

Record # 2 of 16 / Consumer Sentinel Network Complaints

Reference Number:	25435398	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>On December 14, 2009 I invested in gold. Not knowing anything about buying gold, I called Goldline International, Inc. because of their advertisement on Fox News and the fact that Glenn Beck endorses them. I wanted to buy the 1-oz. Buffalo coin but the account executive absolutely insisted I buy the Swiss 20 Francs, which I did. He charged me \$369.09 for each coin. After I made my purchase, I went on Goldline's website to see what the price of the Swiss 20 Franc was but could not find out. I called the account executive back and told him I was unable to get the price of the Franc from their website and he said "I would have to call him for that information." A flag went up! I then called other dealers and found out that I had gotten ripped off big time (Swiss America quoted \$268.00, Austin Rare Coins & Bullion quoted \$285.00, Keplinger Coins quoted \$210 to \$215 and Blanchard quoted \$207.73). I called the rep back and told him the prices I was quoted and he said "his coins were better quality." The rep outright lied to me and literally ripped me off. I do not think he should be conducting such dishonest and unethical business. After much thought, I decided to file a complaint with the Federal Trade Commission and the Better Business Bureau. However before I filed my complaint, I called the rep and told him what I was thinking about doing. He said "would it make me happy if I got a refund" and I told him that would be fine. He said to let him discuss it with his complaint department. In two days after that conversation, a lady named Lisa called and said she would get with management and get back with me in a couple of days. A week has gone by now and I have not heard back from her or the rep. PS9000: Precious Metals and Rare Coins Other-Other Update</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	2/13/2010
Updated By:	CRSSsmith	Updated Date:	2/16/2010
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Invest: ArtGemsRare Coins
Amount Requested:	\$3,690.00	Amount Paid:	\$3,690.00
Payment Method:	Check (Not Classified)	Agency Contact:	Internet
Complaint Date:	2/13/2010	Transaction Date:	
Initial Contact:		Initial Response:	Phone: 800/888 number
Statute/Rule Topic:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Silver Point	State/Prov:	Tennessee
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:	(b)(6)	Age Range:	60 - 64
Subject			
Subject:	Goldline International, Inc.		
Address:	1601 Cloverfield Blvd. 100 South Tower		
City:	Santa Monica	State/Prov:	California
ZIP:	90404	Country:	United States
Email:	URL: www.goldline.com		
Area Code:	800	Phone Number:	8274653
Ext:			
Representative:	Morrey Wasserman	Title:	Senior Account Executive

Record # 3 of 16 / Consumer Sentinel Network Complaints			
Reference Number:	24635087	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	We wanted to purchase basic investment gold bullion as a hedge against the falling dollar. We are getting close to retirement and wanted to protect our financial nest egg. We are novices about investing in precious metals so we called Goldline International since they appeared on T.V. as a reputable company and to get some basic information. We let the salesman know we were new to investing and wanted to understand the process. The Goldline salesman convinced us to purchase some foreign numismatic (collector) coins. The decisions we made were based on the advice and coaching from the Goldline representative. Less than a month later and several more purchases from Goldline we found through our own research that this was a poor investment. We also found out that it is a common tactic for precious metal dealers with new investors to sell them the more expensive collector coins because the dealer makes far more on these coins vs. regular bullion. Also in our research we found out that rarely does the novice investor profit from such an investment. We called to get a refund from Goldline. They have refused to work with us. We were definitely misled by Goldline and as a consumer were not give the product we intended to purchase. . PS9000: Gold and Silver Dealer Other-Other Update		
Entered By:	FTCCIS-FTCUSER	Entry Date:	11/15/2009
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Invest: Art\Gems\Rare Coins
Amount Requested:	\$31,812.00	Amount Paid:	\$31,812.00
Payment Method:	Visa Credit Card	Agency Contact:	Internet
Complaint Date:	11/15/2009	Transaction Date:	
Initial Contact:	TV/Radio	Initial Response:	Phone: other
Statute/Rule Topic:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Bay Center	State/Prov:	Washington
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Subject			
Subject:	Goldline International, Inc.		
Address:	1601 Cloverfield Blvd., 100 South Tower		
City:	Santa Monica,	State/Prov:	California
ZIP:	90404	Country:	United States
Email:		URL:	http://www.goldline.com
Area Code:	800	Phone Number:	8274653
Ext:			
Representative Name:	Richard Hershey	Title:	sales representative

