS MORNING AND REQUESTED THAT THEY DIS CONTINUE THEIR EMAILS. THE AGENT SAID THAT THEY WOULD NOT SEND ANYMORE.

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		PERSON THAT SET ME UP.	
1206	TX	While I was still sorting out the reason for not giving me credit for unresponsive customers. Tami put my account on hold and withdrew the entire balance owing from my credit card including a lead I got around 9pm on 10-04-18. And I questioned her why she put my account on hold before we ended the conversation and she said it was because I called them to cancel. I thought I was speaking to the dispute service representative. I have a recording of the conversation for my records.	Yes. I was told that the membership Fees was nonrefundable. So I did not cancel.
1207	TX	Most of the leads I received were trash. My representative over my account assured me several times I would receive credits but never informed me there was a cap. Pretty much everything important on their terms and conditions were not correctly represented by the agent and I did what was asked of me from them in the form of several detailed emailed regarding all my leads and their status. Once I did this I did not hear anything back from the agent or his manager as he suggested, instead I was sent directly to collections for \$1,500+ more than what I actually owe.	

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1208	TX	<p>Some of the leads were bogus work bogus numbers and addresses                  Some people were not vetted correctly (wanted jobs for \$30, less than the lead cost!)                  One lead asked for topless housekeeping                  Some leads did not have enough information to make an informed decision thus costing me \$ for something I could not do (I.e. requiring the service provider to live in a certain county)                  Added zip codes that were out of my service area (I received leads in California and Las Vegas)                  The membership I agreed to was nothing like what I experienced as a provider</p>	
1209	TX	<p>Yes over the months I received calls stating that leads will be picking up and to increase my budget. I complied and did received a number of leads that were bogus in fact my software tells me if someone opens my estimate and none if the leads opened estimate or answer calls or texts and emails. To me not a valid lead.</p>	
1210	TX	<p>I terminated my contract with them after I found out they charged me \$845.00 for leads that I never even looked at. They started sending leads via text to my phone and right after I signed up even though I told them before I joined I didn't need leads and only wanted an account as a place to add relevance to my business. They told me that would be no problem. I also made sure that the only way I would have to pay for a lead was if I opened it and responded to the homeowner. The</p>	

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		<p>assured me I would not be charged for any leads I didn't actually respond to. Right away my phone started dinging off the hook. I contacted them they following Monday and could only get an answering machine. Since it had not been 72 hours I told them to terminate my contract and refund my fee. I kept calling until I got someone to answer. And they told me they would turn off my lead generator and the text stopped. Several weeks later the texts started again, so I called and told them I didn't want to receive any leads and once again they stopped. Then a week later I found out they had billed me \$845.00 for all those leads, even though I never opened any of the texts. When I called to get my money back they just flatly refused and basically told me too bad. I had agreed to it in the small print and I should have read it better. I made them terminate my account and sought legal help. I have not followed up since then.</p>	
1211	TX	<p>Received bogus/fake leads. Enough is enough. They are ripping me off</p>	
1212	TX	<p>The leads when called do not respond to call or text. The leads at times are for services not offered. I had a problem turning off the lead flow and received 3 more leads.</p>	



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1213	TX	<p>I called them to cancel on the on the 10/5/2010 but was told they were going to put my leads on hold and they did not cancel but instead continued to charge until I called again on the 10th of October. When I received my bill on the 26th of October 2018 I had a charge from October 12, 2018 for the amount of 379.67 so they continued to charge me even after I cancelled on the 10th. In total I was charged \$1030.07 for 10 leads that did nothing.</p>	<p>I called them to cancel on the on the 10/5/2010 but was told they were going to put my leads on hold and they did not cancel but instead continued to charge until I called again on the 10th of October. When I received my bill on the 26th of October 2018 I had a charge from October 12, 2018 for the amount of 379.67 so they continued to charge me even after I cancelled on the 10th. in total I was charged \$1030.07 for 10 leads that did nothing</p>
1214	TX	<p>Majority of leads come also from Angie's List and other website directly to HomeAdvisor , customers never answer phone calls no matter how many times I call daily or weekly, they never respond to messages or emails it’s like they never existed. HomeAdvisor does not care if these customers don't answer or even check with them to see why they do not respond to phone calls that I make. They told me that you are advertising with us so even if they do not answer at all it doesn't matter to them they say you are advertising with us so you cannot get credit back they charging \$35.00 to \$54.00 a lead that customers never respond.</p> <p>2. I get leads that jobs have already been completed before.</p> <p>3. HomeAdvisor doesn't give credit for wrong phone numbers I had a few wrong numbers with customers that never requested garage door</p>	

