

14 September 2024

Beverly P Waring

P.O. Box 43

Shawnee on Delaware, PA 18356

Case #2202425000021

To Whom it May Concern at PNC:

I am disputing further charges from Market Leader as I signed up for a 6-month contract that would renew by me on a month-to-month basis thereafter. The leads were terrible. I have not had one successful sale from the company over the course of 6 months after paying out over \$600 per month not less than even one legitimate lead. Some of prospects had disconnected phone numbers, incorrect email addresses, and names that didn't match up with the tax records. I have never had so many people put STOP in the text. It was a total waste of my time every day doing the follow up on that website. Market Leader, in my opinion, is fraudulent and misleading.

As you can see, I placed my order with Keller Demaray on March 13th to start on April 1st 2024 for a 6 month period. On August 17th Robbie Thomas reached out to sell me additional leads to which I replied that my contract was up September 1st and to please confirm. I had no response from him. I then reached out to Keller on September 4th to confirm that my 6 months was up as of October 1st. He confirmed that September would be my last month.

With the current disruption in our industry, I can't afford to throw \$624.14 into the wind every month and I am counting on PNC to stop them from automatically taking those funds out of my account. Please and thank you for your immediate help on this matter.

Sincerely,



Beverly P Waring

Case# 2202425000021

Bev Waring

From: Keller.Demaray@marketleader.com
Sent: Wednesday, March 13, 2024 4:08 PM
To: Bev Waring
Subject: Market Leader Change Request Received

Beverly P Waring

Importance: High



Thank You Beverly Waring!

Please know that we have received your change request. Please see the details below:

Current Subscription

Subscription Update (6 Month Contract)

Monthly Charges:

Quote date: Mar 13, 2024

Quote expiration date: Mar 16, 2024

Quote acceptance date: Mar 13, 2024

Subscription term: 6 Month Contract, followed by month-to-month renewal

Market Leader Professional system \$169.00

Network Boost (East Stroudsburg, Pennsylvania; Stroudsburg, Pennsylvania); 6-month Network Boost Lead Delivery Commitment of 180; Monthly estimate of 30 \$300.00

Data Services Fee \$20.00

Monthly Total with current offer: \$489.00

Monthly Charges:

Market Leader Professional system \$169.00

Network Boost (East Stroudsburg, Pennsylvania; Stroudsburg, Pennsylvania); 6-month Network Boost Lead Delivery Commitment of 180; Monthly estimate of 30 \$300.00

Data Services Fee \$20.00

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Additional Items:

Current offer pricing reflective of limited time promotions.

New:

5 HouseValues leads per month in and around 18302; 6-month HouseValues Lead Delivery Commitment \$125.00

Sales Tax [?] \$10.14

Total Monthly Charges

(Billed on the 1st of every month starting on Apr 1, 2024) **\$624.14**

Due Now:

Leads Direct / HouseValues this month [?] Free

Partial Month [?] \$0.00

Total due now: \$0.00

Additional Items:

Current offer pricing reflective of limited time promotions.

As part of your order, you agreed to our General Terms & Conditions. You can review these terms anytime [here](#).

We look forward to continuing to work with you and wish you success!

Sincerely,

The Market Leader Team



Case #

22024 25000021

Bev Waring

From: Keller Demaray <keller.demaray@marketleader.com>
Sent: Wednesday, September 4, 2024 9:28 AM
To: Bev Waring
Subject: RE: Contract for Leads

Beverly P Waring

Morning Bev,

Yes it looks like this is your last month before rolling month to month. Give us a call today at 877 450 0088 and click the button for support. You will want to let them know this is your last month under contract and that you wish to get your leads turned off.

Little early on the west cost still but they will be open in 45 minutes if you wait till at least 10:15 your time

From: Bev Waring <bev@bevwarig.com>
Sent: Wednesday, September 4, 2024 6:05 AM
To: Keller Demaray <keller.demaray@marketleader.com>
Subject: Contract for Leads

Hi Keller,

Can you please confirm that this was my last month of the contract as I do not want to renew. Thanks so much. Have a great day!

Best wishes,
Bev

Bev Waring, Associate Broker



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Keller Williams Real Estate

404 Park Avenue
Stroudsburg, PA 18360
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Case # 2202425000021

Bev Waring

From: Bev Waring
Sent: Monday, August 19, 2024 5:16 PM
To: Robbie Thomas
Subject: Re: Seller Leads – Market Leader

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Rob,

I have not had any luck with Market Leader and am looking forward to not having to waste \$600+ per month. I believe my last month for the contract is September. Can you please confirm that it ends then?

Thanks so much,
Bev
Sent from my iPhone

On Aug 19, 2024, at 5:12 PM, Robbie Thomas <robbie.thomas@marketleader.com> wrote:

Hey Beverly,

This is Rob Thomas at Market Leader. We had seller leads open in and around Saylorsburg, Pen Argyl, Bangor, and Mount Bethel, PA. Since you have our system, you get top priority. The way seller leads work is you own a few zip codes exclusively. We are running a sweet special, interested?

Robbie Thomas
Account Executive
O: 425-732-3966
Robbie.Thomas@marketleader.com

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