Record # 4 of 16 / Consumer Sentinel Network Complaints			
Reference Number:	21454085	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	Consumer ordered coins from a company called Goldline International. Consumer got the coins more than a month after he ordered them, and doesn't want them. he called the company back and they told him the period for returns was within 7 days of placing the original order. Consumer paid over \$20,000 for the coins. They didn't tell the consumer about the return policy when he placed the order, and it was not mentioned in the tv ad. The coins have already been circulated, and are not worth the money he paid for them.		
Entered By:	RCONDON	Entry Date:	1/22/2009
Updated By:	RCONDON	Updated Date:	1/22/2009
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Invest: ArtGemsRare Coins
Amount Requested:	\$20,000.00	Amount Paid:	\$20,000.00
Payment Method:	Visa Credit Card	Agency Contact:	Phone
Complaint Date:	1/22/2009	Transaction Date:	12/16/2008
Initial Contact:	TV/Radio	Initial Response:	Phone: 800/888 number
Statute/Rule Topic:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Alpharetta	State/Prov:	Georgia
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:	(b)(6)	Age Range:	
Subject			
Subject:	Goldline International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	800	Phone Number:	8274653
Ext:			
Representative Name:		Title:	

Record # 5 of 16 / Consumer Sentinel Network Complaints

Reference Number:	21044143	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	I ordered 58 GOLD 20 FRANK SWISS coins with the incentive that I would receive four bonus coins as a first time customer. I received the tube of 58 coins but did not receive the bonus 4 coins. Each coin is worth around \$200.00. PS9000: Goldline International PHONE UPDATE on 12/04/2008: Consumer said that his complaint with Goldline International had been settled to his satisfaction. MRitz		
Entered By:	FTCCIS-FTCUSER	Entry Date:	12/3/2008
Updated By:	MRITZ	Updated Date:	12/4/2008
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Invest: Art\Gems\Rare Coins
Amount Requested:	\$11,915.00	Amount Paid:	\$11,915.00
Payment Method:	Other Credit Card	Agency Contact:	Internet
Complaint Date:	12/4/2008	Transaction Date:	9/5/2008
Initial Contact:	Initiated Contact	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:			
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Hemet	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	70 - 79
Subject			
Subject:	Goldline International		
Address:	801 Coverfield Bouoevard 100 South Tower		
City:	Santa Monica	State/Prov:	California
ZIP:	90404	Country:	United States
Email:	rfazio@goldline.com	URL:	Goldline.com
Area Code:	800	Phone Number:	8274653
Ext:			
Representative Name:	Al Cortina	Title:	