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	<p>installation leads even though I explained this to HomeAdvisor they do not credit back.</p> <p>4. Customers sending wrong tasks / leads under job duty that garage door people do not do I only install and repair garage doors, I had 3 leads already within a week, customers asking me to take down center posts off the garage door in order to turn it into 16 x 7 garage, which a job like this should go to a general construction licensed with all proper documents. I told HomeAdvisor that this is not right that you keep allowing these type of leads to come in, and agents that I speak with they say generally they do not credit for these type of leads because customers might need garage door after that but they taking up to \$300.00 weekly from just me for bogus leads that I never hear back from any of these customers. This kind of practice should be stopped and hopefully someone soon hammers down real hard that crook owner who is bankrupting a lot of hard working pros out there.</p> <p>5. Heard rumors that HomeAdvisor is also generating fake leads with different phone numbers which I usually think it's the ones that never answer their phone calls. I had 1 customer that I spoke with I asked him what type of garage door he looking for and he told me that he never requested a garage door installation his garage door is fine and does not need any garage door</p>	
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	<p>service and I still got charged for this lead.</p> <p>6. HomeAdvisor has an automatic system for example if I turn off opportunity leads off it still stays on in the background in their system, they claim that customer picks 1 pro to speak with but that is not what one customer has told me he told me that he spoke to someone before me I guess someone who got charged already \$54.00 then passed to me another \$54.00 charge which I never had this service on in first place but I still received the lead.</p> <p>HomeAdvisor lets customers do whatever they want when I tell customers how much I got charged they get blown away and don't believe until I show them the app, for some reason they think is free. Biggest issue that we are facing I know this for a fact that customers have all the control we pros have no control of these customers for example I think they should get charged if they do not respond a good amount of money if they want a good service but they will never do that because they won't make as much money and rip off as many pros as they are now the other issue is HomeAdvisor only gives us 2 credits a week or a month not sure but I think is a month and mostly is customers that never respond to calls, emails or messages that we get charged and not credited back. They say 10 out 1 lead turn into sale which is complete bs more like 13 out 1</p>	
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		<p>which as a garage door owner we spend \$300.00 on leads \$300.00 about \$750.00 a month if lucky you get a sale for 8 x 7 garage door or 16 x 7 which we cannot sell more than \$800.00. To do the math right if I was to sell a 16 x 7 for \$800.00 and I already spend \$1000.00 for leads garage door purchase technician, gas and other expenses, I am not making anything at all. HomeAdvisor is a very big stress that is continuing to rip off pros and what sucks is that nothing is being done about this, they are still allowed to do this, and I just wish the law would put some restrictions on this company to start playing a fair game with pros and do what is right business for business.</p>	
1215	TX	<p>Out of 489 leads we only made contact with only 27, leaving 462 dead leads. From our date of opening we enrolled, and during our time as customers we were billed \$9,572.62 from 04/01/2015 - 10/19/2018. While I do not have an accurate number, my office staff had reported many of the leads that we were given, never signed up for HomeAdvisor , did not request to be called, or had inaccurate information.</p>	
1216	TX	<p>I would get sent leads that I couldn't get in contact with. There were a few that I was given an email address to contact and I'll copy something from one of the emails that was spit back at me-</p> <p>Technical details of permanent failure:          Google tried to deliver your message, but it was rejected by the server for the recipient domain</p>	<p>For the longest time if you googled my business name my HomeAdvisor website would be at the top of the list after I terminated my account it stayed on Google for about a year and now when you search for my business HomeAdvisor is the first thing on the list of sites in the paid ads part. The Facebook page for my business right under it.</p>

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		<p>verizon.com by fldsmtpe03.verizon.com. [140.108.26.142].</p> <p>I also was listed as wooden furniture repair/refinisher and they sent me leads to fix la-z-boys. Had plumbing and they would send leads to fix fridges.</p>	
1217	TX	<p>Numerous leads I called either never answered or called back and said they were no longer doing the project and when I would request a credit for the bad lead it would say credit ineligible even though all the criteria for the credit was met they would not reimburse me for it. Also, they have been charging me for this mHelpDesk thing that they offered me when I first signed on and I told them over the phone and by email that I did not want that service and I asked to be reimbursed for it and they refused.</p>	
1218	TX	<p>I was planning on shutting down my membership around 07/18 when I was contacted by Danielle Harris from HomeAdvisor. I explained I was done with HomeAdvisor as I had only paid \$300 (I believe) to have my company information on their site. I had never requested or paid for leads in the past, about 3 years’ time with my company name on the HomeAdvisor list. Danielle stated she wanted to prove HomeAdvisor could help my company and would provide 5 free leads. I told her to have the leads sent via text or calling only, NOT to send anything by email as I do not check it unless I know I need to (if I have a current project going not bidding a project and have</p>	

