

Print this full report

BBB ACCREDITED BUSINESS SINCE 26/08/2009

Treasure Island Coins, Inc.

Phone: (701) 282-4747

Fax: (701) 282-4805

1429 42nd St S, Fargo, ND 58103

cpatterson@treasureislandcoins.com

<http://www.treasureislandcoins.com>



On a scale of A+ to F

Reason for Rating

[BBB Ratings System Overview](#)

BBB Business Reviews may not be reproduced for sales or promotional purposes.

Request a Quote

Request a Quote from Treasure Island Coins, Inc.

View Business Review Inquiries

Treasure Island Coins, Inc. has had their Business Review viewed 12 time(s) over the last 40 days. Click to view where these inquiries originated.

BBB Accreditation

A BBB Accredited Business since 26/08/2009

BBB has determined that Treasure Island Coins, Inc. meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses pay a fee for accreditation review/monitoring and for support of BBB services to the public.

BBB accreditation does not mean that the business' products or services have been evaluated or endorsed by BBB, or that BBB has made a determination as to the business' product quality or competency in performing services.

Reason for Rating

BBB rating is based on 13 factors. Get the details about the factors considered.

Factors that *raised* the rating for Treasure Island Coins, Inc. include:

- Length of time business has been operating
- Complaint volume filed with BBB for business of this size
- Response to 1 complaint(s) filed against business
- Resolution of complaint(s) filed against business

Customer Complaints Summary

1 complaint closed with BBB in last 3 years | 0 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	0
Billing/Collection Issues	0
Delivery Issues	0
Guarantee/Warranty Issues	0
Problems with Product/Service	1
Total Closed Complaints	1

Customer Reviews Summary

0 Customer Reviews on Treasure Island Coins, Inc.

Customer Experience	Total Customer Reviews
Positive Experience	0
Neutral Experience	0
Negative Experience	0
Total Customer Reviews	0

• Government Actions

BBB knows of no government actions involving the marketplace conduct of Treasure Island Coins, Inc..

What government actions does BBB report on?

Advertising Review

BBB has nothing to report concerning Treasure Island Coins, Inc.'s advertising at this time.

What is BBB Advertising Review?

Additional Information

BBB file opened: July 25, 2001

Business started: 07/01/1976

Business started locally: 07/01/1976

Business incorporated 06/07/2002 in ND

Licensing, Bonding or Registration

This business is in an industry that may require professional licensing, bonding or registration. BBB encourages you to check with the appropriate agency to be certain any requirements are currently being met.

These agencies may include:

North Dakota Secretary of State

600 E Boulevard Ave Dept 108, State Capital, Bismarck ND 58505

www.state.nd.us

Phone Number: (701) 328-2900

Type of Entity

Corporation

Business Management

Christina Patterson

Chris Olson, President

Greg Olson, Owner

Contact Information

Principal: Christina Patterson

Business Category

Gold, Silver & Platinum Dealers

Gold Buyers

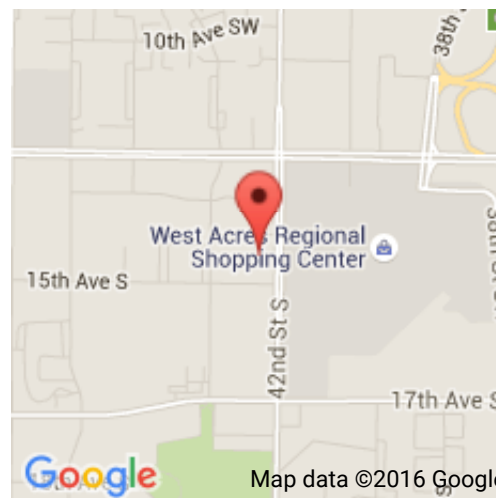
Coins, Stamps & Precious Metals Dealer

Coin Dealers, Supplies

Service Area

Treasure Island Coins, Inc. provides their services in

ABERCROMBIE, ABSARAKA, ADAMS, ADRIAN, AGATE,



[Directions](#) | [Enlarge](#)