Record # 8 of 16 / Consumer Sentinel Network Complaints

Reference Number:	12830085	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: 20 Swiss Franc) My fiancee and I contacted Goldline International Inc. after hearing their discussion on the radio. They stated that gold prices were on the rise due to the weak dollar. We decided to purchase gold in order to protect our assets from the falling dollar. My fiancee and I initially purchased 29 swiss franc on 8/21/07. On 8/29/07, we decided to purchase 29 more. On 9/11/07, my fiancee and I went to goldline's physical location to pick up our gold in order to avoid paying shipping fee. When we were there, John Arnette talked to us about the falling dollar. We then decided to purchase 128 more swiss franc. Our total purchase of Swiss Franc was \$36,812.92. We eventually found out that we overpaid our gold coins over 30% of the market value. This meant, if we traded in our gold coins for money, we would have got back approximately \$10,000.00 less. There advertisement on the radio was very misleading since they spoke about protecting our wealth and asset, when we were actually robbed \$10,000.00. We are still waiting to break even from all of our purchases. Goldline business practice is very deceitful since they were not up front about the 30% markup on their swiss francs. I believe there were other complaints made against Goldline business practices, thus we are not alone.		
Entered By:	JHART	Entry Date:	2/1/2008
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Invest: ArtGemsRare Coins
Amount Requested:	\$36,812.92	Amount Paid:	\$36,812.92
Payment Method:	MasterCard Credit Card	Agency Contact:	Internet
Complaint Date:	1/30/2008	Transaction Date:	8/21/2007
Initial Contact:	TV/Radio	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:			
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	Los Angeles	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:	(b)(6)	Age Range:	20 - 29
Subject			
Subject:	Goldline International Inc.		
Address:	1601 Cloverfield Blvd.		
City:	Santa Monica	State/Prov:	California
ZIP:	90404	Country:	United States
Email:			
Area Code:	1800	Phone Number:	8274653
Ext:			
Representative Name:	John Arnette	Title:	

Record # 10 of 16 / Consumer Sentinel Network Complaints

Reference Number:	12487571	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: MISREPRESENTING VALUE OF 20 GOLD SWISS FRANCS) http://www.ripoffreport.com/reports/0/284/ripoff0284175.htm 01/04/08 UPDATE: I Vincent Law (CRC Investigative Assistant) contacted the consumer on 1/4/08 to provide further assistance. SUMMARY OF COMPLAINT: The consumer discovered Goldline International (INVESTMENTS) on the internet in 2006. 5/10/06, the consumer placed an order for 54 Platinum Eagles and wired \$70,000 to the company. Account executive put another salesman in contact with the consumer offering Numismatic Gold Swiss francs valued at \$34,887 in order to diversify his investment and the consumer agreed. The web indicates a 10% discount but the consumer did not get it. Within one day, 5/11/06, the consumer contacted the company expressing his dissatisfaction because he was unable to determine the value online. Consumer requested a refund according to policy (within 7 days) but the matter is still open. The consumer cc'd his complaint to 2FL Senators and his congressman, AGs in FL and CA, FTC, SEC, FBI, 60 Mins, and multiple fraud attorneys. The consumer claimed he did not receive a response from the FTC but our records indicate that the consumer was sent a response via email on 12/12/07 @ 2:41pm. A copy of the consumer's original response letter is currently being re-sent		
Entered By:	DCRASE	Entry Date:	12/12/2007
Updated By:	VLAW	Updated Date:	1/4/2008
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Investments: Other (note in comments) Invest: ArtGemsRare Coins
Amount Requested:	\$70,000.00	Amount Paid:	\$70,000.00
Payment Method:	Wire Transfer - Other	Agency Contact:	Internet
Complaint Date:	12/11/2007	Transaction Date:	5/6/2006
Initial Contact:	Internet Web Site	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:			
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	oakland pk	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	70 - 79
Subject			
Subject:	Goldline International		
Address:	100 wilshire blvd		
City:	Santa Monica	State/Prov:	California
ZIP:	90401	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	827 8653
Ext:			
Representative Name:	Clinton Ross	Title:	