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	<p>correspondence with that customer). Danielle agreed and before the end of the day I got the first lead via a phone call (reference question 7). I made an appointment and met that customer, however they did not accept my bid. Danielle stated that after the 5 free leads she hoped I would see the benefit and sign up for the lead program and I told her if she could prove the worth of the lead program with her “free leads” I would consider being interested in paying for leads. I received no other leads through calls or texts. I did happen to check my email sometime after that one lead and saw multiple leads that were being sent daily, I would guess somewhere around 50 in total. None of those leads were accepted. I did click on an email to see what it contained, however the lead was not contacted or bid on. Approximately 1-1.5 months ago I received a “final notice” from HomeAdvisor for a \$9xx.xx. I have attempted to contact them multiple times to sort this out as I never consented to or accepted the lead program where I would pay for leads. After repeatedly telling HomeAdvisor I did not agree to their lead program and they should be able to prove I accepted the terms by using their recorded lines or some signed document, they sent my account to a collection agency.</p>	
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1219	TX	<p>On November 5th I called them to cancel an at first they just put a hold on the leads. This meant they were not going to send me any leads for a month. I spoke to Hailey Morris an she is the one that explained the membership fee and lead fees. I asked to talk to a supervisor and she said none were available. She said a supervisor would call me back before the end of the day, but nobody called. I called them back the next day and spoke to Cory Sanda an asked him to talk to a supervisor until I got to the highest person there at the moment, Evet Sandoval. She told me that there wasn't anybody higher to talk to than her. I told her I wanted to cancel my membership because from the beginning Onique Ortega, representative I signed with had lied about everything. Lied about the membership being a one time fee, instead of a yearly fee. They lied about not charging for the leads unless you got the job. The leads were being sent to 5 people and we were all being charged regardless of getting the job or not. I owed them \$563 within one week of membership! I told her I wanted my money refunded and she said they couldn't do that since it was more than 48 hrs. I had only two days to have canceled. They stole from me \$563 and in return I got no jobs and made \$0 from their leads!</p>	
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1220	TX	<p>some of them were not home owners, some people denied they call for the services, some others said they were just curious... and so forth, half of their leads were useless and they would only granted very few credits, very deceiving.</p>	<p>They collected money from me and promised to be in touch while I moved from El Paso to Dallas, they kept sending leads from El Paso while I was in transition tom move, they granted me a refund on Oct 15th and never saw it, when I called back to check on the status of my refund, they told me there were not going to do it, another wat to deceive people, and avoid the complaint calls</p> <p>Membership sign up date, can be verified later if needed, I don't have the file with me,                  I have a list of dates and names on the conversations sustained by them where they were granting a refund that never came through</p>
1221	TX	<p>HomeAdvisor charged me for 8 bad leads in row, and I said this is enough called them on it and they said I had to pay for all at \$65 lead Since they have called and asked if I wanted to sign up I said how will that work ,they said all I would have to do is pay off my \$1,300 balance\ I went from 8 bad leads to owing them 1300, crooks!!!!</p>	
1222	TX	<p>Exact issue being</p> <ol style="list-style-type: none"> <li>1) Job had been completed for months when they sent me the lead</li> <li>2)Never can reach any one on the provided number</li> <li>3) Very expensive lead in a very poor job</li> <li>4) Job never existed</li> <li>5) Clients just wanting pricing and plans but to do work themselves</li> <li>6) told bad leads got refunded but in reality you</li> </ol>	<p>Told me only way I was getting my money back was a talk with their CEO and that was never going to happen.</p>



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		get refunded credit and even with credit on your name they still pull off your card and don't use the credit that way they can keep that recurring revenue coming in!	
1223	TX	These leads are misleading. If you do not call right away you are charged. They broadcast leads going to several people. Makes no sense to me. I totally understand paying for a lead that you are able to get but I have not performed any services for any leads and they keep taking my money.	
1224	TX	no one answered, people just asking prices and the only one I had an appt to meet at their house wasn't there and when I finally got them on phone said they had called HomeAdvisor and cancelled	
1225	TX	I encountered issues with the large majority of my leads. Most leads did not have a working phone number, numerous clients stated that they did not ask to be contacted by any contractors or had ever even heard of HomeAdvisor. I even received a lead with a child's phone number listed as the contact	
1226	TX	I Was Told During The Pre Recorded That The Part That Stated The Leads Would Be Charged Per Lead Not Per Lead Interested in, My Sales Specialist Informed Me That That Part Of The Recording Was For A Different Level Of Membership I Had A Better Membership	

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1227	TX	Get leads all the time that when I call I get no answer, leave messages with no response, and send e-mails with no response. Had a lead 2 days ago that when I called the phone will disconnect after 5 rings - no VM, no landline recorded message, nothing. When I request credit for lead, HA simple says no. Not a lead, if you are not actually talking to a potential customer.	
1228	TX	It has become almost a full time job for us to try to get credits for bogus leads that have phone numbers that are not in working order, email addresses that don't work & incomplete addresses.	
1229	TX	Almost all of my leads did not answer the phone or return phone calls I kept trying to call the leads and when they answered the phone and I actually got to speak with them they had never even requested service and some of the customers did not even know who HomeAdvisor was some of those were actually searching on Craigslist four different contractors so apparently HomeAdvisor is getting leads off of Craigslist somehow	
1230	TX	Of the 81 received leads, totaling \$4300.00. I successfully spoke with 30 of those leads. Resulting in total contracts. These leads had a cost of \$1900.00. I received 12 credits, totaling \$888.00. Of the 81 leads 37 of those leads I was not able to speak with anyone, after leaving several messages. Totaling \$2400.00 of leads worthless to me without any chance of even speaking with a customer.	

