

PO Box 44196, Pt Chevalier, Auckland

July 1, 2009

Mr Frank Chan
Partner
Hesketh Henry
Private Bag 92093
Auckland

Dear Mr Chan

Thank you for your letter of 19th June.

Using a search tool on the blog I have identified and removed comments such as scam etc mentioned in your letter. While I believe I have removed all the comments you have requested, should you wish for more comments to be removed please provide me with the permalink for each. I made this request to Kara Wilton on your behalf but she declined.

I agree that racist comments should not be made in posts and have removed these also. At no time has your client's race been a relevant issue. Once again, while I believe I have removed all the comments you have requested, should you wish for more comments to be removed please provide me with the permalink for each.

Regarding the PropertyTalk and BusinessTalk websites, I have no rights to remove comments made by myself after 24 hours or others comments at all. Both websites have active moderation teams and it is a simple process to report each of the problematic posts and request they be removed.

I would like to see a copy of any written document you have from the Commerce Commission endorsing NBO's business practices or recording that an investigation has been undertaken and no illegal action was found. The recorded message when I rang the Commerce Commission help desk states that they do not give such assurances. Your client claims they have, so I have written to the Commerce Commission requesting confirmation that they have cleared NBO. A copy of this letter is attached.

In your letter you state that "A scam is designed to trick people into giving away their money...". NBO have contacted companies saying something like "we are contacting you about renewing your listing". This is designed to give the impression that the customer has already agreed to the listing and the expenditure, at some point in the past, when this has not occurred. This is likely to reduce or eliminate any investigation into the legitimacy of a renewal request. This is a trick.

In August 2005 I discussed my blog post at length with your client and while he was unhappy with my opinion he agreed that my post could remain.

I look forward to hearing from you.

Yours sincerely

Sarah King