

March 12, 2008

Dear Mr. Cox,

I am in receipt of the response sent back to you from Narconon Stone Hawk in regard to my complaint. (# 2007 20080 ) I find them to be avoiding the main issue of the complaint specifically that they pocketed approximately \$25,000.00 of money for services they did not provide.

Below I list specific questions they need to address:

1. Narconon submitted the cost of the program for reimbursement to Blue Cross /Blue Shield of Michigan. The cost they submitted for services they provided was \$17,128.00 This number is documented at both BC/BS of Michigan and New Jersey. **Why are they keeping the additional \$8000.00 I paid for services they did not provide?**
2. I negotiated with them in good faith to recoup some of my costs and agreed to sign a waiver if they refunded some of my money. After I had it notarized and returned to Narconon, they still would not honor it. When I contacted Mr. Wickstrum, he was concerned that I was going to get money back from insurance and didn't want me to get more money back from insurance and Narconon which combined would be more than I initially paid. Now that he knows what I received from insurance, **why are they not honoring our agreement in the amount representing the difference between the cost and reimbursemnt received?**
3. The response letter states that I received a \$30,000 program for \$8000 . Why do they care so much about my expenses? I didn't receive the full services from this \$30,000 program . **How can they justify keeping any money over the amount they stated to BC/BS was their cost? Why didn't they submit the total cost of the program to BC/BS for reimbursement?**
4. They stated that I pulled my [REDACTED] out of the program against medical advice. However, they knew he was under a court order to only stay 30 days. They knew this from day one. They even spoke to our attorney and suggested my son stay at Stone Hawk in violation of a superior court judge's order. Obviously, our attorney recommended against this . **Why did we have to pay the full amount of the program up front if they knew my son could only stay 30 days?**

This program needs to be investigated in my opinion. They are holding monies which they are not entitled. I am one person, we are one family. How many others are being treated the same way?

Sincerely,