Record # 11 of 16 / Consumer Sentinel Network Complaints			
Reference Number:	12503057	Originator Reference Number:	ICCC594173
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>CONTACT SENTINEL@FTC.GOV FOR MORE COMMENT INFORMATION. ALSO, TO PREVENT INTERFERENCE WITH PENDING ACTIONS, PRIOR TO ANY INVESTIGATIVE ACTION CONTACT THE IFCC AT SEARCH@IFCCFBI.GOV. ICCC Ref # 10711161612450622:After I contacted GOLDLINE at webpage, I was repeatedly contacted by a Goldline rep Clinton ross and after I agreed to buy 70,000 dollars of platinum, he gave me the phone to a high pressure sales pitch. Promoter for swiss francs gold I know I should have just said thank you no and hung up the phone. But unfortunately after much haranguing for about 15 minutes I agreed Who do I go to when numismatic coins are misrepresented as a medium of investment? I see now that even though gold is at 833 dollars I bought at 692 I am still losing much money in the thousands while either gold eagles or platinum my original investment would have made money in the thousands I listed the complaint with the Federal Trade Commission. What else? Who do I go to when I try to make a purchase of platinum and am touted inferior gold numismatic Swiss francs? And where my complaints to Clinton Ross were ignored Also when a policy statement on the Internet is not adhered to And GOLDLINE failed to follow up with an investigation until I tried to sell 3 weeks ago and notified Money.org of the matter (b)(6) the investigator tells me they cannot find any of my many emails and solitary snail mail below Also no statement from Clinton Ross was mentioned nor the commission for the unnamed and unsolicited salesman My letters of 2006 after requesting policy statement refund in email and phone to account executive Clinton Ross within seven days of purchase It seems strange that (b)(6) admits changing my account executive which was one of two demands of my letter and not of the other demand for a refund on the same letter I investigated BLANCHARD and they give you your</p>		
Entered By:	IFCC	Entry Date:	11/16/2007
Updated By:	Map NW3C P/S	Updated Date:	3/17/2008
Complaint Source:	Internet Fraud Complaint Center	Product Service Code:	Bus Opps\Franchises\Distributorships
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	11/16/2007	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:			
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:			
City:	FTL	State/Prov:	Florida
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:			
Fax Number:			
Email:	(b)(6)	Age Range:	
Subject			
Subject:	Goldline International		
Address:	100 wilshire blvd		
City:	Santa Monica	State/Prov:	California
ZIP:	90401	Country:	United States
Email:			
Area Code:	800	Phone Number:	8274653
Ext:			

Representative Name: Joe Battaglia	Title:
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Record # 12 of 16 / Consumer Sentinel Network Complaints

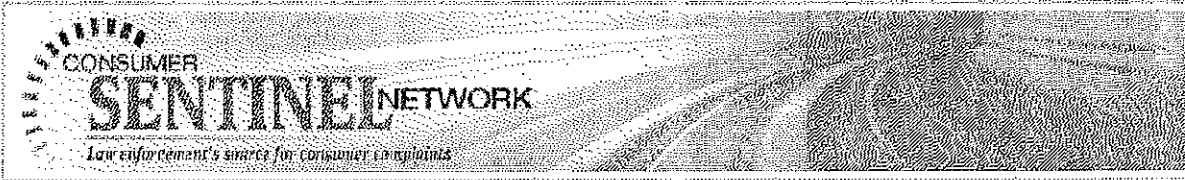
Reference Number:	11432212	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer states that he purchased a gold investment coin from a company called Goldline International Incorporated and decided to cancel his order before the item was shipped. The consumer contacted the company and was told by a CSR at the company that there was no problem in canceling the order for the consumer since the item had not yet been shipped. Consumer states that the company sent the coin anyway and was sent without insurance or delivery confirmation as it should have been to begin with. Consumer reviewed his contract and verified that he had a right to return his item within 7 days which the consumer did. Consumer states that when he contacted the company to confirm that they had recieved the item they told him that they could not issue him a refund, they could only sell the coin for him and which would result in the consumer having to pay a comission to the company. Consumer still has not recieved a refund. Consumer feels that the company is very misleading and deceptive. Consumer did not provide any additional information.		
Entered By:	ABROWN3	Entry Date:	8/29/2007
Updated By:	ABROWN3	Updated Date:	8/29/2007
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Shop-at-Home\Catalog Sales
Amount Requested:	\$900.00	Amount Paid:	\$900.00
Payment Method:	Unknown	Agency Contact:	Phone
Complaint Date:		Transaction Date:	8/7/2007
Initial Contact:	Unknown	Initial Response:	Unknown
Statute/Rule:	Mail or Telephone Merchandise Order Rule	Law Violation:	Prompt Refund Not Received
Topic:			
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:	(b)(6)	Address 2:	
City:	Rocky River	State/Prov:	Ohio
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:	(b)(6)	Work Number:	(b)(6)
Fax Number:		Ext:	
Email:		Age Range:	30 - 39
Subject			
Subject:	Goldline International Incorporated		
Address:	100 Wilshire Blvd 3rd Floor		
City:	Santa Monica	State/Prov:	California
ZIP:	90401	Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	8274653
Ext:			
Representative Name:	HARRY JOHNSON	Title:	

