Bob Zimmerman  
123 Main Ave.  
Truth or Consequences, NM 87901  
  
[Yesterday's Date]  
  
Sony/BMG  
550 Madison Ave.  
New York, NY 10022  
  
To Whom It May Concern:  
  
Recently I ordered and received a copy of *Sunshine on the Leith* by the Proclaimers. Much to my dismay, when I put it into my computer to rip to my private library, I was prompted to install software. There was no indication of what this software was or why I was being prompted to install it, except to say that I wouldn’t be able to listen to the CD on my computer without installing it. The CD is marked as containing anti-piracy software, but that was not made clear when I ordered it. Nor was it clear that I would actually need software to even listen to it on my computer.  
  
Needless to say, I was a little bit upset, and I did not install the software. Two days later, I read in the newspaper that the anti-piracy software has been classified as spyware and that it opens up security threats. I’m glad that I did not install the software, but now I have a CD that I don’t really want and can’t really use.  
  
Please instruct me on the best method for returning the CD to you. In addition, I used a free selection from Music Points that I had saved up, so I would like that back, and I would like to be reimbursed for all shipping costs.  
  
I hope that in the future you will clearly mark which of your CDs have additional software and provide more information on what that software does, so that we, as consumers, can make more informed decisions.  
  
Sincerely,  
  
  
  
Bob Zimmerman