Ms. Natalie Wahlberg

Blachleyville Rd

Wooster, OH 44691

February 2, 2010

Mr. Nicolas Powers

Manager

Great Shape Health Center

Canton, OH 44705

Dear Mr. Powers,

I am a client of yours who began going to your center for fitness classes four months ago.  I enrolled in your five-month program which you have advertised to ensure excellent results in weight loss.  Based on your brochure and the discussion given by your customer service staff, we will be trained and monitored one-on-one by our own fitness trainor three days a week.  I was given a money-back guarantee that I will lose at least fifteen pounds at the end of the program.

I am disappointed by the program and would like to put forward my complaint.  Only one trainor oversees five of us during the sessions.  Aside from this, the program is almost finished and I have yet to lose five pounds.  Thus, I would like to avail of the money-back guarantee.

Thank you.

Sincerely,

Natalie Wahlberg