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1231	TX	We are finding out that leads are being sent from people who completed online forms to win/receive \$1000 Amazon gift cards. They are not legitimately qualified clients as represented by HomeAdvisor and these people never visited the website or solicited landscape or any other kind of contractor estimates. We are unsure how long this has been going on.	
1232	TX	They would send dead end leads or houses that never even contacted the services	
1233	TX	They are nonresponsive or bad numbers. I showed up at several of their homes after repeated calls, the homeowners were confused most of the time. They said they didn’t sign up for roofing service or they had new roof already.	
1234	TX	One was another contractor trying to sub me out for smaller metal work. I requested specifically only leads that were ready for full install. Not one lead worked out. Duplicate leads. Customers trying to get estimates. Etc. etc.	
1235	TX	More than 80% of the leads I've received never returned any form of communication: call, text, email, direct message through HA. On the others, in every instance, I was told they had already contacted multiple contractors and were just "price shopping". Most recently, the potential customer told me they had already contacted 5 others, and had 2 more to go....Of the Leads I've received since joining, I've gotten contacted many other times for jobs that are far outside of my	Absolutely. HA spends Significant amounts of money for search engine optimization and online presence. When you join HomeAdvisor your company's name is attached to HomeAdvisor and its website. Therefore, as a contractor, you are paying HomeAdvisor to steal online presence from your company. Because HomeAdvisor's budget for search engine optimization is much higher than any other small business owner could ever be, people can search your company's name and the 1st thing that will pop up is your company's listing on HomeAdvisor. In essence, you are

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		geographical area. I feel like these leads are still counting towards my rotation in the system, even though they are outside of my coverage area	paying HomeAdvisor for online leads many times over: annual membership, lead fees, and all of this is taking away from your efforts to improve your company's online presence.
1236	TX	I received fake or misleading dead-end leads, or regenerated leads.	
1237	TX	I've experienced many problems. I was getting false dead-end leads and HomeAdvisor is not willing to work with contractors on refunding lead fees. It is the worst customer service I've ever dealt with.	Yes. I tried to terminate last year and they still charged me a re-up fee (approx. \$350) and refused to credit my money back. I will be attempting to cancel again this month.
1238	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 issue, they told me their policy was not to refund leads.	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.
1239	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 possibly 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 even finished the setup process. I tried contacting the agent, but have not been able to get a hold of him. We then received

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			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.
1240	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 and you will still receive leads.	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.
1241	UT	Given phone numbers that aren't real numbers. Out of all the leads I've only gotten 1 job. I've paid almost \$800 for one job.	Yes. I was told my account was terminated. When I doubled checked on their website it just says that my account is on hold.
1242	UT	Most if not all of the HomeAdvisor leads we received were simply put, fake leads. Never actually requested information from HomeAdvisor about services even related to our industry, wrong numbers, not interested you name it. Never received real leads and was only able to turn off receiving these fake leads a few months at a time. They kept sending leads even after we canceled their service and charged our account	I cancelled our HomeAdvisor membership and they continued to still send me leads and take money from my account after cancelling our service with them.

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1243	UT	<p>Leads were not able to contact, and they leads had drawn out the process to where you were not able to get credit on the leads, the sales people say that we only had to pay for the leads that we contracted with. and they also would give us credit on leads due to the fact that they were not contacted though there system, and it is a scam and they send you hundreds of leads that you did not sign up for the dollar amount for each month.</p>	
1244	UT	<p>I have experienced quite a few problems with the leads they will send me ,and again for one of these leads, or actually a couple of these leads the whole issue was why it was brought up yesterday. I pay HomeAdvisor a lot of money every week for the leads I get! I just wanted them to return my hard earned money for a lead , for just \$16, it’s not the first one ! Oh, but is the whole reason why my story/issue was brought up. Because their policy is if you call three times or email or text or all three in this case. you are allowed a refund on your lead</p>	
1245	VA	<p>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.</p> <p>They send more than leads out than they tell you because customers will say they have received numerous calls from contractors.</p>	

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1246	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
1247	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.
1248	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.	
1249	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 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.	
1250	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	

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		<p>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...</p>	
1251	VA	<p>I have encountered almost all of the issues listed on the complaint. I have over 180 credit requests submitted thru 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>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 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                  ***                  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>
1252	VA	<p>... I called the customer back within minutes of receiving the call, but I got no answer from the</p>	



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		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...	
1253	VA	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>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 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>

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1254	VA	...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.	...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 24 <sup>th</sup> . 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
1255	VA	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.	...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!
1256	VA	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."	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 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.

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			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.
1257	VA	Most of my leads I contacted have been unsuccessful.	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.
1258	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 know who I am and quit calling her phone.	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 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 .

