



Asociatia  
**Better Business Bureau**  
din  
**Romania**



**Ronald Reagan:**

**"Down through the years, the Better Business Bureaus have resolutely stayed the course, showing themselves to be the best friend American consumers have ever had."**

**ANNEX**

**NOTE:** This letter of acknowledgement and support was received by Razz Serbanescu from the CBBB USA, in 2002, after almost one year of volunteer effort and commitment.

*"March 13, 2002*

*This letter is to express the strong interest of the Council of Better Business Bureaus, Inc. (CBBB) in the efforts of Mr. Razz Serbanescu to develop an organization dedicated to the promotion of business self-regulation and ethics in the marketplace in Romania.*

*The CBBB is the umbrella organization for the 134 Better Business Bureaus of the USA. The CBBB is a non-profit organization dedicated to promoting trust and confidence in the marketplace through effective self-regulation, consumer and business education and service excellence. The CBBB has been a leader in developing trust and privacy programs for doing business on the Internet and is currently working to develop international alliances with appropriate foreign organizations to harmonize different online codes of conduct and to develop global dispute resolution mechanisms.*

*The CBBB is aware of the efforts of Mr. Serbanescu to develop a like-minded organization in Romania. He has kept us apprised of his work in Romania, with the ultimate goal that CBBB would consider his organization for membership in the CBBB. Assuming development efforts continue, core standards and services are adopted, and adequate funding for this project is committed, Mr. Serbanescu will be eligible to apply to the CBBB for a temporary license to conduct business as a Better Business Bureau. Were a temporary license granted, after three months of operation as a Better Business Bureau, the organization would be considered for permanent status as a Better Business Bureau.*

*We wish Mr. Serbanescu success in his efforts to further voluntary business self-regulation in the Romanian marketplace.*

*Sincerely,*

*\*\*\*\*\**

*CBBB Senior Vice President and General Counsel"*