



LetterChamp Consumer Advocacy Service Warms the Heart of Unhappy Utility Customer with New Water Heater

Innovative service allows unhappy consumers to obtain hassle-free refunds and product replacements

TRACY, Calif., Oct. 20 /PRNewswire/ -- A consumer advocacy service called LetterChamp has had many great successes helping its clients obtain cash refunds or product replacements from manufacturers, retailers and service providers around the country.

"Although many companies claim to offer excellent customer service, they don't always deliver it," said Allen Banez, founder and president of LetterChamp based in Tracy, CA. "We give consumers a voice that is heard. We work directly with high level executives and business owners of the companies in question to quickly and professionally resolve disputes in our clients' favor."

Visit <http://youtube.com/letterchamp> to hear Mr. Banez explain the consumer advocacy services of the LetterChamp.

LetterChamp recently settled a customer service case for Donald O'Connor, a resident of Lake Ridge, VA. O'Connor paid a monthly fee for the water heater replacement program through his utility company, Dominion Virginia Power. After his water heater broke, he called a plumber for an emergency replacement on a Sunday morning. The Dominion customer service department turned down his request for reimbursement since he used an unapproved vendor for the new water heater. Mr. O'Connor wrote a letter and called the customer service department but they just sent him a letter denying his reasonable request again.

O'Connor retained the services of LetterChamp, which used proprietary methods and processes to quickly resolve Mr. O'Connor's case.

"Our consumer advocates were able to get Don the reimbursement that he was entitled to," said Allen Banez of LetterChamp. "We saved him \$750. "

In a thank-you e-mail to LetterChamp, Donald O'Connor wrote, "Great service. You made 'something' out of what could have been nothing! Thank-you again, LetterChamp. When I contacted you, it was my lucky day!"

LetterChamp has successfully collected refunds and product replacements from a variety of companies in multiple industries, including: auto manufacturers, car dealers, computer companies, electronics firms, household appliance manufacturers, major retailers, travel industry and many more.

About LetterChamp, LLC

Founded in 2006 and based in Tracy, CA, LetterChamp offers full-service consumer advocacy services to clients nationwide. The company applies proprietary methods and processes that are proven to successfully resolve most consumer disputes, all the while representing its clients with a professional and cheerful attitude. The company can be reached by phone at 650.892.6272 or via email at customerservice@letterchamp.com. Visit the company on the Web at <http://www.letterchamp.com>

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