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1259	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>
1260	VA	<p>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.</p>	<p>Unresponsive to help and refused to refund leads and membership fee.</p>
1261	VA	<p>Many no answers, leads said they did not contact HomeAdvisor , or just were on the site to check it out.</p>	<p>...out of thousands paid in sign up fee and lead charges, we only received (2) paying leads that were less than \$100.</p>
1262	VA	<p>As an HVAC contractor we have been scammed out of thousands by HomeAdvisor by generating bogus/false leads.</p>	
1263	VA	<p>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.</p>	<p>Unresponsive to help and refused to refund leads and membership fee.</p>
1264	VA	<p>They have sent me leads that were not able to be reached, bad phone numbers, people just doing</p>	<p>My account is currently on "hold" for \$102.00 for leads I did not receive. It was not in my season even for such work.</p>

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		<p>market research price, phone numbers to organizations looking to get a quote from a professional to go for a job, basically false leads and fail to give me a refund. They sent me leads that were sent to multiple contractors and still charge me. I go to the customer and there is multiple HomeAdvisor contractors.</p>	<p>They are threatening to ruin my credit report. I have been on the phone for multiple hours trying to dispute charges that were never refunded. They are a big scam and do not care about the contractor. Colorado is in a different time frame and they do not consider the time frame they submit these leads to contractors. Most leads were submitted to me after hours that I was not open for business.</p> <p>I had to call to change info to my company many times. They claim to put my company on their website but every time I looked on their website I never found my company. I would call them and it will show up and then disappear again. I would see my ad on their website with different phone numbers.</p>
1265	VA	<p>Issues Faced with HomeAdvisor ranged from scamming my mom’s 1st paid for account to trying to scam me the same way but I will not let history repeat itself for this is my family business and its all we have left. They are bankrupting Extra Mile Janitorial before it can become anything. The HomeAdvisor company promised the Extra Mile Janitorial small business and commercial office contract for the future growth of my business to become an LLC. Instead I received more than 25 faulty leads and not to mention rerouted calls to make my business seem worst, some of the calls never were received and spoke to by the lead itself. This is not neglecting the 10 plus opportunities accepted and charged for but never seen or called. I felt like I was being</p>	

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		<p>ripped off when this all took place. Some leads as the homeowners were even hostile to weary from doing business with them. I have went to homes, accounts not promised not offices or any other commercial contract, in which the account paid for (Lead Cost) is barely cutting profit not only for my business but for the honest payroll system I have for the one employee we have had. Because of their empty promises and trust put in them they took my money but never gave me back what I paid for. Because of this My business is almost bankrupt and they claim I own them \$700 of leads which I never received or even spoke to the client personally. My it be added Extra Mile Janitorial has payed \$3000 plus for the first deleted (by them PERSONALLY) account and me personally \$2000 plus. Altogether some \$5000 humbly put. It’s my family business I created it, like said my mom funded still does and now the HomeAdvisor or "Magik" guys want to take my money and get away a second time. Like I said History Doesn't Repeat Itself.</p>	
1266	VA	<p>I had a target lead rate of \$350 total monthly. They seem to have changed the way leads are delivered and in one month my bill went up to \$1,000+ I cancelled the service and feel that I was deceived in the way they send leads and what they charge for</p>	

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1267	VA	Fake numbers, I had the intuition there was something not right. I fight for every credit and most of the time denied. On the leads I cannot reach anyone there is usually no voice mail or way to text. The rep at HA stated all they do is call one time and if the phone rings it counts as a valid number. I want justice.	
1268	VA	Lead fees were charged for services I didn't offer.	I had 3 different individuals at HomeAdvisor (HA) call me to try and talk me out of terminating my account. I also had to endure an angry lecture from my original sales representative. After speaking to a supervisor, I was told it was too late to refund my initial Sign Up fee and Lead fees.
1269	VA	Multiple leads with zero response to inquiry, charged hundreds of dollars. I'm a new business owner and they have devastated my profits. I'm upside down They charged me over 1700 dollars in three weeks. :( They opened my number and email up to scam mail and harassing phone calls. I had angry customers hang up on me sayi8ng they never even registered for services with home advisers. They took my whole month of profit. I have other employees to pay and [I] am short money because of this predatory company	Yes. They refused to pause leads for a long period of time and refused to refund me my money.
1270	VA	A quarter of my calls went to voicemails that never called me back, a third were for emergency services that were resolved by the time I called, 5 calls became jobs and the rest were people shopping around.	I called on 10/19/18 to request a refund on my leads and cancel my account. They seemed more than willing to cancel my account, but not refund any of my money. I was told when I signed up that I would not be charged for leads that did not convert into jobs. I was then told on 10/19/18 that

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1271	VA	<p>I have run into all the mentioned bad lead problems, people hang up and pissed because HomeAdvisor site sucks them in unwillingly. Some are dead phone numbers , their phone system does not operate properly making the contractor too late to win job but pay for lead anyways. Their moron's , thieves, my monthly set lead cap was 300 dollars they withdrew 499 in two days. This time they show I have 15 good leads, only 4 are legit. As of OCT 24 they have gutted my bank account again, even my operating cash so they build your business for their asses.</p> <p>JONATHAN STURGILL</p>	<p>They took me to collections which I ended up paying to rejoin with new "promises"</p>
1272	VA	<p>Many of the people who answer the phone denied any request of contractors from HomeAdvisor They lie on their expensive EXACT MATCH leads, because They send it to more than one contractor</p> <p>Many customers said They were looking just for ideas but didn't request a contractor</p> <p>They put the leads under a wrong or more expensive category, so They can extra charge</p> <p>Many of the phone numbers They provide are bogus Most of customer never answer the phone. Most of customer do not respond to voice messages or text messages We have record of text messages from customers denying any request</p> <p>Most of customers do not respond emails. Many customers hang up the phone</p>	



