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 In: (City and State or Postal Code)

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Central Oklahoma BBB > Business Directory > Road Service-Automotive > TVC

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BBB BUSINESS REVIEW

What is a BBB Business Review?

[Overview](#)
[Complaints](#)
[Directions](#)

THIS BUSINESS IS NOT BBB ACCREDITED

TVC

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Phone: (405) 843-2722

Fax: (405) 843-2752
[View Additional Phone Numbers](#)
 3200 W. Wilshire, Oklahoma City, OK 73116
<http://www.tvcmatrix.com>

On a scale of A+ to F
 Reason for Rating
[BBB Ratings System Overview](#)

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

BBB Accreditation

TVC is not BBB Accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

Reason for Rating

BBB rating is based on 16 factors. Get the details about the factors considered.

Factors that *lowered* TVC's rating include:

- > 42 complaints filed against business
- > Failure to respond to one complaint filed against business.

Factors that *raised* TVC's rating include:

- > Length of time business has been operating.
- > BBB has sufficient background information on this business.

Better Business Bureau reports are subject to change at any time. Better Business Bureau reports are subject to change at any time.

Customer Complaints Summary

[Read complaint details](#)

42 complaints closed with BBB in last 3 years | 21 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising / Sales Issues	8
Billing / Collection Issues	4
Problems with Product / Service	30
Delivery Issues	0
Guarantee / Warranty Issues	0
Total Closed Complaints	42

[Read Complaints](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint](#)

Government Actions

BBB knows of no significant government actions involving TVC.

What government actions does BBB report on?

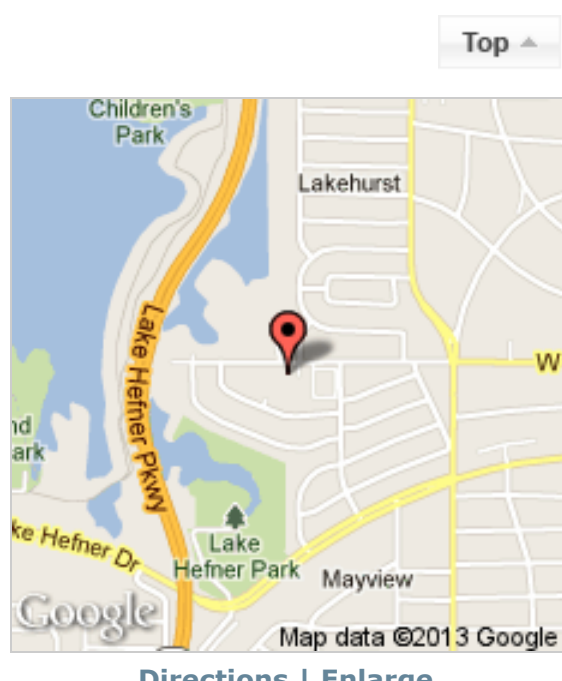
Advertising Review

BBB has nothing to report concerning TVC's advertising at this time.

What is BBB Advertising Review?

Additional Information

Inquirers report to the BBB that the firm offers road service protection, arranges legal services for member truckers, and provides other services described in various social media and YouTube segments. Various incarnations of the company appear under the names TVC, Motor Club of America, or MCA. The company's overall program appears to include elements of Multi-Level Marketing in which participants can earn payments as well as taking advantage of the products and services provided by the company. The company or program participants (or both) appear to market the firm using YouTube videos, including some with titles like "TVC Pro Driver Scam," "MCA Scam," or other combinations of the company names followed by a term questioning the legitimacy of the program; when the videos are viewed, the segments go on to promote the TVC/MCA program. The videos generally focus on wealth-building by participating in TVC/MCA programs or demonstrations by participants who have made money through the program. It should be noted that the testimonials posted on such social media represent the success stories of individuals who have volunteered to post such notices, but that any such testimonials on any Multi-Level Marketing site do not necessarily predict the outcome for every participant in the program. Most MLM programs require work to succeed, and any business opportunity benefits from a participant's interest, training, expertise, and attention. No one can tuly guarantee an individual's success when participating in such a program; a great deal depends upon aptitude, the marketplace, the products offered and other conditions that impact an individual's ability to become successful. Please also note that some YouTube videos may copy the content of other inspirational or motivational clips from celebrities such as Tyler Perry. This does not mean that Mr. Perry has directly endorsed the program, nor does TVC/MCA promote the video as such; the posting of such a motivational video in association with an MLM does not mean that Mr. Perry has any knowledge of the program whatsoever. It simply means that a celebrity has expressed a view concerning success and that someone associated with TVC or one of its associated businesses agrees with the sentiment enough to represent that clip under the TVC umbrella.



At least one YouTube video identifies itself as being a training video for posting ads for potential participants in the Help Wanted or Jobs sections of Craig's List in various cities. The video details a representative's demonstration of how to post ads to recruit participants, including statements concerning potential earnings. The demonstration shows the representative posting links to an TVC/MCA "capture site" and offers tips on entering several ads through Craig's List that should generate leads. Viewers are then shown how to communicate with respondents to recruit them to the program.

The BBB is currently trying to develop additional information concerning the company and its services, which appear to include elements of multi-level marketing programs that allow members to earn payments by recruiting other participants. The BBB has requested additional information from the company and this report will be updated when the firm provides that data.

BBB file opened: 03/08/1993
 Business started: 09/01/1989

Contact Information

Principal: Ms. Lynn Havener (Office Manager)
 Mr. Virgil Coffee (President & C.E.O.)
 Mr. V. Glenn Coffee (General Counsel for TVC)
 Mr. Kent Thompson (Secretary/Treasurer)
 Mr. Bob Thompson

Number of Employees

250

Business Category

Road Service-Automotive, Investment Securities, Attorney Referral Service, Legal Services Plans

Products & Services

This company offers motor club memberships.

Alternate Business Names

TVC Marketing and Motor Club of America, MCA, TVC Marketing

Industry Tips

[BBBTips on Saving and Investing](#)
[Investor Alert! Beware of Companies Offering Quick Riches](#)
[Selling Precious Metals and Other Commodities](#)
[Faith-Based Investment Scams on the Rise](#)
[Investors Warned Not to Risk Homes to Buy Securities](#)
[Legal Service Plans](#)
[When Investing Protect Your Homes: Check out Brokers and Advisers](#)

QUICK LINKS

- [File a complaint against TVC](#)
- [Industry Tips](#)
- [About Enhanced Services](#)

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Still searching? Find more businesses offering similar services.

FEEDBACK

RECOMMEND

Would you recommend this review to others?

Please Select:
 Yes
 No

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To better assist you, please take our brief survey about the format / readability of this review so that we may continually improve your experience.

CONTACT US

Email us at info@oklahomacity.bbb.org with your questions, suggestions, and concerns.