



State of Utah

Department of Commerce

Division of Consumer Protection

Send to:
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 / (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

The Division of Consumer Protection is charged with enforcing consumer protection laws. We offer assistance according to those laws; however, you should not rely solely on the filing of this complaint to resolve your problem. You may need to consult an attorney to determine what remedies may be available to you and any statute of limitations that may apply to your case.

CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	Same
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Net Training, Thecoachingdepartment, mysuppliersource, LLC,	866-496-1166	866-850-4817
Street Address		
1491 W 500 N also see below for 2 other addresses		
City	State	Zip Code
Lindon	Utah	84242
E-mail Address	Web Address (URL)	
support@icoachmail.com	Nettraining.com;	

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
\$10,495 and \$8,000	Signed 10/2 and 10/27	Credit card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date		
NO DYES X	10/2 and 10/21 – telephone. jobsearch web site, pd \$97 and then referred to another number	
Was the product or service advertised? If yes, give location and date		
NO X YES D	Not really, was referred to that number after enrolling in a cheaper course	
How would you like to see your complaint resolved?		
I would like some of my money back – only received about 10 “coaching sessions” most about 5-10 minutes long until I got another coach who was helpful. I had tried twice verbally to cancel and then sent a letter (copy attached). Then called by David Sellers who again said no and that they would work with me. Was not satisfied with their supplier referral program which performed poorly. If I cannot get my money back, I want the full performance – they have now suspended operations and cannot be contacted.		

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.	
NO x YES	Contract calls for arbitration but I was told I couldn't cancel.

SUMMARY OF COMPLAINT

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In October of 2013, I signed two agreements. One with Net Training and one with My Supplier Source, LLC, for assistance in coaching, product sourcing, web design, marketing, etc. for online selling. Everyone I spoke with had been doing this coaching and related programs for several years (ranging from 8-11). I was talked into these agreements – fell for them as I was convinced I would make the money back. I am retired and very worried about how I can afford to maintain my no frills life for many more years due to inflation and unexpected costs. I also signed an agreement for \$2,735 to set up my LLM (done), not part of my complaint.

In late December, I knew I wasn't getting anywhere finding the right product and coaching was about 5-10 minutes each telling me I needed to find a product to sell. I felt the contract allowed for cancellation based on its language (both are attached). I called to cancel and got a new coach. This one was very helpful but still I could not see how one could make money and elected to try written cancellation. I wrote a cancellation letter (attached) based on the fact that I had not yet received most of the services. I emailed it on 2/6 and sent certified mail. I was called and scheduled a session with David Seller (done 2/11), the client relations person, who told me cancellation was not allowed but they would work with me and find me a profitable product and supplier. During our discussion, I told him I knew that they had only been in business since late 2011 (I don't know where I found this information). I think this might have triggered them shutting down.

I was scheduled to have a coaching session on 2/12 with the coach. I didn't get a call and emailed. Received a response from Glenn saying "we are experiencing some internal situations and he was told to go home." His email said it happened the morning of 2/12. Thereafter, I received an email from icoaching saying that Glenn had personal problems and I was rescheduled for 2/19. On 2/19, I called the icoaching number which had a recording (operations temporarily suspended). That number is 866-935-2094. However, all of their extensions have the same message. One of their web pages was also temporarily suspended – not sure which one as I checked today and those listed below appear to be working – though their phone numbers do not.

I sent an email to the Utah Attorney General who referred me to you. I have waited to send this complaint with the hopes they will come back on line. Since I cannot cancel and I felt their additional assistance could actually get me up and running, I was hoping I would hear from them.

Web pages – now appear to be working – but phones either do not or have a "suspended Operations" recording.

www.ebsmentor.com takes you to ebusiness solutions. appears to still work 866-496-1166 recording states operations suspended until further notice.

1411 W Business Park Drive, Suite 101, Orem Utah 84058 web page appears to be working.

www.nettraining.com 888-595-2435 125 E Main Street Ste 118, American Fork, UT 84003

www.mysuppliersource.com Here is where you can put in a product and they are supposed to get to give top dropship suppliers.

www.thecoachingdepartment.com takes you to ebusiness solutions.

www.memberslearningcenter.com very similar to ebusinesssolutions 1491 W 500 N, Lindon, UT 84042 866-229-7124 (uses Icoach Tele #)

People:

Tyler Roberts, Initial phone call 10/2/2013 set up interview with Jason Farnsworth 801-770-1358 tyler@nettraining.com

Jason Farnsworth – sold me the first product \$10,495 jfarnsworth@hotmail.com no phone number

James Ryan, My Supplier Source, LLC – sold me the second agreement \$8,000, James@mysuppliersource.com Justin Foster 877-449-0180 tried to sell a corporate line of credit program. part of Net Training??