ALAMO, ALEXANDER, ALFRED, ALICE, ALKABO, ALMONT,
ALSEN, AMBROSE, AMENIA, AMIDON, ANAMOOSE, ANETA,
ANTLER, APPAM, ARDOCH, ARENA, ARGUSVILLE,
ARNEGARD, ARTHUR, ARVILLA, ASHLEY, AYR, BACKOO,
BAKER, BALDWIN, BALFOUR, BALTA, BANTRY, BARNEY,
BARTON, BATHGATE, BATTLEVIEW, BEACH, BELCOURT,
BELDEN, BELFIELD, BENEDICT, BENTLEY, BERGEN, BERLIN,
BERTHOLD, BERWICK, BEULAH, BINFORD, BISBEE,
BISMARCK, BLAISDELL, BLANCHARD, BORDULAC,
BOTTINEAU, BOWBELLS, BOWDON, BOWESMONT, BOWMAN,
BRADDOCK, BRAMPTON, BRANTFORD, BREIEN, BREMEN,
BRINSMADE, BROCKET, BUCHANAN, BUCYRUS, BUFFALO,
BUFFALO SPG, BUFFALO SPRINGS, BURLINGTON,
BURNSTAD, BURT, BUTTE, BUXTON, CALEDONIA, CALIO,
CALVIN, CANDO, CANNON BALL, CARBURY, CARPIO,
CARRINGTON, CARSON, CARTWRIGHT, CASSELTON, CATHAY,
CAVALIER, CAVALIER AFS, CAYUGA, CENTER, CHAFFEE,
CHARLSON, CHASELEY, CHRISTINE, CHURCHS FERRY,
CLEVELAND, CLIFFORD, CLYDE, COGSWELL, COLEHARBOR,
COLFAX, COLGAN, COLGATE, COLUMBUS, CONCRETE,
COOPERSTOWN, CORINTH, COTEAU, COULEE, COURTENAY,
CRARY, CRETE, CROSBY, CRYSTAL, CRYSTAL SPGS,
CRYSTAL SPRINGS, CUMMINGS, DAHLEN, DAVENPORT,
DAWSON, DAZEY, DEERING, DELAMERE, DENBIGH,
DENHOFF, DES LACS, DEVILS LAKE, DICKY, DICKINSON,
DODGE, DONNYBROOK, DOUGLAS, DOYON, DRAKE,
DRAYTON, DRISCOLL, DUNN CENTER, DUNSEITH, DURBIN,
ECKELSON, EDGELEY, EDINBURG, EDMORE, EDMUNDS,
EGELAND, ELDRIDGE, ELGIN, ELLENDALE, ELLIOTT,
EMBDEN, EMERADO, EMMET, EMRICK, ENDERLIN,
ENGLEVALE, EPPING, ERIE, ESMOND, FAIRDALE, FAIRFIELD,
FAIRMOUNT, FARGO, FESSENDEN, FILLMORE, FINGAL,
FINLEY, FLASHER, FLAXTON, FLORA, FORBES, FORDVILLE,
FOREST RIVER, FORMAN, FORT CLARK, FORT RANSOM,
FORT RICE, FORT TOTTEN, FORT YATES, FORTUNA,
FOXHOLM, FREDONIA, FRYBURG, FULLERTON, GACKLE,
GALESBURG, GARDAR, GARDNER, GARRISON, GASCOYNE,
GENESEO, GFAFB, GILBY, GLADSTONE, GLASSTON, GLEN
ULLIN, GLENBURN, GLENFIELD, GOLDEN VALLEY, GOLVA,
GOODRICH, GORHAM, GRACE CITY, GRAFTON, GRAND
FORKS, GRAND FORKS AFB, GRANDIN, GRANVILLE, GRASSY

