

January 1, 2012

Best Drug Rehabilitation Center
300 Care Center Drive
Manistee, MI 49660

To Whom It May Concern:

My daughter [REDACTED] was admitted to your facility at the address above on November 11, 2011. When she arrived there, she was sent to the [REDACTED] facility. Due to poor living conditions and forced required participation in religious activities she was allowed to leave. M [REDACTED] agreed to go to the center under fraudulent promises of care and services. I should be refunded my monies due to a fraudulent enticement on the part of Best Drug Rehabilitation Center.

I am requesting that 70% of my payment be refunded to me because my payment was made based on fraudulent advertisements of services to be offered. I paid a total of \$13,575.00 directly to Best Drug Rehab. \$2,575.00 was on my credit card and later an \$11,000.00 check was issued. I am requesting that Best Drug Rehab refund \$9,502.50; which is 70% of the amount they have fraudulently extracted from my accounts.

Your facility advertised online (www.BDR.com) and over the phone that there would be yoga classes, acupuncture, and qualified therapists for the appointed patients and a number of other activities. You informed me that people learn in different ways and that there would be different ways for her to learn to lead a better life free of drugs. I specifically asked the representative over the phone, before agreeing to the services, if there was a religious theme to the program and was told that there was no required religious involvement, although the representative stated that there were numerous religious denominations available for worship and guidance. There was, in fact, a lack of religious choice. [REDACTED] was given a religious handbook entitled "Scientology" and was told that it was mandatory to follow this manual. The name of this representative I talked with regarding this issue was Jaime Mann and his personal number is 269-964-6731, desk number is 269-964-6731, and office number is 877-456-3313.

My [REDACTED] claimed that there was an insufficient number of staff members and that staff members were tired, over worked and lacked appropriate experience. All of these factors led to their lack of interest in her physical and psychological well-being and her personal needs. There were inadequately experienced counselors handling the physiological and psychological needs of the patients. Poorly qualified therapists were appointed to care for patients and their issues. When [REDACTED] was [REDACTED], she was still forced to attend meetings regardless of her health.

Essential personal hygiene items such as soaps, shampoo, cleaning and hygiene items were not provided. Money was needed in order to purchase the items that were needed. When I asked Darwin if she needed any money for anything he answered that she did not need any.

Another serious concern that occurred while [REDACTED] was at your facility was that there was actually a shortage of food and day-old food was served to the residents. The facilities were unsanitary and not well kept. Another concern was that there was an outbreak of athlete's foot that took place while she was there. Her health was jeopardized.


I have tried a number of times to reach Steven Anderson the financial advisor, but he never returned my calls. When I did call the center I always got the receptionist, who would come back on the line and say that Steven was out of the office and asked if I wanted his voice mail. I did leave a number of messages. He did not return my calls. I also asked to speak to Sarah Bennett, Administrative Assistant (1-855-255-5014) and Darwin (1-877-456-3313). People I had spoken to when [REDACTED] was first admitted to the center, people I trusted to help me in my time of need, refused to address my concerns.

Darwin informed me that [REDACTED] would have no outside contact until her [REDACTED] period was over which was at least 15 days. At that time I informed him that I specifically did not want her to communicate with a certain person. That specifically named individual was someone about whom we knew the facility needed to be aware! Darwin assured me that she would have only family contact. But this statement was also fraudulent. She was able to call out of the facility and this named, prohibited individual was actually allowed to remove her from BDR against previously agreed conditions. Darwin was aware of this concern and agreed to prevent contact. This action was specifically responsible for her leaving the BDR.

I request that you respond to this letter by January 26th 2012.

A copy of this statement will be sent to the Attorney Generals of Wisconsin and Michigan, the Better Business Bureau also.

Sincerely,

A large black rectangular redaction box covering the signature area.