

# Better Business Bureau®

Start With Trust | Online Complaint System

## Your Information

**Title:**  
**First Name:** [REDACTED]  
**Last Name:** [REDACTED]  
**Country:** UNITED STATES  
**Address:** [REDACTED]  
**City/Town:** [REDACTED]  
**State/Province/Region:** [REDACTED]  
**ZIP/Postal Code/Postcode:** [REDACTED]  
**Daytime Phone:** [REDACTED]  
**Email:** [REDACTED]  
[REDACTED]  
[REDACTED]

## Business Information

**Name:** Council of Better Business Bureaus  
**Address:** 3033 Wilson Blvd, Suite 600  
**City:** Arlington  
**State:** VA  
**Zip/Postal Code:** 22201

## Complaint Information

**Complaint Type:** Advertising Issues

**Description of Complaint:** I have asked the BBB to temporarily suspend the accreditation of Wells Fargo(WF) until they admit the truth. The BBB

champions "Start with trust", I did. The BBB is no longer trustworthy because they can not even follow their own rules. WF, as the BBB already knows, is not following the BBB Code of Business Practices (BBB Accredited Standards). Furthermore Wells Fargo is not following their own Code of Business Practices which I have outlined in my complaint, BBB CASE#: [REDACTED]. Please evaluate my problem wholeheartedly. At the end of 2014 I requested guidance from WF about my interest rate increase. This simple request has turned into a fight for honesty and having integrity when there's a mistake. WF has fraudulently destroyed my 800+ credit score, discriminated against me, and broken several key loan servicing laws. All of the allegations against WF are supported by my documents. I want to hold WF accountable for the indiscretions against me. You may find my story and supporting documents on [www.wffraud.com](http://www.wffraud.com). BBB Accreditation Agreement: 3. BBB Dispute Resolution Process You agree to address marketplace disputes quickly, professionally, and in good faith, including, but not limited to, promptly responding to all complaints forwarded by BBB and making a good faith effort to resolve disputes (See the Code, Section 6). -Filed complaint with BBB 4.22.2016 (beginning with WF 6.12.2015). 6. Termination/Suspension(I don't need to spell this out) To be accredited by BBB a business or organization affirms that it meets and will abide by the following standards: 1. Build Trust: C. Be free from government action (This is a government action DJ # 202-11-239) This should be enough but I can prove more. WF Code Of Ethics(COE) has been broken: -We do not tolerate retaliation (communication stopped when I complained) -Maintain accurate and complete records (They have no idea what's going on with my case) There's so much more. The BBB is a paid employee of WF under the guise of monitoring

**Desired Settlement:** Other (requires explanation)

**Desired Outcome Description:** Be true to your word and temporally suspend the accreditation of Wells Fargo. They no longer meet the criteria to be accredited. If the BBB does not suspend WF then the BBB is going against their own core values: Our Vision: An ethical marketplace where buyers and sellers trust each other. (I want to trust the BBB again) Our Mission: BBB's mission is to be the leader in advancing marketplace trust. (Continue to lead and make the tough choice to suspend WF) BBB is losing clout, regain it.

## Additional Complaint Details

**Product/Service Purchased:** The BBB's help

**Model Number:** BBB CASE#: [REDACTED]

**Order #:** BBB CASE#: [REDACTED]

**Purchase Date:** 4/22/2016

**Date Problem First Occurred:** 6/6/2015

**Payment Made:** [REDACTED]

**Sales Person Name:** [REDACTED]

**First Date you complained to the company:** 11/1/2014