Record # 14 of 16 / Consumer Sentinel Network Complaints

Reference Number:	8570329	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	Consumer is calling for his parents. He has a complaint against Goldline International. Consumer states that his parents has invested about \$230,000 in rare gold coins and paper certificates only worth \$115,000. He states that Goldline International has also tried to get his parents to pay \$70,3000 on a certificate that they already paid. Consumer has a fax# on Goldline International available upon request. He has POA on his parents. Consumer also has documentation his parents were sent from Goldline International available upon request. His parents have no work ph or e-mail address.		
Entered By:	SCRAWFORD	Entry Date:	7/7/2006
Updated By:	ABANKS	Updated Date:	7/12/2006
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Invest: ArtGemsRare Coins
Amount Requested:	\$300,300.00	Amount Paid:	\$230,000.00
Payment Method:	Other Payment Method (Note in Comments)	Agency Contact:	
Complaint Date:		Transaction Date:	5/1/2005
Initial Contact:	Phone	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:			
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Nelson	State/Prov:	Missouri
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	80 and Over
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	San Diego	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	40 - 49
Subject			
Subject:	Goldline International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:	Richard Reis Maury Wasserman	Title:	

Record # 15 of 16 / Consumer Sentinel Network Complaints

Reference Number:	7873613	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	(Product Name: gold) He called, i expressed my being a quadraplegic, the recent passing of my dad, and proceeds enabling me to first purchase \$5,000 worth and then as much as \$ 10,000. We spoke of 60 coins... Well, on the 14 th of March i got the confirmation slip informing i paid \$5,000 for 5.78 oz of gold. [\$ 3,000 worth] That's crazy !!! I want the rest of my gold or my money back!!!!!!		
Entered By:	JHART	Entry Date:	3/21/2006
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Invest: Art\Gems\Rare Coins
Amount Requested:		Amount Paid:	\$5.00
Payment Method:	Cash	Agency Contact:	Internet
Complaint Date:	3/19/2006	Transaction Date:	3/9/2006
Initial Contact:	Phone	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:			
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	U
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	van nuys	State/Prov:	California
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	disabled
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Subject			
Subject:	Goldline International Inc		
Address:	100 wilshire bl 3rd fl santa monica		
City:	Santa Monica	State/Prov:	California
ZIP:		Country:	United States
Email:		URL:	
Area Code:	800	Phone Number:	827-4653
Ext:			
Representative Name:	Jerry germano germano	Title:	



