

Exhibit 1 - other US businesses using identical or almost identical names to Complainant

Arizona

Premium Home Services (Trade Name)  
Premium Home Services LLC

Entity ID S470269  
Entity ID L15549855

California

Premium Home Services LLC

Entity ID 202010810172

Florida

PREMIUM HOME SERVICE CONTRACTORS, LLC  
PREMIUM HOME SERVICES, LLC  
PREMIUM HOME SERVICES MANAGEMENT INC

FEI/EIN Number 46-1314338  
FEI/EIN Number 86-1548978  
FEI/EIN Number 86-1643809

Georgia

Hembree Premium Home Services LLC

Control Number 20130873

Hawaii

PREMIUM HOME SERVICES

Certificate Number 4123374

Indiana

PREMIUM HOME SERVICES LLC

Business ID 202107121505962

Iowa

PREMIUM HOME SERVICES LLC

Business No 519909

Maine

PREMIUM HOME SERVICES LLC

Charter Number 20184615DC

Maryland

PREMIUM HOME SERVICES

Department ID T00519587

Missouri

Premium Home Service LLC

Charter Number LC1030736

Nevada

PREMIUM HOME SERVICES, INC

Business ID NV20021504486

New Jersey

PREMIUM HOME SERVICES LLC

Entity ID 0450562118

Ohio

PREMIUM HOME SERVICES, LLC

Entity # 1732273

Oregon

PREMIUM HOME SERVICES, LLC

Registry No 290408-96

South Carolina

Premium Home Solutions & Services LLC

Utah

PREMIUM HOME SERVICES, INC.

Entity No 6295977-0142

Virginia

premium home services, llc

Entity ID S7857529

Wisconsin

PREMIUM HOME SERVICES LLC

Entity ID P066328

Exhibit 2 – Comparison of complainants’ website with that of the earlier-registered Premium Home Services LLC

Click Here To Check Service Availability!

Premium HOME SERVICE

Home Start a Project Become A Tech Contact About Us Join

HIRE TRUSTED PROS FOR YOUR HOME PROJECT.  
Get Essential Services for Urgent Repairs