Michael – Justin Foster's Supervisor who quoted a cost of \$4,985 for a corporate line of credit.

Kris or Chris Chambers – supposedly the corporate line of credit specialist.

Danny Josecote – Works with Chambers.

Kris Duerig – 1st coach Kris@icoachmail.com 866-850-4871 Skype applyki54

Glenn Lovelace – 2nd Coach – really tried to help – glenn@icoachmail.com glenn@applyki.com Phone 866-850-4871 Fax 866-935-2094

Dave Sellers – works at Icoach – does client relations – told me he and the owner started this business. I spoke with him last on 2/11.

Ken Saunberk – Owner of Icoach, etc. Not sure of spelling.

Companies

Net Training, eBusiness Support LLC, My Supplier Source, LLC, The Coaching Department

Additional companies that might be able to give you some direction as to how to find the above. Daeus Financial – sells high priced tax and corporate set up programs.

Uses other companies for actual services. Dan Altamirano 866-525-3709 X 4249 daltamirano@daeusfinancial.com sold corporate setup. Scott Orison 866-525-3709 x

4166 sorison@daeusfinancial.com sells tax packages.

Your Entity Solutions, LLC (set up my LLC) Located in Las Vegas. Wendy Byford, President 702-506-0192, Gary Bauer, Partner, Jesse Monsom, Minute Book

Processor 702-506-0197 702-506-0190, 6440 Sky Pointe Dr 140-108, Las Vegas, NV 89131


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SIGNATURE:

DATE: 3-15-14

April 4, 2014



RECEIVED
APR 07 2014
DIVISION OF
CONSUMER PROTECTION

Francine A. Giani
Executive Director
Utah Department of Commerce

Ms. Giani:

Subject: FTC Lawsuit of On-Line Business Scams

We contracted with NetTraining(eBusinessSolutions) and MySupplier Source for construction of an on line web site. Mid-February we were told that there was an emergency. Then no contact. When calling each we discovered that they had suspended operations..

Now a representative is calling to make an appointment to continue our coaching. We were told Federal Court Judge has allowed them to continue operations, but no details of the court order.

Our reading of the reports out of articles from KSL Salt Lake and Salt Lake Newspapers stated some facts and we would like to know the details of the court conditions as of March 20th. One article stated that refunds were available for those that do not want to continue with these firms or because of the long delay opted to go to another firm.

We are being told from NetTraining that they have permission to continue with the training. We would like to know the conditions of the judge's ruling for these firms. Do we have an opportunity to recoup our funds?

Any and all information on the conditions of the judge's decision would be appreciated. We are trying to evaluate our position whether to continue with them.

Thank you for any assistance you could provide.

Sincerely,



NOTE: 2nd letter - Corrected dates - Sorry for dup. Karen

November 1, 2014

Michael Palumbo
Chief Investigator
Division of Consumer Protection-
Department of Commerce
160 East 300 South, PO Box 146704
Salt Lake City, Utah 84114-6704

Dear Mr. Palumbo:

Thank you for your inquiry on Net Training.

I will enclose a copy of the contract, e mails and an explanation of our complaints. We tried to contest this charge with American Express for the charge of \$10,895.00; however, we were 5 days past the dispute time. This occurred as a result of the time lapse of approx. 6 weeks from the date Net Training was shut down Feb 13, 2014 to March 28th when Volusion (web builder) notified us that our web site would be shut down. We called them (Mar 20th) and found that we could transfer the site to them directly with only a monthly charge of 135.00. We did this on March 21st. Then Net Training was allowed on March 28th to again service their clients. Net Training accessed our web site(Mar.28th) and made last minute changes/additions to the site to try to show that they had worked on this site. The items that they claimed, I had done back in January and Feb.. I will note this in the attached letter and emails. We had moved our web site, changed the name of the site and had started to work with Volusion staff on March 21st as mentioned above.

This is when we found out that our web site did not have the proper meta data information to be seen by any website and that Google would drop it because of bad construction. Then found out from Volusion that we would need to have more advanced help to complete web site so that it could be seen on Google, etc.

2

To continue with the web site, it would cost anywhere from 3-5 thousand more. At this point, we were in debt for over 25,000 and felt that we needed to bite the bullet and stop the on line site. We did put the web site on hold with Volusion (\$10. Month) in case we wanted to return, but after several months, we canceled the whole thing. Copies of these transactions will enclosed with the paperwork.