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1273	VA	Routinely get contractors, non suspecting customers, and people that are certain they do not and have not needed service. Some of them even rent.	
1274	VA	We signed up for HomeAdvisor on 4/15/2018 specifying we wanted to use HomeAdvisor strictly as a platform for advertising and had no desire to use the lead generation services. We were told leads could be paused for three months at a time. Annoyingly, the system requires leads to be paused every two weeks in order to not use the lead service. We did so diligently for four months. Despite this, at 2:00am on the morning of August 28th we were distributed 45 leads and charged \$2,113.62. We immediately requested that the charges be reversed. Despite chatting, emailing, and leaving voicemails (we have yet to talk with anyone with authority to address our request) for the past three months, the charges have not been reversed. Our company was simply scammed out of \$2,113.62.	
1275	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.	
1276	VT	All they gave me was dead leads people that did not return phone calls or emails and had no interest in getting any work done whatsoever or the work was vastly different than it was described	

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1277	WA	<p>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 any refund for any lead or my membership or my \$750 lead bundle.</p>	
1278	WA	<ol style="list-style-type: none"> <li>1. I would press 1 to be attached to the caller, and no one would be there. I would get hung up on.</li> <li>2. We have received fake names and fake phone numbers.</li> <li>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.</li> </ol>	
1279	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</p>	

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		company can operate like this. This is felony theft!	
1280	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</p>	

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		decision to 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 .	
1281	WA	Spending more money on leads than I am receiving	
1282	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.	
1283	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...
1284	WA	When I signed up over the phone they insinuated that there would be no lead 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	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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		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.	
1285	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>
1286	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.</p> <p>Lead dates are fake</p>	

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1287	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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1288	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 has 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>
1289	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 service for these people and I just have to hope that my good leads outweigh my bad.</p>	

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		They sold me by withholding information and basically lied to sell their product	
1290	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.	
1291	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.
1292	WA	...[I] have paid over \$ 4,000.00 and got two good leads	



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1293	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>
1294	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>
1295	WA	I get lot of false leads that they won't refund. I think they hire people to create the false leads.	

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1296	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>
1297	WA	<p>They continue to send me leads I do not want even though I am over my set monthly limit. They are stealing from me as far as I am concerned. Some of the leads are not even what they say they are. One lady just needs drywall repair in her bathroom and they have charged me \$113 for a full bath remodel.</p>	<p>I cannot figure out how to cancel. I have called my supposed Personal Advisor on 5 separate occasions to get help and I get no response. I tried calling customer support on 2 different occasions and waited 30 minutes both times and never got anyone on the line. They have a message that says if you are tired of waiting on hold push "1" and a customer service rep will return your call, pushed "1" and nothing happened it continues to play music and nobody ever called me back.</p>
1298	WA	<p>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>	<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 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</p>

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			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 & Wolf, 2600 Cannon Rd., Cleveland, Ohio 44146.
1299	WA	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.	
1300	WA	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 clearly a shady company taking advantage of small business owners. We lost \$490.91 in one month with zero actual matched leads.	
1301	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.

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1302	WA	<p>Out of all 47 leads I received over the last year I only was able to meet with 4 customers. The majority of leads did not answer my calls or return my emails. This was acceptable until I saw I was being charged for these leads even though I was never able to contact over 80% of the leads I received. I was under the impression from the beginning that as long as I contacted a lead I received within the 24 hour period I would not be charged for the lead should the homeowner choose not to use my services or if they went with another contractor. This turned out to not be the case and was clearly a tactic to get me to sign up. After contacting them multiple times with this issue and speaking to multiple customer service agents I finally asked to just pause my leads indefinitely. They ignored this request and I received another ~\$350 in leads within a day of making this request. I received these leads on a Tuesday. I never viewed the leads or contacted any of the homeowners. Because they bill on Friday I immediately contacted them and told them these leads were NOT supposed to be sent to me and I asked for an immediate credit so my bank account would not be charged when the next billing cycle processed. I gave them ample time (4 days) to process this request before I was billed. They then proceeded to wait until that Friday afternoon AFTER my bank account was charged to now process my request. This just resulted in a credit being applied to my</p>	<p>Yes after multiple issues regarding leads (See below) I contacted them to terminate my membership, they refused stating that because I have a \$392.00 credit I have to utilize this before they can terminate my membership. I made it very clear I was unhappy with the way in which they chose to send me leads as well as the quality of the leads were not as advertised. Also they sent me leads when I requested they DON'T and this was part of the credit to my account. I asked for my bank account to be refunded the amount of my credit as they were not authorized to charge since I requested to not receive the leads in the first place. They apologized for the oversight and sending me the leads erroneously but refused to refund my bank account.</p>
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		<p>HomeAdvisor account which can only be used for leads. I contacted them explaining that this is unacceptable. They refused to refund my card and stated that all they could do is apply a credit to my account to use towards new leads. I then informed them that I do not want to continue to use their service and DO NOT want a credit to my account since I won't be using the service anymore. They refused to terminate my account since I have a credit on my account. They then offered to turn my leads back on so I could utilize the credit. Apparently they don't understand they charged and sent me these leads after I specifically asked them not to so crediting my HomeAdvisor account in lieu of giving me a refund to my bank account isn't acceptable. They refused to refund my bank account even though not only did I fraudulently receive these leads due to an error on their end, but they clearly wait to process their credits until after they charge peoples bank accounts, then offering them credits towards future leads which indirectly forces people to continue to use the service in order to attempt to recoup their money somehow.</p>	
1303	WA	<p>I was not informed that I would be charged just for leads. I was told over the phone that I would be charged a percentage of what I billed the customers if I actually accepted the lead. I was not told I about the monthly "service desk fee" of \$59.99. Not a single lead received was viable for my business, I have not done one job from</p>	<p>I tried terminating my account and getting a refund but they said I had 3 days from opening the account to get a refund which I was never told. The agent "Gil" was extremely coercive over the phone. I gave it a chance because I was apparently forwarded to them by a family member.</p>