BUTTE, GREAT BEND, GRENORA, GUELPH, GWINNER,
HAGUE, HALLIDAY, HAMAR, HAMBERG, HAMILTON, HAMLET,
HAMPDEN, HANKINSON, HANNAFORD, HANNAH, HANNOVER,
HANSBORO, HARLOW, HARVEY, HARWOOD, HASTINGS,
HATTON, HAVANA, HAYNES, HAZELTON, HAZEN, HEATON,
HEBRON, HEIL, HEIMDAL, HENSEL, HENSLER, HETTINGER,
HICKSON, HILLSBORO, HONEYFORD, HOOPLE, HOPE,
HORACE, HUFF, HUNTER, HURDSFIELD, INKSTER,
JAMESTOWN, JESSIE, JOHNSTOWN, JUANITA, JUD, JUDSON,
KARLSRUHE, KATHRYN, KEENE, KELSO, KEMPTON,
KENMARE, KENSAL, KIEF, KILLDEER, KINDRED, KINTYRE,
KLOTEN, KNOX, KRAMER, KULM, LAKE WILLIAMS, LAKOTA,
LAMOURE, LANDA, LANGDON, LANKIN, LANSFORD,
LARIMORE, LARK, LARSON, LAWTON, LEAL, LEEDS, LEFOR,
LEHR, LEITH, LEONARD, LEROY, LIDGERWOOD, LIGNITE,
LINTON, LISBON, LITCHVILLE, LOMA, LORAIN, LOSTWOOD,
LUDDEN, LUVERNE, MADDOCK, MAIDA, MAKOTI, MANDAN,
MANDAREE, MANFRED, MANNING, MANTADOR, MANVEL,
MAPES, MAPLETON, MARION, MARMARTH, MARSHALL,
MARTIN, MAX, MAXBASS, MAYVILLE, MAZA, MCCANNA,
MCCLUSKY, MCGREGOR, MCHENRY, MCKENZIE, MCLEOD,
MCVILLE, MEDINA, MEDORA, MEKINOCK, MELVILLE,
MENOKEN, MERCER, MERRICOURT, MICHIGAN, MILLARTON,
MILNOR, MILTON, MINNEWAUKAN, MINOT, MINOT AFB,
MINTO, MOFFIT, MOHALL, MONANGO, MONTPELIER,
MOORETON, MOTT, MOUNTAIN, MUNICH, MYLO, NANSON,
NAPOLEON, NASH, NECHE, NEKOMA, NEW ENGLAND, NEW
HRADEC, NEW LEIPZIG, NEW ROCKFORD, NEW SALEM, NEW
TOWN, NEWBURG, NIAGARA, NOME, NOONAN, NORMA,
NORTH RIVER, NORTHGATE, NORTHWOOD, NORTONVILLE,
NORWICH, OAKES, OBERON, ORISKA, ORRIN, OSNABROCK,
OVERLY, OXBOW, PAGE, PALERMO, PARK RIVER, PARSHALL,
PEKIN, PENN, PERTH, PETERSBURG, PETTIBONE, PICK
CITY, PILLSBURY, PINGREE, PISEK, PLAZA, PLEASANT
LAKE, PORTAL, PORTLAND, POWERS LAKE, RALEIGH, RAUB,
RAWSON, RAY, REEDER, REGAN, REGENT, REILES ACRES,
REYNOLDS, RHAME, RICHARDTON, RIVERDALE, RIVERSIDE,
ROBINSON, ROCKLAKE, ROGERS, ROLETTE, ROLLA,
ROSEGLEN, ROSS, ROTH, RUGBY, RUSSO, RUTLAND, RYDER,
SAINT ANTHONY, SAINT JOHN, SAINT MICHAEL, SAINT
THOMAS, SAN HAVEN, SANBORN, SANISH, SARLES,

SAWYER, SCRANTON, SELFRIDGE, SELZ, SENTINEL BUTTE,
SENTINEL BUTTE, SHARON, SHELDON, SHERWOOD,
SHEYENNE, SHIELDS, SIBLEY, SILVA, SOLEN, SOURIS,
SOUTH HEART, SOUTHAM, SPIRITWOOD, SPRING BROOK,
STANLEY, STANTON, STARKWEATHER, STEELE, STERLING,
STIRUM, STRASBURG, STRAUBVILLE, STREETER, SURREY,
SUTTON, SYDNEY, SYKESTON, TAGUS, TAPPEN, TAYLOR,
TEMPLE, TEMVIK, THOMPSON, TIOGA, TOKIO, TOLLEY,
TOLNA, TOWER CITY, TOWNER, TRENTON, TROTTERS,
TURTLE LAKE, TUTTLE, UNDERWOOD, UNION, UPHAM,
VALLEY CITY, VELVA, VENTURIA, VERONA, VOLTAIRE, VOSS,
WAHPETON, WALCOTT, WALES, WALHALLA, WALUM,
WARWICK, WASHBURN, WATFORD CITY, WEBSTER,
WERNER, WEST FARGO, WESTFIELD, WESTHOPE,
WHEATLAND, WHEELOCK, WHITE EARTH, WHITE SHIELD,
WHITMAN, WILD RICE, WILDROSE, WILLOW CITY, WILTON,
WIMBLEDON, WINDSOR, WING, WISHEK, WOLFORD,
WOLSETH, WOODWORTH, WYNDMERE, YORK, YPSILANTI,
ZAHLE & ZAP, ND.