Call Us Now View Categories

Priority Service Service Areas Call Us Office Hours

The website of Complainant, domain registered in 2019

PHS Premium Home Services, LLC

(207) 975-5477

Lincolnville Beach, Maine

Mon - Fri: 10AM - 7PM;  
Sat - Sun: 10AM - 3PM

MAKE APPOINTMENT

Home Contact FAQs More

### Affordable Home Inspection in Maine

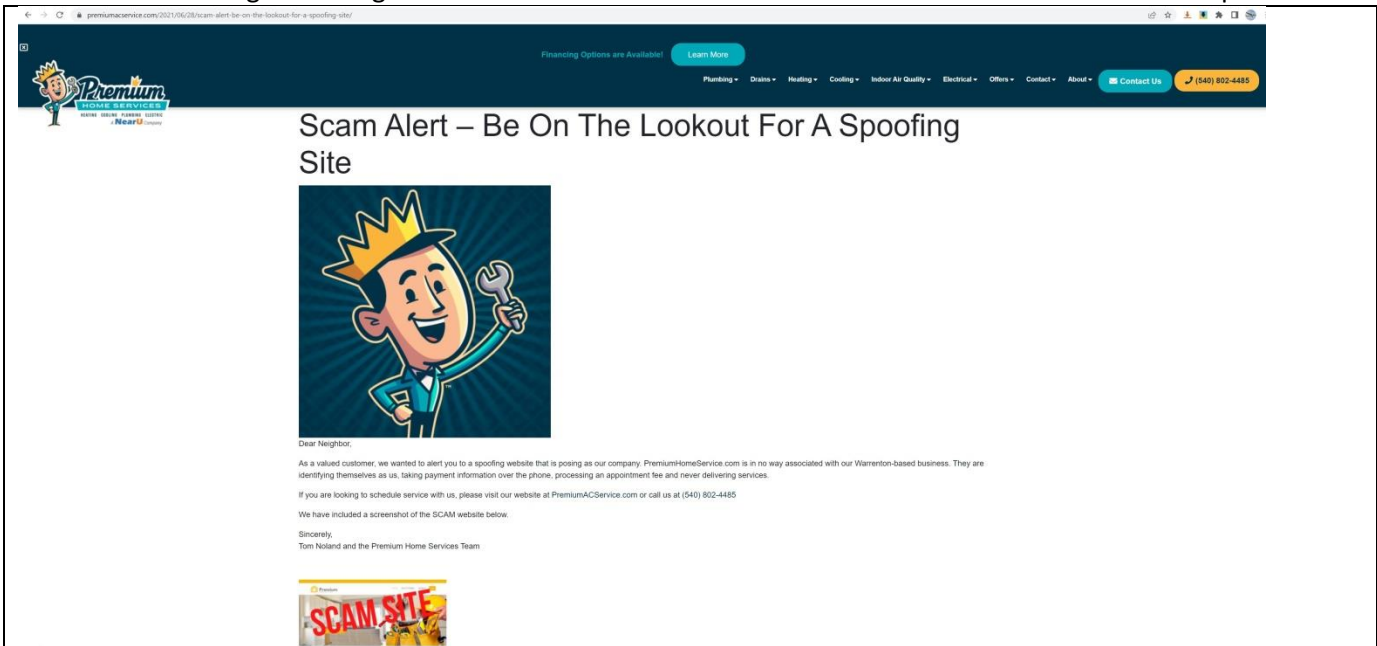
Premium Home Services, LLC specializes in affordable home inspection by David McLean a certified professional with 30 years of home building experience in Maine. P.H.S. also offers residential and light commercial inspections for buyers or sellers.

**Services for Buyers and Sellers:**

- ✓ Free Phone Consultation and Estimate
- ✓ Certified Home Inspection
- ✓ Radon Detection
- ✓ Digital Report (printable)

The website of Premium Home Services LLC, seemingly plagiarized by Complainant, registered in 2018

Exhibit 3 - a warning on the legitimate "Premium Home Services" website about the activities of Complainant.



The screenshot shows the top portion of a website. At the top left is the Premium Home Services logo with the tagline "SERVICES INCLUDE: PLUMBING, HEATING, COOLING, ELECTRICAL, INDOOR AIR QUALITY". To the right of the logo is a navigation menu with items: "Plumbing", "Drains", "Heating", "Cooling", "Indoor Air Quality", "Electrical", "Offers", "Contact", "About", and "Contact Us". A "Learn More" button is also present. Below the navigation is a large heading: "Scam Alert – Be On The Lookout For A Spoofing Site". Underneath the heading is a cartoon illustration of a smiling man wearing a yellow crown and a blue suit, holding a wrench. Below the illustration is a short letter addressed to "Dear Neighbor," warning about a spoofing website that is posing as PremiumHomeService.com. The letter includes contact information for PremiumACService.com and the phone number (540) 802-4485. At the bottom of the letter is a small screenshot of a website with the text "SCAM SITE" in large red letters.

# Scam Alert – Be On The Lookout For A Spoofing Site



Dear Neighbor,

As a valued customer, we wanted to alert you to a spoofing website that is posing as our company. PremiumHomeService.com is in no way associated with our Warrenton-based business. They are identifying themselves as us, taking payment information over the phone, processing an appointment fee and never delivering services.

If you are looking to schedule service with us, please visit our website at PremiumACService.com or call us at (540) 802-4485

We have included a screenshot of the SCAM website below.

