

# INVENTHELP®

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August 17, 2022

VIA FIRST CLASS MAIL AND EMAIL

Mail Stop 24  
Director of the U.S. Patent and Trademark Office  
P.O. Box 1450  
Alexandria, VA 22313-1450  
innovationdevelopment@uspto.gov

RE: Response to Complaint of Shannon Bull

Dear Sir or Madam:

We are in receipt of your letter dated July 20, 2022, as well as the sparse complaint submitted by Shannon Bull. As a preliminary matter, we note that your office did not include Ms. Bull's complaint in its correspondence; we appreciate you forwarding the same upon our request.

In connecting with Ms. Bull, we were deeply troubled to hear that this complaint was prompted by a representative of the USPTO working in the Pro Se Assistance Center, who apparently suggested that our services were not legitimate and persuaded Ms. Bull to file a Complaint. We appreciate Ms. Bull's candor in this regard, and will not hesitate to defend ourselves to the extent rogue representatives choose to malign our company or our services.

Turning to the substance of the complaint, the allegations are demonstrably untrue. We contracted with Ms. Bull in February 2022 and promptly began performing services. As part of this process, we were in regular contact with Ms. Bull, providing her with updates and requesting approvals as to her press release, invention summary and new product submission brochure; these materials were all approved by Ms. Bull in April 2022. Further, we sent a copy of our proprietary Virtual Invention Presentation (or "VIP") to Ms. Bull in June 2022; as there may have been an issue with delivery, we re-sent the VIP by email and hard copy on July 7, 2022. Further, we made our initial Data Bank submission on July 20, 2022. In short, we were in frequent communication and services were going according to plan.

To conclude, InventHelp has properly performed services under the contract, notwithstanding the fact that our client fell in arrears. We are currently working with Ms. Bull to address the concerns stated in her complaint, and hope to reach an amicable resolution. That said, we reject the false narrative set forth in the complaint which, unfortunately, is much more the product of a rogue representative of the Pro Se Assistance Center than it is a product of reality.

Very truly yours,



Maura Robbins  
Compliance Manager

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