The other contract we made was with MySupplierSource. These two entities worked hand in hand with Net Training and cost 12,500.00. We are still trying to dispute this with Chase Visa. Rob worked from both of these sites. I will enclosed this contract.

Between Net Training (Rob Holcumbe our trainer) and My SupplierSource we were supposed to have a web site up and running and by February would be having 15-20 orders a week. The web site was so poorly put together that it would never have been seen by anyone as Google showed that it was down to the position well into a million.

In February, we inquired about these companies and received information of the lawsuit that the FTC had established: 2:14-cv-88-DB. We were contacted by P. Connell McNulty of FTC, 600 Pennsylvania Ave, NW, Suite H286, Washington DC 20580. pmcnulty@ftc.gov 202 326 2061, lead attorney. He asked if we would send copies and documents to them to aid their lawsuit. We had recorded all calls with all contacts during our training. We sent this recorded to him as well.

I will attempt to get all this information to you early next week. We learned an expensive lesson to not listen to the grand promises of future wealth and be careful in all transactions.

Again, thank you for your follow up on this matter.

Sincerely,

11/3



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DEC 31 2014
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Street Address		
City	State	Zip Code
E-mail Address		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Net Training and Supplier Source, LLC	1-877-867-8239	1-866-850-4871
Street Address		
125 East Main Street 118		
City	State	Zip Code
American Fork	Utah	84003
E-mail Address	Web Address (URL)	
support@ementormail.com	www.nettraining.com	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
\$16,695	10/25/2013 and 11/11/2013	mastercard
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> telephone and email - 10/25/2013 and 11/11/2013		
Was the product or service advertised? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> www.nettraining.com and www.thecoachingdepartment.com/success		
How would you like to see your complaint resolved?		
I would like my money back - \$16,695. I put this money out so they would coach me on how to make money online. I have not made any money at all. This company verbally misrepresented themselves.		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> Federal Trade Commission - rep Svetlana Gans 202-326-3708		

SUMMARY OF COMPLAINT

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I have attached both contracts with the company "Net Training" and "Supplier Source." They are the same company. The first contract is \$8,695, & the second is for \$8,000. They were both paid by credit card. I have also attached articles on the reasons for Net Training being shut down by the FTC. I initially became involved with Net Training by an email I received advertising the company. I contacted the company and first spoke to a girl named Megan. She approved me for the next step. I then spoke with Tyler Roberts. He is the one that told me about Net Training, what a great company it is, and how they can train me to make money online. He asked about my credit rating and the amount of credit I had available on my credit cards. I signed up with Net Training on Oct. 25, 2013, and sent them \$8,695 to get started. About 10 days later, on Nov. 11, 2013, I spoke with a Todd Ross from Supplier Source. He initiated the phone call and told me that I needed to sign with Supplier Source for my website to be successful. The cost was \$8,000. His comments were to the effect that I have already invested money so I should go all the way to make the site successful. So that's a total of \$16,800 to Net Training and Supplier Source. From Oct 28-Feb 10, 2014, I received 11 coaching sessions by Devon Tea to set up my webstore by doing keyword research, finding suppliers that will dropship items advertised in the store, and adding items to my store. The FTC shut down Net Training from Feb. 11-Mar. 20. Once they re-opened, I received 4 more coaching sessions by Trevor Shipp regarding marketing my website. These sessions did nothing. I had one more coach, Daven Perkins who gave me 3 more marketing sessions. Again, no results. I did everything they told me to do and no sales whatsoever.

Net Training misrepresented themselves verbally to me.

- 1) Several people at the company, including Tyler Roberts, told me that 90% of their clients are successful with the website store.
- 2) They specifically told me that I am sure to make money that will be more than the investment. The logic they used was that why would they want me to invest money in their coaching program only to get back the same amount I invested?
- 3) I was lead on, especially at the beginning to get me to invest, by several individuals that this coaching program would make me money. I was specifically told I would be able to eventually quit my day job, plan my retirement, and have a good secondary source of income. The people I spoke to were very encouraging to get me to invest. Although no specific money amount was named, I was told I would make something significant. I was consistently told what a good candidate I was for their coaching program by Tyler Roberts and Megan.
- 4) I was told I would probably make something within a year. This is implied because they have an incentive program of refunding a portion of your investment if you make between \$5,000-\$10,000 for three consecutive months in the first year. Also, please note that the email support is only for one year, so they must expect you to make something within that time frame.
- 5) For the second investment of \$8,000 into their Supplier Store, the person who got me to invest in that, Todd Ross, was all gung-ho telling me that unless I invested in this supplier store I would not be successful on my webstore. He was very specific about this. When I paid the original \$8,600, there was never any mention of having to put out anymore money into a supplier store. Secondly, I did not get any suppliers from this store. All the suppliers I am using I found on the internet for the product I am selling. The \$8,600 also included a webstore design, but that was not mentioned in the initial phone call.