Treasure Island Coins, Inc. provides their services in ADA,
ALVARADO, ANGUS, ARGYLE, BAKER, BARNESVILLE,
BELTRAMI, BORUP, BRECKENRIDGE, CAMPBELL, CLIMAX,
COMSTOCK, CROOKSTON, DILWORTH, DORAN, DOWNER, E
GRAND FORKS, EAST GRAND FORKS, ELDRED, ERSKINE,
FELTON, FERTILE, FISHER, FOSTON, FOXHOME, GARY,
GEORGETOWN, GLYNDON, GRYGLA, GULLY, HALLOCK,
HALMA, HALSTAD, HAWLEY, HENDRUM, HITTERDAL, HOLT,
HUMBOLDT, KARLSTAD, KENNEDY, KENT, LAKE BRONSON,
LANCASTER, LENGBY, LOCKHART, MCINTOSH, MENTOR,
MIDDLE RIVER, MOORHEAD, NASHUA, NEWFOLDEN,
NIELSVILLE, ORLEANS, OSLO, PERLEY, RADIUM, ROLLAG,
ROTHSAY, SABIN, SHELLY, STEPHEN, STRANDQUIST,
TENNEY, TINTAH, TRAIL, TWIN VALLEY, ULEN, VIKING,
WARREN, WINGER & WOLVERTON, MN.

Products & Services

According to the information provided by Treasure Island Coins, Inc., this company offers coins, bullion, precious metals, diamonds and jewelry.

Industry Tips

Precious Metals- Collectible Coin Buying and Selling

Additional Locations

-
- 1429 42nd St S
Fargo, ND 58103
(701) 282-4747
- PO Box 9723
Fargo, ND 58106
-

Additional Phone Numbers

- (877) 332-6467(Phone)

Complaint Detail(s)

31/03/2014 Problems with Product/Service |

Additional Notes

Complaint: Dishonest practices, very unethical values and no integrity.

Possible Scam practices Paid me a check for my services representing the company for Month of February. Was told I would be paid. However, they stopped payment on it the following week.

Desired Settlement: \$515 check

Business Response: Initial Business Response /* (1000, 5, 2014/03/26) */

On 3/17/2014, our company received an email from Ms. *****

demanding payment of \$515. She also made some serious allegations and accusations of our owner and leadership team, all of which are unfounded and unsubstantiated. Below are the facts of the situation: 1. We at no time had a signed Agreement with Ms *****. 2. Ms. ***** was verbally offered the opportunity to earn \$500 during the month of February, 2014 contingent on achieving certain performance targets, which she did not meet. 3.

Notwithstanding #1 and #2 above, a check for \$500 was issued to Ms. ***** as a good faith gesture based on the assumption she would be moving forward with the company. 4. On 3/6/2014, Ms. ***** notified us by email she had "decided to withdraw from Treasure Island..." In other words, she would not be moving forward as an independent representative with the company. 5. At that time, payment was stopped on the check which had been issued. Since

