



IT'S JUST LUNCH®

DATING FOR BUSY PROFESSIONALS®

At It's Just Lunch, the satisfaction of our clients has been our number one priority for all of our 25 years. We will not accept someone as a member if we don't have matches who fit within their general criteria or if they are not a good fit for the clients we are working with currently. We cannot guarantee chemistry, a long-term relationship or marriage; however, we do provide our clients the opportunity to meet other single professionals who they otherwise would not meet.

Matchmaking differs from online dating in that it is not just about checking boxes. The intuition of our matchmakers, the preferences discussed with the client during their confidential interview and the feedback we receive both from and about our clients throughout their membership are all considered when selecting matches.

When a match is presented to a client, they have the opportunity to ask more detailed questions before the date is scheduled or to decline the match for any reason. We presented Ms. Peters with the details of her first two matches, and she did not decline either of them.

Client satisfaction is of the utmost importance at It's Just Lunch, as highlighted in bold print on our membership agreement which reads: **"Our goal is to exceed each Client's expectations and to provide him/her with the very best dating experience possible. In the event Client has any dissatisfaction with the quality of service they are receiving, Client agrees to contact the IJL office and ask to speak directly with the Client Services Manager who will work diligently to resolve any concern. An email may also be sent to ClientServices@ijlmidwest.com."** Our Client Services Manager did not receive a phone call or an email from Ms. Peters expressing any dissatisfaction with her level of service or her matches.

Our no refund policy is clearly outlined in the membership agreement. The membership is designed to ensure that all of our clients are committed to the process and serious about dating. Dating through It's Just Lunch is a process of going on dates and providing feedback to our matchmakers after each date. It is through this feedback that we learn more about our clients and are able to fine tune their matches. I believe wholeheartedly that had Ms. Peters given the process a chance and experienced more than just two dates, she would feel differently. My Chicago/Milwaukee teams and I would welcome the opportunity to continue working with Ms. Peters to fulfill our commitment to her.

As part of an international franchise system, It's Just Lunch in Chicago is independently owned and operated. None of the claims in the New York City class action suit dating back nine years are specific to It's Just Lunch Chicago.

Client satisfaction is of the utmost importance to us as evidenced by our A+ Rating with the Chicago BBB, 25-year reputation and hundreds of positive reviews that have been verified by the BBB and Consumer Affairs.

Sara Darling
CEO / Owner, IJL Chicago