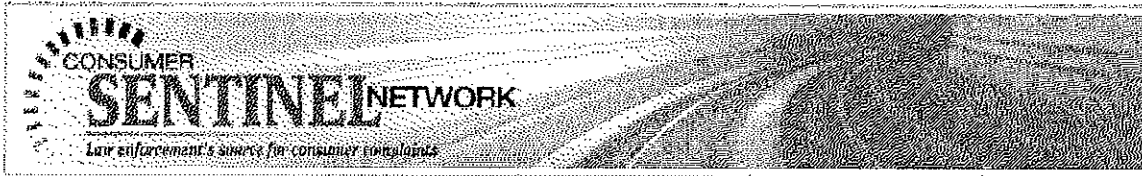
Record Details

Consumer Sentinel Network Complaints

Record # 1 of 16 / Consumer Sentinel Network Complaints			
Reference Number:	25656422	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	MAIL: Consumer didn't rcv the coins that he thought he was buying, but when he called the company to return them, they offered to buy them back at a much lower price.		
Entered By:	LKILPRATRICK	Entry Date:	3/8/2010
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Invest: Art/Gems/Rare Coins
Amount Requested:	\$736.00	Amount Paid:	\$736.00
Payment Method:	Not Reported	Agency Contact:	Mail
Complaint Date:	3/8/2010	Transaction Date:	
Initial Contact:	Initiated Contact	Initial Response:	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N Dispute with Credit Bureau over 45 days?:
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Gainesboro	State/Prov:	Tennessee
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Goldline International Inc		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

Record # 16 of 16 / Consumer Sentinel Network Complaints

Reference Number:	7482640	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	Y
Comments:	Consumer's daughter called. Consumer reports a complaint against Goldline International. Consumer reports that they called consumer offering a gold coin for \$36000. Consumer reports that she tried to cancel within the 3 days they offered, but when she did, they gave her a hard time, and pressured her into not cancelling. Consumer did some research, and the coin is only worth \$20000. Consumer reports that they had very abusive sales tactics.		
Entered By:	JDIXON	Entry Date:	1/18/2006
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Shop-at-Home/Catalog Sales
Amount Requested:	\$32,000.00	Amount Paid:	\$4,000.00
Payment Method:	MasterCard Credit Card	Agency Contact:	Phone
Complaint Date:		Transaction Date:	12/15/2005
Initial Contact:	Phone	Initial Response:	Answer cold call
Statute/Rule:	Telemarketing Sales Rule	Law Violation:	TSR: Other Deception or Abuse (note in comments) TSR: DNC: Other (Denying or Interfering, List Misuse)
Topic:			
Dispute with Credit Bureau?:		Dispute with Credit Bureau over 45 days?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Tucson	State/Prov:	Arizona
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	70 - 79
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Forest Lake	State/Prov:	Minnesota
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	(b)(6)
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	30 - 39
Subject			
Subject:	Goldline International		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:	800	Phone Number:	8274653
Ext:			



Record Details

Consumer Sentinel Network Complaints

Record # 1 of 11 / Consumer Sentinel Network Complaints			
Reference Number:	26371867	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I am a over the road truck driver, a shipment of coins ,per insurgence regulations was returned to gold line. now several attempts according to gold line have been returned also, they keep saying that they need more secure id to resend, now after all the things per there requests . I still do not have the product i ordered over a year go, thx for your help in getting either the money returned or the coins that were ordered. . PS9000: Buying investment coins, gold and silver Other-Other Update		
Entered By:	FTCCIS-FTCUSER	Entry Date:	5/6/2010
Updated By:	CRSSwilliamson	Updated Date:	5/10/2010
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Invest: Art/Gems/Rare Coins
Amount Requested:	\$650.00	Amount Paid:	\$650.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	5/6/2010	Transaction Date:	4/10/2009
Initial Contact:	Initiated Contact	Initial Response:	Phone: 800/888 number
Statute/Rule Topic:	FTC Act Sec 5 (BCP)	Law Violation:	Never Received Merchandise
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Phoenix	State/Prov:	Arizona
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Subject			
Subject:	Goldline International Int.		
Address:	1601 Cloverfield Blvd. 100 S. Tower		
City:	Santa Monica	State/Prov:	California

ZIP: 90404	Country: United States
Email: jglickman@goldline.com	URL: goldline.com
Area Code: 377	Phone Number: 3762646
Ext:	
Representative Name: Larry Glickman	Title: account ex