The bottom line is that they told me if I work hard and do everything they told me, I would make money. I have not made anything at all. Nothing. It has been over a year now. Furthermore, I do not foresee making any money in the future even if I continue to do what they are telling me. After being involved in the internet marketing for the past year, I can see my site will never rank on google to the point where I will get any sales. If someone had told me at the beginning before I invested that this may take years and that I may make absolutely nothing, I would not have invested. I am a smart person and it would take a lot to get me to invest in a program of this nature. I was lead on that this training would help to make a successful website and that has not happened. Since it has been over a year and I have made nothing, this is what has prompted me to contact the FTC and to file a complaint with the Utah department of consumer affairs. I have not asked Net Training for a refund because if I do, they will just refuse.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____

DATE: 12-26-14



State of Utah

Department of Commerce
Division of Consumer Protection

RECEIVED

JAN 29 2014

DIVISION OF
CONSUMER PROTECTION

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CONSUMER INFORMATION

Your Name _____ Home telephone number _____ Daytime or Work telephone _____

Street Address _____

City _____

Zip Code _____

COMPLAINT AGAINST

Name of Business Entity _____ Daytime telephone number _____ Other telephone or facsimile _____

Supplier Source

(800) 610-8459

(800) 496-1166

Street Address _____

1411 W. 1250 S. Ste. 101 Orem, UT 84058

City _____

and for

State _____

Zip Code _____

1491 W. 500 N Linden, UT 84042

E-mail Address _____

Web Address (URL) _____

N/A

mysuppliersource.com

TRANSACTION INFORMATION

Amount of Transaction _____ Date of Transaction _____ Method of payment for transaction _____

\$ 3,000.00

1/31/13

Credit

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date.

NO ☒ YES ☐

Was the product or service advertised? If yes, give location and date.

NO ☒ YES ☐

How would you like to see your complaint resolved?

All and complete refund of \$ 3,000.00.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☒ YES ☐

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I DID NOT ENTER INTO ANY AGREEMENT WITH THIS FIRM AND DID NOT REALIZE THIS COMPANY WAS AFFILIATED WITH VANGUARD UNIVERSITY. I TRIED TO CANCEL MY ENROLLMENT DUE TO MY FAILING HEALTH CONDITIONS WITH VANGUARD BUT THEY REFUSED.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE:

DATE:



State of Utah

Department of Commerce

Division of Consumer Protection

RECEIVED

AUG 29 2013

DIVISION OF

CONSUMER PROTECTION

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Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Dropship Agent LLC Supplier Source	?	
Street Address		
?		
City	State	Zip Code
Provo	Utah	
E-mail Address	Web Address (URL)	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
12000.00	09/29/2012	Credit Card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/>		
Was the product or service advertised? If yes, give location and date		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
How would you like to see your complaint resolved?		
All my money refunded back to my credit card		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		

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I was lead to believe that this company was the same as Advanced Learning Systems. It wasn't until today when I was talking with Adam Watson Utah BBB that I realized they are not the same company. I have not contacted anyone from Supplier source directly because I was lead to believe it was ALS I was dealing with. Kris Duering from ALS told me in a email that James Ryan was from their Dropshipping Department and he recommended that I should buy their dropshipping program to better position myself to be successful in my new Internet business. Under his recommendation I purchased their Dropshipping program and the only thing they did for me is place me further in debt. The cost for this program was \$12000.00 and to this day it has not helped me make any money. The only thing it has done is cost more money for a website on a monthly basis. The costs for the website was \$39.95 per month. They did not follow through with promoting my site as far as positioning my website on the front pages of Google and other search engines. On several occasions I asked for support on my website and never received a response back from them. Adam Watson is working on the case on Advanced Learning Systems and aware of this case also.

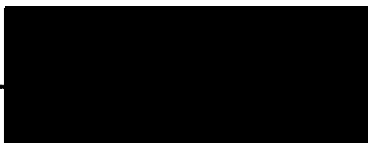
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DATE: _____



State of Utah

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Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
My Supplier Source	866-496-1166	866-935-2094
Street Address		
1411 w 1250 S, Suite 101		
City	State	Zip Code
Orem	Utah	84058
E-mail Address	Web Address (URL)	
Support@thecoachingdepartment.com		
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> August 28, 2012 [REDACTED]		
Was the product or service advertised? If yes, give location and date.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
How would you like to see your complaint resolved?		
I want a full refund for services not rendered.		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> BBB case # 22156707		

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

I entered into a contract with Supplier Source on August 24, 2012 for marketing services relating to Advanced Learning Systems. Advanced Learning Systems was to provide me with a coaching program, and develop a website for an online business. When Supplier Source contacted me by phone on August 24, they said they were authorized by my coach, Nick Coombs to discount their marketing program to \$9,000 to ensure the success of my business. They went on to explain that my business would see a greater return if I included their package...

