



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 nearly 30 years. We cannot guarantee chemistry, a long-term relationship or marriage; however, we do provide our clients the opportunity to meet other single professionals whom they otherwise would not meet.

Throughout the COVID-19 pandemic, we have followed CDC guidelines and taken extra precautions to keep our clients safe by arranging first dates for them in a virtual setting, rather than in restaurants as we have historically done. This new and temporary protocol is discussed with each prospective member prior to enrollment and is clearly stated in all membership agreements dated after March 2020; it was also communicated with all current clients. Coordinating first dates to occur in a virtual setting has been very well received by the majority of our clients during these unprecedented times of restaurant closures, mask requirements and social distancing.

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 new match is presented to a client they have an opportunity to ask more detailed questions before the date is scheduled or to decline the match. None of the matches presented to either Ms. Young or Mr. De Oliveira were declined.

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@ijlselect.com."** Our Client Services Manager attempted to work with Ms. Young to resolve her concerns; however, Ms. Young opted to cancel further services after going on four dates and postponing a fifth. It is worth noting Ms. Young exchanged contact information with all four of her matches and pursued a second date with at least one of them.

Meanwhile, we have no record of Mr. De Oliveira contacting our Client Services Manager to express any dissatisfaction with the service he received or the quality of his matches while his account was active. In fact, he called our Denver office on February 10, 2021 requesting to continue his membership. While his membership was active, Mr. De Oliveira provided feedback to our team that he did exchange contact information with two of his dates and wanted to see both of them again for a second date. It is outside of our control whether or not this sentiment was reciprocated by the women he met.

Our refund policy and date guarantee are clearly outlined in the membership agreement. The membership is designed to ensure that all clients are committed to the process and serious about dating.

As a franchisee within an international franchise system, It's Just Lunch in Denver is independently owned and operated. None of the claims in the California class action suit are specific to It's Just Lunch Denver, and any claims made in the New York class action suit occurred prior to me owning the Denver location or any of the IJL offices I operate.

Client satisfaction is of the utmost importance to us as evidenced by our A+ rating as an accredited business with the Denver Better Business Bureau, our nearly 30-year reputation and hundreds of positive reviews that have been verified by the BBB and Consumer Affairs.

Sara Darling
CEO / Owner, IJL Denver