

[REDACTED]

Complaint Detail Information

I believe the attached letter will describe my problem, the attempts I have made to correct it, and how I would like to have the problem resolved.

I mailed the first letter on 08-17-07 via certified mail - return receipt requested. It was returned by the postal service marked "return to sender - refused - unable to forward." I then remailed the letter on 08-30-07 with no response. I again mailed the letter on 09-19-07, again with no response.

I am quickly losing my patience with this facility. When we first talked with them about admitting my [REDACTED] to their program they were most interested especially since I had had a cashier's check for them in the amount of \$25,500.00. Again, when they requested another \$5,000.00 for my [REDACTED] to be re-admitted to their program, they were most interested to charge my Visa credit card for this amount.

But now that we do not require their services, they don't even acknowledge me with a return letter, phone call or anything else. It is hard for me to believe that any organization / business expects to be paid monies for services that are not provided.

As I indicated in my letter, I do not expect a full refund. But I do not believe that they performed services worth \$30,500.00.

Students / patients at their facility are usually there for 4-6 months. How can they possibly substantiate not refunding some of the monies when my [REDACTED] was in their facility for only 23 days?

Any help you can provide for me will be greatly appreciated since I am unable to get any response whatsoever from Narconon and I am very frustrated.

If they would at least respond as to their position I would know then how to proceed with my claim.

If you should need any additional information or documentation please feel free to contact me at any time.

Thank You,

[REDACTED]

[REDACTED]

Grove City, Ohio 43123

[REDACTED]

August 17, 2007
Narconon Stone Hawk
Attn: Per & Kate Wickstrom
216 St. Mary's Lake Road
Battle Creek, Michigan 49017

RE: [REDACTED]

Dear Per & Kate,

I hope this letter finds both of you in good health.

I am writing this letter to request a refund of monies paid to you for services that were not provided. Albeit, the services not provided were not by your choice, nevertheless, they were still not provided. For whatever reason, your

program was not the "one" for [REDACTED] I am sure that your program has and will continue to work for others, but this was not the case for [REDACTED] I have listed below what I feel is an accurate account of monies paid and the amount of time that [REDACTED] spent in your program:

Monies Paid:

- 11-25-07: \$25,500.00 paid to your firm via cashier's check which included a \$500.00 medical deposit
- 12-23-07: \$ 5,000.00 paid to your firm via Visa for withdrawal and ethics cycle for which he was at your withdrawal facility for only a few hours as shown below

Time Line Of Time Spent In Your Facility:

- 11-25-06: [REDACTED] admitted to your program / facility
- 12-07-06: [REDACTED] signed himself out of your facility
- 12-23-06: [REDACTED] once again admitted to your facility
- 12-23-06: [REDACTED] signed himself out within a matter of hours
- 01-16-07: [REDACTED] again admitted to your facility – no need for withdrawal / detox as he was in jail from 12-24-06 to 01-16-07
- 01-20-07: [REDACTED] again signed himself out of your facility
- 02-07: [REDACTED] admitted to your program and signed himself out a few days later

If my calculations are correct, [REDACTED] spent somewhere around 23 days in your facility. I would assume that the per day cost of your treatment is greater in the withdrawal / detox facility. However, as you can see, the second \$5,000.00 paid to you 12-23-07 was never used.

It is my understanding that [REDACTED] would have up to one year to re-enter your program. I believe this expiration date to be 11-25-07. However, I don't believe [REDACTED] has any intention to return to your facility. Therefore, I am requesting a reasonable refund of the monies paid to you. I don't think this is unreasonable since 4-6 months services were not provided. Again, I understand that you were willing to provide these services, nevertheless, they were not.

Please advise me what amount of refund you feel is fair for the both of us. I will rely on you to provide me with the calculations as I have no way to figure the per day cost of care during detox and / or at your other facility.

I would also like to thank all of you for your concern and efforts. My conversations with Eric, Derek, Doug, Per and the rest of your staff were always helpful and pleasant. Again, for reasons I will probably never know, your program was not a good fit for [REDACTED]

By the way, [REDACTED] has now been sober / clean for almost five months through a program here in Columbus. I know it is only five months, but it seems like a lifetime for us as comparing it to the last 2 years or so.

I wish to thank you for your past services and cooperation. I would not hesitate to refer someone to your firm. I will look forward to your prompt reply.

Very truly yours,

[REDACTED]

[REDACTED]hs

[REDACTED]
Grove City, Ohio 43123
[REDACTED]

RECEIVED

NOV 16 2007

Dept. of Attorney General
Consumer Protection Division

November 12, 2007

State of Michigan / Department of Attorney General
Mike Cox / Attorney General
P.O. Box 30213
Lansing, Michigan 48909

RE: AG#200716548

Dear Sir or Madam:

I am in receipt of your letter dated 11-06-07 in regard to the above mentioned case. To say that I was very disappointed in your response would be an understatement. I truly believed that part of your existence was to protect the consumer from unfair and deceptive business practices. You received a one paragraph response and a copy of a suspension waiver from Narconon and felt that was a sufficient enough response puzzles me to say the least. I am once again requesting your help in resolving this issue against a company doing business in your state using deceptive business tactics. I ask that you consider the following points:

- Do you not think that it is strange that Narconon did not respond to my previous three inquiries to them until you folks got involved? What are they trying to hide?
- In Narconon's response they indicated I signed a non-refundable agreement – where is the copy of this document? And if I did in fact sign a non-refundable agreement, I was not "very informed" as Narconon states. The document that I do remember signing was that I was to be the "call person" if my [REDACTED] wanted to leave their facility. I believe that Narconon preys on unsuspecting parents that are not thinking clearly. They know that when a parent takes their child to their facility, the parent would be willing to do almost anything to help their child. So, again that is where their deceptive business practices start.
- In Narconon's response they indicated [REDACTED] left the program "90 days" after entering the program leading one to believe that he was in their program for 90 days. Hardly, he was only in their facility/program for around 23 days.
- In Narconon's response they indicated the program is "front loaded" and most of the money is used in the beginning. Wow!!!!!! I guess so!!!!!! As I previously explained to you, Narconon has collected \$30,500 from me. By simple arithmetic, dividing the amount collected from me by the 23 days they provided services equals an astounding cost of \$1326.00 per day!!!!!! Please, the average cost per day for a hospital is only \$212.00!
- In Narconon's response they included a signed suspension waiver and indemnification form signed by my [REDACTED]. By my [REDACTED] own admission, he would have signed anything at that point to be released from their program. He was going through withdrawal at the time and was not thinking clearly. So as you can see, their program did not work for my [REDACTED].

November 12, 2007

- Narconon's staff have never followed up on my [REDACTED] well being since leaving their program. You would think that if they really had their patients' / students' best interests at heart they would have at least followed up once since leaving their program 02-23-07. No, of course not, because I believe with my [REDACTED] not reentering their program, they have no other costs for his care, therefore increasing their profit margin significantly.

I hope that the above mentioned points will propel you to once again try to help me in resolving this issue. As I have indicated before, I am not questioning the amount Narconon charges for their services, but I am questioning why they feel they are entitled to monies that they did not earn. I feel that Narconon utilizes deceptive business practices when admitting their students / patients by preying on unsuspecting loved ones that are in a crisis situation. It appears to me that you have a business in your state that is not very moral or ethical in their business practices.

Also, I would like to know if you have any record of any other complaints being filed against Narconon. If so, I would appreciate knowing who filed the complaints in the event that a class action suit becomes necessary.

Sincerely,

[REDACTED]

[REDACTED] /ms