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		HomeAdvisor. They have essentially been stealing money from me on a regular basis and only recently did I catch on to that.	
1304	WA	We listed our work as service (panel - breaker box) change. We get leads that request outlet install or paddle fan install. They refuse to refund the lead fee since requesting more than one refund is extremely high. We also noticed that leads are automatically turned on and there is no monitoring or warning of them doing so. When we close the doors on Friday at 5 we get leads from 5 pm until 9 am on Monday. There is no option to turn them off for just the weekend only a 14 day maximum can you turn them off. There can be 20 calls that will not be refunded since you weren't able to call people within 24 hours. They do not refund for tire kickers people who have no intention of work being done yet they expect you to pay. There is so much angst and animosity among their contractors that in their drop down menu they have "competitor testing system". In other word my competition can call looking for a contractor in my area and rack up my lead fees. It is such a nuisance that they have it listed? Most of the leads I think are people who are watching a home repair show and are curious as to the cost. Since that is the most requested information from a customer. "What's it goanna cost?" Home adviser wants to be paid and often say they	There is no way for a customer to now contact us directly with home adviser. You must use their system in order to contact customers and the customer has no idea how they have contacted you. Part of the problem is also their bad phone system not connecting to customer and that is a nonrefundable lead fee since it does not register you contacting the customer in 24 hours. It is almost like having your phone slammed like the old days of cell phones. Customers are not aware of the cost to contractors either. Out of the 30-40 leads so far we have had 3 real customers looking for work to be done. We have our leads turned off and now they will try to bait us to accept a lead by sending us leads through texts and emails. This is a new feature that can only be turned off for 2 days.

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		cannot guarantee clients. But there is no screening process as to people who actually want work to be done.	
1305	WA	I was told I wouldn't be charged for leads that we can't use, and I was charged. I was charged double for the same leads. I did not receive even 1 lead that was valid and I was charged almost \$1,000.00. I did not receive free leads as promised.	I cancelled a couple of weeks ago, and today started receiving texts messages for leads again. It seems they restarted my membership without authorization to do so. At cancellation I asked for a refund and the agent told me that I could only receive credit for future use, even though I was doubly charged for leads I couldn't use.
1306	WA	Sent me all kinds of phony leads they refused to credit most of the leads. Most people didn't answer the phone. Others didn't even have air conditioners which is what I joined HomeAdvisor to work on	
1307	WA	They told me that there is a \$800 maximum ceiling for lead charges for the first month. I thought "wow, I don't need to worry about that. That's a high number". But then they started filling my account with useless leads and charged me within 12 DAYS of signing up almost \$2,000 !!! This organization is a scam and parasite taking advantage of contractors.	
1308	WA	All leads are sent to multiple people. Several customers told me they had just received a call from another professional. When I opened an account with them, they charged me US\$ 350,00 and told me they would charge me for the lead only after job was done. Lies. Their system is designed to distribute leads	

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		<p>between several contractors at the same time, without their knowledge. This ,in turn, becomes a system of bids, gambling, which makes it illegal and impractical to make money.</p> <p>They give us more leads than we can take, not all of them are real, we lose time chasing the real ones and when we want to cancel the lead with no cost, there's always an excuse...</p>	
1309	WA	Yes I get a lot of leads that aren't real people	
1310	WA	<p>1) We received leads that when we called the customer, they had already had up to 7 contractors call them.</p> <p>2) We received false or fake leads. ( Example- The customer said the email and address HomeAdvisor had given us was a previous address from over a year ago and the email was her mom’s. They had never put in a request.)</p> <p>3) We received leads that the customer had the projects completed the previous year.</p> <p>4) During all these issues they wouldn't refund us for these issues. It maxed out our credit card a couple times</p>	



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1311	WA	Only about 1/5th of leads actually led to a conversation with a person.	Yes, customer support could not do anything, although they did say they would mark account inactive, would not give email address to submit to, said would pass on to supervisor then hung up, tried calling back got answer that they were closed, it was 2:00 PM. Started chat got nowhere, they said supervisor not available but would call back. Received call today, their only purpose was to reactivate, would not answer questions or give any information, very well trained in verbally evasive tactics.
1312	WA	Countless, non-qualified leads, customers barely interested in doing the job. \$250 dollar value job where they charge \$50-\$60 lead to 3 contractors.	
1313	WA	Fake leads, leads that claimed to be the wrong number, incorrect task, several confused leads (no idea who HomeAdvisor is and how I got their number,) leads that came in as "ready to hire" were not looking to hire and even.	
1314	WA	Currently receiving leads with bogus contact information, customers who didn't request leads, emails that don't exist, and phone numbers that just ring or go to voicemail boxes that are not setup or are full. It seems that about 70% of the leads I receive seem bogus.	
1315	WA	Bogus leads and would not refund some people would say they didn't send it in or were not homeowners.	