payment was made in anticipation of future performance rather than on the basis of past performance, her decision not to move forward made payment a moot point. In summary, Ms. ***** is not entitled to payment of \$500 for all the reasons stated above, and the company has not (and will not) resend her a check for that amount as requested. However, a check in the amount of \$15 for the returned check fee has been issued. Please let us know if there are further questions regarding this situation. **Initial Consumer Rebuttal** /* (3000, 7, 2014/03/27) */ (The consumer indicated he/she DID NOT accept the response from the business.) December, 2013 - I was contacted by a previous Area Manager for another company in which we used to work. She stated that she was joining this new company "Treasure Island Direct" as they are on the ground floor/developmental stages. I was brought in with the company in January under the unwritten assumption/ongoing verbal promises that we would receive \$1,000/month for 6 months. However, they did not have the Presidential Founders Agreement in place. I signed a New Rep Agreement under the presumption I was a Presidential Founder since they did not have a "completed" PFC agreement. (calling "February a Bonus month.") Finally they sent it to us on 3/27/14. The ongoing delay excuse was "they were still working out the details." They did not set expectations correctly with the founders on board and we continued to help develop and bring strong ideas and recommendations based on past experiences of working with another company. I later found out (Late February) They had the director (******) secretly representing their competitor to gather proprietary information(The Gold Refinery)by listening in on calls/training/pricing etc.. They wanted any detailed information I had personally experienced about processes and I gave it to them as requested. I was told several times that "since I had contributed my time and experience to the company that I would be compensated at least a portion of the \$1,000 -like \$500" I said that was fine. I was told this with a witness on the phone. They NEVER stated it was based on moving forward with the business nor based on anticipated performance. To mention this now is completely false. This company is misleading honest hard working people for their own benefit. The previous area manager had to also fight for her payment in which they agreed to have a mutual 30 day notice in place. They did not pay her either until she begged the owner to set things right per their agreement. They are telling others that "she decided to leave the company" but in reality she was working into the next month for free without any courtesy contact to let her know they "didn't need her services. "Lastly, to mention, the previous rep mentioned to me that she mailed in gold but did not receive any payment from what she turned in. She had to call/follow up several times to find out when they would pay out. I am truly disappointed with how Greg Olsen and his team handle truth, honesty and fairness from the beginning and have a huge

concern for anyone doing business with them. I am a fair, hardworking, professional individual and believe what I have stated is truthful to my experience with this company. **Final Business Response** /* (4000, 9, 2014/03/28) */ In responding to Ms. *****' response, she seems to go down multiple rabbit trails. I'll try to stay focused only on those points which are directly relevant to her situation: 1. Ms. ***** is correct in saying she was invited to join a call on October 11, 2013 to consider being part of a special group of high achieving independent representatives for our new company called Presidential Founder Candidates (PFC). 2. The company discussed with Ms. ***** and the other PFC candidates the proposed terms of the PFC Agreement, which was being developed, which included the opportunity to earn up to \$1000 per month for six months (\$500 in Feb) for achieving very attainable specific monthly recruitment and revenue performance targets. 3. Although the company appreciated Ms. *****' ideas and suggestions, Ms. ***** was not promised or intentionally led to believe she would receive any compensation simply for her time and experience. 4. The PFC candidates received February 12, 2014 the written PFC Agreement for review and signature. The Agreement stipulated in writing the terms which had been presented and discussed with them. Although several PFC candidates returned their signed agreements, we did not receive a signed agreement from Ms. *****. 5. Ms. ***** informed us on Mar 6, 2014 she was no longer interested in continuing with our company. In spite of Ms. *****' allegations and accusations, our company is committed to operating with integrity, honesty and fairness. If we did not operate this way, I doubt our affiliated parent company would still be in business after being founded by Mr. ***** 38 years ago.

Customer Review(s)

The customer review(s) below are un-filtered. These positive and negative reviews are not used in the calculation of the BBB Rating. If you wish to file a complaint and request a resolution to your issue please click [here](#). This customer review section is not BBB's complaint resolution system. Customer Reviews are the subjective opinion of the individual who posted the review and not of Better Business Bureau. A customer review is not posted on a business if a BBB complaint on the same issue(s) is also filed. BBB cannot guarantee the accuracy of any customer review and is not responsible for the content of any customer review. Public comments are not customer reviews.

Customer Reviews Summary

0 Customer Reviews on Treasure Island Coins, Inc.

Positive Experience (0 reviews)

Neutral Experience (0 reviews)

Negative Experience (0 reviews)