Record # 9 of 11 / Consumer Sentinel Network Complaints			
Reference Number:	25986340	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	I wanted to purchase precious metals for retirement. When I contacted Goldline I told them my request for Maple Leaf coins only. Arthur insisted that I buy French 20 Franc. He would not relent. He told me lies, which were later confirmed with several gold experts that I found. These experts are not into selling gold but know about gold. But before I discovered the truth, I conceded and now realize why, as when I'm checking into selling some of these 20 Franc at today's gold prices, I will make \$80 LESS per coin. The price of gold, on the other hand, has increased by \$265. Now something is wrong with this picture. Their selling tactics are definitely unethical and they will push and do whatever to sell immediately. I would never buy from them again and would never recommend them to anyone.. PS9000: precious metals Other-Other Update		
Entered By:	FTCCIS-FTCUSER	Entry Date:	3/31/2010
Updated By:	CRSS\williamson	Updated Date:	4/1/2010
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Invest: ArtGemsRare Coins
Amount Requested:	\$60,507.00	Amount Paid:	\$60,507.00
Payment Method:	Wire Transfer - Other	Agency Contact:	Internet
Complaint Date:	3/31/2010	Transaction Date:	1/15/2009
Initial Contact:	Initiated Contact	Initial Response:	Phone: 800/888 number
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?	N
Dispute with Credit Bureau Responded?:		Dispute with Credit Bureau Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Medford	State/Prov:	Oregon
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:	(b)(6)	Ext:	
Email:	(b)(6)	Age Range:	50 - 59
Subject			
Subject:	Goldline International, Inc.		
Address:	1601 Cloverfield Blvd. 100 South Tower		
City:	Santa Monica	State/Prov:	California
ZIP:	90404	Country:	United States
Email:		URL:	www.Goldline.com
Area Code:	800	Phone Number:	8274653
Ext:	6520		
Representative Name:	Arthur Schwartz	Title:	Account Executive

Record # 11 of 11 / Consumer Sentinel Network Complaints			
Reference Number:	25658422	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:		DNC?	N
Comments:	MAIL: Consumer didn't rcv the coins that he thought he was buying, but when he called the company to return them, they offered to buy them back at a much lower price.		
Entered By:	LKILPRATRICK	Entry Date:	3/8/2010
Updated By:		Updated Date:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL	Product Service Code:	Invest: ArtGemsRare Coins
Amount Requested:	\$736.00	Amount Paid:	\$736.00
Payment Method:	Not Reported	Agency Contact:	Mail
Complaint Date:	3/8/2010	Transaction Date:	
Initial Contact:	Initiated Contact	Initial Response:	Phone: other
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Dispute with Credit Bureau?:	N
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Gainesboro	State/Prov:	Tennessee
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	
Subject			
Subject:	Goldline International Inc		
Address:			
City:		State/Prov:	
ZIP:		Country:	
Email:		URL:	
Area Code:		Phone Number:	
Ext:			
Representative Name:		Title:	

 Do Not Call Complaints

Record # 3 of 11 / Do Not Call Complaints			
Reference Number:	26142951	Is Phone in Registry?:	Y
Complaint Date:	4/14/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	4/9/2010	Transaction Time:	12:00:00 AM
Existing Business Relationship?:	No	Pre-recorded message?:	No
Requested entity to stop calling?:	No		
Comments:			
Consumer			
First Name:		Last Name:	Not Provided
Address 1:		Address 2:	
City:		State/Prov:	California
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Goldline Intl	State:	California
Country Code:		Phone Number:	(310) 5871423

Record # 5 of 11 / Do Not Call Complaints			
Reference Number:	26081464	Is Phone in Registry?:	Y
Complaint Date:	4/9/2010	Product Service Code:	National Do Not Call Registry
Complaint Source:	National Do Not Call Registry	Complaint Channel:	Web
Transaction Date:	4/9/2010	Transaction Time:	4:00:00 PM
Existing Business Relationship?:	No	Pre-recorded message?:	Yes
Requested entity to stop calling?:	No		
Comments:			
Consumer			
First Name:		Last Name:	Not Provided
Address 1:		Address 2:	
City:		State/Prov:	Massachusetts
ZIP:		Phone Number:	(b)(6)
Subject			
Company Name:	Goldline International	State:	California
Country Code:		Phone Number:	(310) 5871423

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