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1316	WI	Constantly receiving bad leads and charged for them and unable to receive a credit for them.	
1317	WI		We are not a member. Just being harassed to become a member. For almost 2 years HomeAdvisor has continuously called the cell phone of the owner of Bulks Building & Remodeling (Steven "Reno" Bulks) 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 "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.
1318	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.
1319	WI	51 leads - 42 no call back [from] 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 fees.

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1320	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 representation?</p>	<p>I called a HomeAdvisor agent. I was told that since I didn't request the credits within 30 days of receiving the leads, I could not request or receive credits for those leads. By my calculations, those 47 leads equal approximately \$1500 that I paid for said leads. The agent told me that the 30 day rule was listed in the terms &amp; conditions on the website. 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. They did issue an account credit of \$150, but that is all they could offer.</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>
1321	WI	<p>Several leads that we have called and called, [resulted in] no reply. Then HomeAdvisor won't refund the lead fee.</p>	
1322	WI	<p>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</p>	

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		membership via the same emails they were sending the leads on.	
1323	WI	They were horrible!!! I wanted to spend \$100/month (approximately) and they sent over 2 leads (within the same day)! That together were over \$200!!! The leads are bogus & ridiculous! Shady company!!!	I terminated it the same day as it became active, they kept on telling me a manager would call me & talk about it, I didn't want that- we were done! A huge waste of money (see below) They finally cancelled it, it took a couple weeks to get our money back and then in January of 2017 they debited our bank account again (even though we cancelled it a year before!) When I went in to the bank to dispute it, it was too late, so I had to PAY \$30 for a stop payment! It then took them over 30 days to refund us the fee!!!! They are shady & non trustworthy!!!!
1324	WI	Leads were from different state	
1325	WI	We were charged for leads after, we had canceled our account and they are refusing to provide a refund. I have spent hours on hold attempting to reach a supervisor and cannot reach anyone. The customer service representatives say they can't help so they just transfer me to the supervisors that do not answer.	We tried to cancel our account within 3 days of starting it. HomeAdvisor used to be a reputable company, briefly after signing up with them we realized they were no longer the same company. We canceled our account but for some reason continued to receive some leads, no many. We called again and were able to delete our account and were refunded the original amount of \$347.98.

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

1326	WI	I was misled into believing that I would only be charged for leads I followed up on, but instead I was charged for all leads. Even the ones out of my area.	
1327	WI	A majority of the calls went unanswered or did not respond to voicemail or email. Telephone numbers did not work. One person stated that they were just looking at how much a remodel project would cost if they decided to buy the home. I called HomeAdvisor to have this lead removed because the customer did not own the home or have access to the home to even provide an estimate and the representative stated that this was a valid lead and they would charge for it because they might intend on buying the home. We did not set consultations or were rewarded any jobs from the 95 leads provided by HomeAdvisor	Yes, I called to terminate our account at least 3 times. Each time I called with the same complaints. I explained that I felt that we were being billed for invalid leads and that HomeAdvisor was misleading customers and that a majority of the leads would not answer the phone, would not respond to messages left, or were not wanting work done to their home. Most of the time they prolonged the call until I could no longer stay on the phone. I began turning the leads off, but in the event I forgot, I would immediately get 3 leads at one time.
1328	WI		Joined this site back in 2011. Today, after over 1 year of trying to get my account deactivated, without success, I called them and they would not deactivate my account...instead they made a dummy email with MY INFO so I cannot log into it. I explained to them that I was not Happy with them creating a dummy email with my Name, Phone number and Address, they said that was all they could do. So now my information is on another email address that they created!! So frustrating that they could not just disable my account.

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1329	WI	YES1 all the leads they provided were FAKE.	
1330	WV	<p>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 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>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 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>

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1331	WV	Many times we have received leads that we could not get ahold of successfully after an insane amount of attempts on multiple platforms. HomeAdvisor is almost no help at all in getting credit for these said leads. Many customers said that they never put information into HomeAdvisor, and many leads that we contacted within 1-3 minutes of receiving the lead stated that they have already made a decision on their contractor. How is this possible?	
1332	WV	I'm getting leads for other people and they are charging me for leads when not [I am not] getting work	
1333	WV	HomeAdvisor still charging me for bad leads and also charging me for leads when I have them turned off	
1334	WY	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.	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.
1335	WY	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	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.

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	<p>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>	
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