

Legitimacy Verification Program Complaint Form Instructions

Instructions

Details of Complaint:

Explain in your own words why the post should be removed. If you believe the post is defamatory, explain what parts of it are untrue and why they are untrue. If you believe that the post infringes your intellectual property, provide details about the ownership of your intellectual property and why the Post infringes your rights. **If you have documents that support your position, you may include up as attachments to the Complaint. However, your Complaint and attachments must not exceed 20 pages total.**

If you want to include statements from witnesses, they may be included within the 20 page limit. Witness statements must use the Witness Statement Form available at <https://s3.amazonaws.com/pissedconsumer/legal/Witness+Statement+Form.pdf> . No more than two witness statements may be submitted.

Form of Complaint:

All documents must be sent back in PDF format.

Once you have completed the Complaint and gathered any supporting documentation, send the documents to lvp@pissedconsumer.com.

The required form and your additional attachments are your “Complaint”.

LVP Process and Payment Terms:

Your Complaint will be reviewed within 5 days of receipt. If accepted, you will receive an email letter from the attorney who will serve as the Third-Party Neutral for your case. Within 5 days of receiving this letter, you must pay the applicable fee in full in accordance with the payment instructions set forth in the letter.

The LVP process is not initiated until valid payment is received by the Third-Party Neutral. Once payment is received, you will receive an email from the Third-Party Neutral instructing you to post the “Notice of Complaint,” which will include a unique **LVP ID** number.

The letter will contain the “Notice of Complaint” language and instructions on posting it in the comment section of the post(s) at issue. The Notice of Complaint will serve to notify the author of the post that the post is subject to a complaint. **It is your responsibility to post the Notice of Complaint in the comment section of the Post at issue.** The 20 day deadline for the Poster to submit an Answer will run from the date you post the Notice of Complaint.

The email will also contain a form for “Certification of Posting of Notice of Complaint (“Certification”). After posting the Notice of Complaint you must complete the Certification and email it to the Third-Party Neutral within 3 business days.

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If an Answer to the Complaint is received in the permitted timeframe, you will receive a copy of the Answer. Contact information for the Poster will not be provided. If no Answer is received, you will be so notified. Once the Answer is received, or the 20 day deadline for receiving an Answer expires, you will be provided with the Third Party Neutral's Decision within 10 business days.

In reaching his or her decision, the Third-Party Neutral reviews only the Complaint and Answer, if any, and PC's Terms of Use. The Third-Party Neutral will not, and has no obligation to, consider anything in addition to this record including, but not limited to, trademark law, defamation law, harassment law, and obscenity law.

For more information, please refer to the LVP Rules found at <http://www.pissedconsumer.com/static/legitimacy-verification-program-rules-and-conditions.html> .