Sincerely,

Tom Noland and the Premium Home Services Team



Exhibit 4 – Complainant’s domain registration, showing their registration using the privacy option to conceal their identity and contact information

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Raw Whois Data

Domain name: premiumhomeservice.com
Registry Domain ID: 2400181715_DOMAIN_COM-VRSN
Registrar WHOIS Server: whois.namecheap.com
Registrar URL: http://www.namecheap.com
Updated Date: 2022-05-09T05:00:37.44Z
Creation Date: 2019-06-08T19:50:07.00Z
Registrar Registration Expiration Date: 2023-06-08T19:50:07.00Z
Registrar: NAMECHEAP INC
Registrar IANA ID: 1068
Registrar Abuse Contact Email: abuse@namecheap.com
Registrar Abuse Contact Phone: +1.9854014545
Reseller: NAMECHEAP INC
Domain Status: clientTransferProhibited https://icann.org/epp#clientTransferProhibi
Registry Registrant ID:
Registrant Name: Redacted for Privacy
Registrant Organization: Privacy service provided by Withheld for Privacy ehf
Registrant Street: Kalkofnsvegur 2
Registrant City: Reykjavik
Registrant State/Province: Capital Region
Registrant Postal Code: 101
Registrant Country: IS
Registrant Phone: +354.4212434
Registrant Phone Ext:
Registrant Fax:
Registrant Fax Ext:
Registrant Email: 5d9d7a7b94d1409e81de63f7ee9eb716.protect@withheldforprivacy.com
Registry Admin ID:
Admin Name: Redacted for Privacy
Admin Organization: Privacy service provided by Withheld for Privacy ehf
Admin Street: Kalkofnsvegur 2
Admin City: Reykjavik
Admin State/Province: Capital Region
Admin Postal Code: 101
Admin Country: IS
Admin Phone: +354.4212434
Admin Phone Ext:
Admin Fax:
Admin Fax Ext:
Admin Email: 5d9d7a7b94d1409e81de63f7ee9eb716.protect@withheldforprivacy.com
Registry Tech ID:
Tech Name: Redacted for Privacy
Tech Organization: Privacy service provided by Withheld for Privacy ehf
Tech Street: Kalkofnsvegur 2
Tech City: Reykjavik
Tech State/Province: Capital Region
Tech Postal Code: 101
Tech Country: IS
Tech Phone: +354.4212434
Tech Phone Ext:
Tech Fax:
Tech Fax Ext:
Tech Email: 5d9d7a7b94d1409e81de63f7ee9eb716.protect@withheldforprivacy.com
Name Server: dns1.namecheaphosting.com
Name Server: dns2.namecheaphosting.com
DNSSEC: unsigned
URL of the ICANN WHOIS Data Problem Reporting System: http://wdprs.internic.net/
>>> Last update of WHOIS database: 2022-06-01T10:20:59.74Z <<<
For more information on Whois status codes, please visit https://icann.org/epp
< >
```

Exhibit 5 - email responses from Respondent's domain to customers of Complainant

**Re: Premium Home Service - please help**  
From TK Date 2022-05-17 18:47

I can't find my receipt. I know I had one. I'm really upset and sick of dealing with this company. I'm in Texas. Can the Police Detective contact me?

On Tuesday, May 17, 2022, 09:13:58 AM CDT, <help@premiumhomeservice.info> wrote:

Hi Stefan,

PHS does have some legitimate techs, so there's a chance that things might work out, although your story isn't too promising. Can you let us know the business name/number that you called? Did you get the name of the salesperson, or a receipt?

We'd recommend contacting one of the managers at their call center, Mr Ryan Reagan. He is the one person we have found who cares about trying to help the customer, and he will do what he can for you, although he doesn't have control over the finances. You can contact him on [ryan@premiumhomeservice.com](mailto:ryan@premiumhomeservice.com), or through WhatsApp on +63 968 883 7582

Let us know how it goes; depending on where you are located, we are in contact with two police investigators who are investigating and might be able to assist.

Hunter.

On 2022-05-16 18:38, T K wrote:

My air-conditioning unit stopped working months ago and I wanted to have it fixed before the heat comes back. On top of Google search I clicked on a link and called the number. I was sold a 149 dollar membership that was supposed to save me 10 percent. I remember the first phone call with a guy with heavy accent. I ended up paying 12,000 cash approximately a week later to a salesperson. I didn't feel good about how pushy they were but I needed my 2 units fixed. The response was very quick until they got my money. 2 cancellations and 5 postponements later I still cannot get a straight answer. Is this just a money grabbing scam?

