



Laura Smith &lt;lsmith@truthinadvertising.org&gt;

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## BBB's A+ Rating of the TEFL Institute

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Overton, Jon &lt;joverton@chicago.bbb.org&gt;

Tue, Dec 31, 2013 at 2:25 PM

To: lsmith@truthinadvertising.org

Cc: Maria deCourtenay &lt;mdecourtenay@chicago.bbb.org&gt;, Steve Bernas &lt;sbernas@chicago.bbb.org&gt;

Ms. Smith,

I am responding on behalf of Steve Bernas. The BBB thanks you for bringing this matter to our attention. Your email was unfortunately filtered by our spam software, and we apologize for the delayed response.

As a point of clarification, BBB ratings are primarily based on information reported to the BBB. The BBB had not been previously made aware that TEFL was claiming to be accredited by the seemingly fictitious NATEFLAC. Our public Business Review for TEFL is now rated "NR" while we address this matter in accordance with our established policies and procedures.

After we have conducted our review of TEFL's alleged accreditation with NATEFLAC the company will again be assigned a BBB rating. As BBB ratings are dynamic and based on 16 different elements, we are unable to comment on what the company's rating may be when we have concluded our review. An explanation of the BBB ratings system may be accessed at [www.bbb.org/council/overview-of-bbb-grade/](http://www.bbb.org/council/overview-of-bbb-grade/).

Thanks,

**Jon Overton** | Assistant Manager, Automotive Ad Review

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Email: [joverton@chicago.bbb.org](mailto:joverton@chicago.bbb.org)[www.bbb.org](http://www.bbb.org) | Start With Trust

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**From:** Laura Smith [mailto:[lsmith@truthinadvertising.org](mailto:lsmith@truthinadvertising.org)]**Sent:** Tuesday, December 17, 2013 9:37 AM

1/7/14

Truth In Advertising Mail - BBB's A+ Rating of the TEFL Institute

**To:** [sbernas@chicago.bbb.org](mailto:sbernas@chicago.bbb.org)

**Subject:** BBB's A+ Rating of the TEFL Institute

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