

BBB CASE#: 289228

Complaint filed by:	Jim Buckley (More)
Complaint filed against:	McAfee, Inc. (More)
Complaint status:	Send Business' Rebuttal Response-New Offer (More)
Case Description:	Several of our customers have complained about McAfee's rating for our website or have been afraid to email us as... (More)
Category:	Customer Service Issues
Case opened date:	07/02/2008
Case closed date:	
Desired Resolution:	We ask that someone who understands how McAfee SiteAdvisor works to take the time to look into the problem, see... (More)

[Download a copy of this complaint so you can print it for your records](#)

*** You need to respond to this complaint before it can be processed further. Please see below for instructions. ***

On July 10, 2008, the business provided the following information:

From: Smith, Kimberly
 Sent: Thursday, July 10, 2008 5:29 PM
 To: 'Jim Buckley'
 Subject: RE: Better Business Bureau Complaint (McAfee) Case#289228(Ref#11-205400-289228-3-201)

Mr. Buckley,

I've gone back and reread all the notes from everyone that you've spoken with as well as your emails regarding this issue. According to that information, you stated that at one point you did have a form, but it has since been removed. McAfee's Site Advisor team has your website listed to be retested. When that test is completed, your site rating will be updated according to it's results. You can view the testing results by visiting http://www.siteadvisor.com/sites/rumford.com?aff_id=533&suite=false&premium=false&client_ver=2.5.0.6173&client_type=IEPlugin.

Your particular case has been discussed with several levels of our operations management team and executives and McAfee will follow it's processes and your site will be updated at the conclusion of the retest.

Kind regards,
 Kimberly R. Smith
 Executive Services Team
 Kimberly_Smith@McAfee.com
 www.mcafee.com
 972-987-2119

You are using a browser that is either a little older or is not mainstream. You may not experience any problems, but make sure that following the submission of your response, you check to make sure that you see a confirmation message on the next page, thanking you for your response. Also, please verify in a couple days that your response appears on this page. If you do have problems submitting your response, please contact your BBB or download a new free web browser at www.microsoft.com/ie.

Please also be aware that JavaScript must be enabled for this response form to work correctly.

Response

Do you accept this business' proposed resolution?

☐ Yes ☒ No

Please explain why you do or do not accepted their proposed resolution (max 9000 characters)

7187 characters left

We are NOT satisfied with McAfee's proposed resolution.

Kimberly R. Smith, writing for McAfee, hasn't dealt with the fact that the McAfee crawler could not have placed a test email address on our website. The statement on McAfee's website that "We entered our e-mail address on this site ..." is prima facie untrue.

I know, after another exchange of email messages, that Ms. Smith does understand the question. On July 11 she wrote in classic non sequitur doublespeak: "McAfee's position has been expressed clearly to you, I'm sorry that you find this unsatisfactory. I'm unsure how else to say that your site was tested and received a rating based on that result. When the site is retested if no forms are found and your site warrants an adjustment, the rating will be changed."

Ms. Smith went on to say that McAfee "will not provide the criteria or steps involved to you. That could jeopardize the outcome of our tests to your site and other sites as well."

In other words, McAfee will not admit they made a mistake. Even if they do eventually correct their error, their company line is that they will re-test and change our rating if we warrant an adjustment. They have made an error and are covering it up, making it seem to be our fault, in an attempt to avoid legal responsibility.

I would let it go if they had double checked when I first contacted them to see that they had made a mistake and then removed the false warning. Instead McAfee has been unresponsive, arrogant and fundamentally dishonest. It has taken six weeks, and your help, to get even this dishonest answer and they have not yet corrected their mistake. The erroneous warning is still associated with our website continuing to drive away our customers. So no, we are not at all satisfied with McAfee's proposed resolution.

REC

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Items in **RED** are required in order to proceed. Items in *italics* may be required in order to proceed.