On Monday, May 16, 2022, 07:10:29 AM CDT, <help@premiumhomeservice.info> wrote:

Hi Stefan,

Sorry to hear about your problems with them. Most of the information we have pulled together is from government records, but we have also spoken to a few people who work within the organization and don't like the way they do business.

How did you find PHS, was it through one of their business postings on Google Maps, under a local name? What payment method have you used?

If you can provide as much information as you can, we'll try to help. There's one (American) manager in their Philippines call center who seems to be a good person and is trying to help out the customers that he can.

All the best, Hunter

On 2022-05-15 16:39, T K wrote:

I accidentally stumbled upon your website while I was trying to see if Premium Home Service is legitimate. I tried to have them work on my home and they postponed and cancelled several times the last two months. I already paid them 12,000.

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**Re: Premium Home Service Help**  
From Christopher Hackett Date 2022-05-18 18:39

Thank you for your help!

On Wed, May 18, 2022 at 10:26 AM <help@premiumhomeservice.info> wrote:

Hi Christopher,

We'd recommend contacting one of the managers at their call center, Mr Ryan Reagan. He is the one person we have found who cares about trying to help the customer, and he will do what he can for you, although he doesn't have control over the finances. He would be able to give a membership refund, if that's all you've paid so far. You can contact him on [ryan@premiumhomeservice.com](mailto:ryan@premiumhomeservice.com), or through WhatsApp on +63 968 883 7582.

If he can't help you, let us know. A charge-back through your credit card should work fine, especially if you refer them to our site as evidence.

All the best.

On 2022-05-17 20:30, Christopher Hackett wrote:

Hi,

I came across your website after purchasing a Premium Home Service membership and nobody ever showed up. I've done some research and came across some information they've posted on their team members. <https://premiumhomeservice.com/team>.

I'm in Austin, Texas and I've been trying to get someone out there for about 4 days.

## Exhibit 6 – comparison of websites

Click Here To Check Service Availability!

Premium HOME SERVICE

Home Start a Project Become A Tech Contact About Us Join

HIRE TRUSTED PROS FOR YOUR HOME PROJECT.  
Get Essential Services for Urgent Repairs

Call Us Now View Categories »

Priority Service Service Areas Call Us Office Hours

### The website of PHS

**WARNING**

**The Premium Home Service Experience**  
The questionable businesses of Yosef Shmuel Bernath

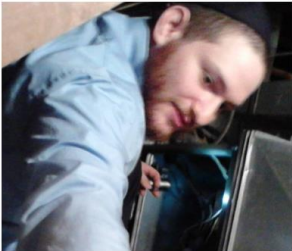
## “Premium Home Service” warnings

### The questionable companies based around Yosef Shmuel Bernath

Have you lost money to Premium Home Service or an associated company?

Contact us: [help@premiumhomeservice.info](mailto:help@premiumhomeservice.info)

Most of our group first encountered Yosef Bernath, and his web of fake and suspicious companies, the same way; through a business marked on Google maps for home services. We each needed some work done and gave them a call; they present themselves as well-reviewed local businesses. When calling, usually an operator with a non-US accent answers, but people of all nations live in the US, so this raises no alarm bells. It turns out that this phone operator is in fact sitting the Philippines, in the call center contracted by Yosef Bernath to support his activities.



Yosef Shmuel Bernath, owner of PHS (courtesy of Facebook, a small segment of the original image is shown under "Fair Use").

- Premium Home Service
- How the transaction works
- Who is Yosef Shmuel Bernath?
- The other players – Levi, Moshe and more
- Yosef's mystery businesses
- The Philippines connection
- Consumer reviews
- Links
- About this site

### The website of premiumhomeservice.info

Exhibit 7 – examples of the non-unique nature of Complainant’s colours and logo

		
<p>PHS logo</p>	<p>Premium Home Services LLC, Maine logo</p>	<p>GSM Real Estate logo</p>
		
<p>Premier Real Estate logo</p>	<p>Premium Home Source logo</p>	<p>Free logos available on Vecteezy</p>