

STATE OF HAWAII
OFFICE OF CONSUMER PROTECTION
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS
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274-3141
Ext. 7-4272

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2145 Wells Street, Suite 106
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MOLOKAI & LANAI
1-800-468-4644
Ext. 7-4272

COMPLAINT

Case No. _____

Ms. ()
Mrs. ()
Mr. (✓) Godson Obih
Your Name* (one complainant per form, unless married)

AJJ Direct Solutions LLC
Name of Company or Individual you are complaining against (one per form)

6290 Creekford Dr
Address (Forwarding, if applicable)

341 Hokulani Str.
Address

Lithonia GA 30058
City State Zip Code

Makawao HI 96768
City State Zip Code

() (678) 508 8861
Residence Phone Business Phone

(813) 990 0889 (813) 990 0889
Residence Phone Business Phone

obihson@gmail.com
Email Address

info@ajjdirectsolutions.com
Email Address

***If someone other than the complainant should be the contact person, please fill in the line below.**

na
Person to contact, if other than complainant Address Contact Phone

FURTHER INFORMATION (if applicable)

- Description of item or service purchased Car Rental Service
- Cost of the item or service purchased \$300.00
- Date of transaction May 1, 2021
- Name of salesperson Jeffery Magnus
- Is the item or service under warranty? No
- Signed contract? _____
- Date complained to company May 1, 2021
- Persons talked to Jeff, Jose & Michael
- If advertised, date/where No
- Are you or any of your immediate family a member of the U.S. Armed Forces? NA
- Are you 62 years or older? No

COMPLAINT. Please type or print clearly in black ink your specific complaints against the respondent. Attach copies of all pertinent documents (contracts, letters, receipts, photographs); and the names, addresses, and telephone numbers of any witnesses. If you attach a credit card or bank statement, be sure your account number is removed or obliterated. If you need additional space, continue on a separate sheet of paper and attach to this form.

On May 1, 2021 I had a car break down and was looking for car rental near me on GA State Highway 10E, a friend googled Budget Rental near us and she called the number 888 760 5602 that popped up. The guy on phone by name Jeffery Magnus gave me what he said was his direct number 855-718-0080 xtn 019 said American Express is running a promotion and that I should buy an Amex Gift card, being that I do not have a Credit card, which I did and provided him with the number and he gave me what he called the booking number #256931039US9. We went to the place where he said the Driver will deliver the car because according to him being a Saturday they were short staffed and deliver to Clients at a Convenient place. After the time he said the car would be there about 8:00pm Eastern and there was no sign of a car, @ 8:05 pm I called and this time one Jose picked and said that Jeff was busy and that he will call me back. At 8:10pm E one Michael called from 888 802 0961 and said that Jeff had been fired because he did something wrong and that I should go to a store and call him from there so he will tell me the card to buy so that he can give me another confirmed booking as he will cancel the one Jeff did. This was when I became suspicious and asked how they will hold my \$600.00 without any car. He said that was my only option if I needed a car and that American Express takes one Month to do refund. I told him I will want to see the car before I can buy another card, and this is where he hung up the phone and it will not go through again. I called American Express and after narrating my story the lady at the other end of the line said that the card had been charged and in pending status but that she will put it on hold, that after 8 days if the Merchant AJJ Direct Solutions LLC did not withdraw the money it will return back to my card.

Because I did not understand what HOLD means in relation to cashing out the funds, I asked Amex to put a total stop to the transaction but they said they do not have that capacity.

What I want: For AJJ Direct Solutions to return my money \$300.00

For AJJ Direct Solutions to pay me damages because I could not rent another car to go to work.

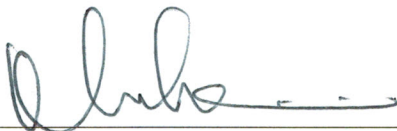
To make sure that they do not do it to any other person

To make American Express to be able to stop payment on Gift and Prepaid card when a fraud occurs.

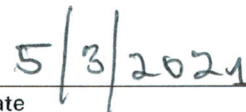
Counting on your good judgment, accept the assurance of my high regards,

Godson Obih

1678-508-8861



Your signature (Complainant)

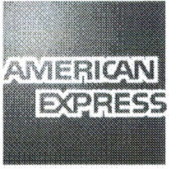


Date

Spouse's signature (if also a complainant)

Date

A copy of this complaint may be given to the Respondent. It will also become a public record. If there is information that you feel is confidential, such as an unlisted home telephone number, or Social Security number please do not include it on this form or any attachment.



GIFT CARDS AND BUSINESS GIFT CARDS

		-	+
05/01/2021	Pending Transaction	- \$300.00	
	AJJ DIRECT SOLUTIONS LLC, HG00G054 MAKAWAO HI		
05/01/2021	CVS Pharmacy, 04742001 Decatur GA		+ \$300.00



2444 WESLEY CHAPEL ROAD
DECATUR, GA 30035
770.981.2532

REG#01 TRN#9163 CSHF#0909748 STR#4742

Helped by: LAKEISHA

1 AMEXSTARSWHITEVGC EACH 300.00N
1 5.95 ACTVTN FEE 995 5.95N

2 ITEMS

Survey ID #
9231 5471 8922 052 00

TOTAL 305.95
DEBIT 305.95
*****5894 CH
CapitalOne Debit *****5894
APPROVED# 065526 REF# 011634
TRAN TYPE: SALE AID: A0000000042203
TC: 6E854662C4708EAO TERMINAL# 88286827
PIN VERIFIED ONLINE CVM: 420300
TVR(95): 8000048000 TSI(9B): 6800

CHANGE .00

CARD \$300.00*****8580 - ACTIVATED



3504 7421 1219 1630 12
Returns with receipt, subject to
CVS Return Policy, thru 06/30/2021
Refund amount is based on price
after all coupons and discounts.

Activated prepaid cards are non refundable

MAY 1, 2021

5:55 PM



GET YOUR CVS EXTRACARE CARD

*****XXXXXXXXXXXXXXX

We would love to hear your feedback
on your recent experience with us.
This survey will take only
1 minute to complete.

Share Your Feedback

www.CVSHealthSurvey.com



2444 WESLEY CHAPEL ROAD
DECATUR, GA 30035
770.981.2532

REG#01 TRN#9163 CSHF#0909748 STR#4742

Helped by: LAKEISHA

CARD #: *****8580

YOUR AMEXSTARSWHITEVGC CARD
HAS A VALUE OF
\$300.00

Activated prepaid cards are non refundable