Here are the details of the Gold Marketing Package:

- Hand Submission to 1000 Directories
- SEO Audit & Optimization
- Meta Tags creation
- Keyword Density Reports
- Content analyzed for 6 pages
- Link Building
- 110 Social Bookmarking Sites
- 10 Wikipedia Entries
- Article Submissions
- 10 Social 2.0 Site Creations
- Press Release Creation & Online Syndication
- PPC Ad Creation

I agreed to purchase, and on August 24, 2012, my credit card was charged \$9,000

After a year of stalling, extensions, and postponements, I have not received any services indicated.

On November 11, 2013, I received an email from Nick Coombs saying my marketing package was complete, and BeddingDuvets is now on Facebook and Twitter.

I have submitted complaints to the Better Business Bureau of Utah, the IC3, and the FTC.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

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SIGNATURE**DATE:**11-13-13



State of Utah
Department of Commerce
Division of Consumer Protection

RECEIVED

OCT 31 2013

DIVISION OF

CONSUMER PROTECTION

Send to:

Utah Division of Consumer Protection
 Attention: Complaint Processor
 Heber M. Wells Building, 2nd Floor
 160 East 300 South, PO Box 148704
 Salt Lake City, UT 84114-6704
 (801) 530-6601 | (801) 530-6001 fax
 www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name

Home telephone number

Daytime or Work telephone

Street Address

City

State

Zip Code

E-mail Address

COMPLAINT AGAINST

Name of Business Entity

Daytime telephone number

Other telephone or facsimile

Supplier Source

Street Address

1411 W. 1250 S, Ste 101

City

State

Zip Code

Orem

UT

84058

E-mail Address

Web Address (URL)

support@mysuppliersource.com

http://www.mysuppliersource.com

TRANSACTION INFORMATION

Amount of Transaction

Date of Transaction

Method of payment for transaction

\$6000

2/13/12

Credit card

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.

NO ☒ YES ☐

Was the product or service advertised? If yes, give location and date.

NO ☒ YES ☐

How would you like to see your complaint resolved?

I would like to have a full refund of the fee charged to me, ie. \$6000.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☐ YES ☒ BBB; FTC; IC-3; Attorney General of

SUMMARY OF COMPLAINT

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SEE SEPARATE PAGES (2)

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE**DATE:**10/30/2013

On February 13, 2012 I paid Supplier Source, located in Orem, UT, the amount of \$6000 for the service of providing me with the names and information of Dropshipping companies which met my product lines. At the time I was a student of *Online Profit Master* which set me up with a business coaching program with the *Coaching Department*. It was the advice of my "Coaching Department" coach, that steered me in the direction of Supplier Source. It was on a subsequent coaching call that the types of dropshippers and accompanying costs for each type were presented to me. A range of annual fees between \$4500 and \$6500 were quoted to me for "life-time service". Again, after consideration of the dropshipping types it was evident to me that financially it would probably be best to go with a "direct dropshipper", and that *Supplier Source* could locate various dropshippers that fit that description.

It was explained to me that once I was accepted as a reseller for a dropshipper that the dropshipper would take care of all shipping details, and my notes indicated that whichever dropshipper I selected they would be doing SEO activities on my behalf, or to quote my coach - "SEO - dropshipper will handle it". At the time of the transaction with Supplier Source I had little idea as to what SEO meant. I subsequently learned the value of SEO. I never had any indication that my dropshippers performed any SEO work for me. If any marketing was done to promote my website I was not informed, nor provided with any reports from SupplierSource.

I've learned a lot since the early days of starting up my business. With regard to Supplier Source I learned that I learned that I got taken for a lot more money than was reasonable. If I knew then what I know now I would not have linked up with this company. I could have joined DOBA, or simply researched on my own via WholesaleCentral to find dropshippers carrying products in my niche. What a fool I was paying \$6000 for a short list of wholesalers, some of whom were not even dropshippers. And I only learned very recently that I purchased my membership with Supplier Source through my Coaching Department. This relationship was never revealed to me at any time.

Not to be entirely negative I must include that the initial group of companies that Supplier Source referred to me were helpful. I researched each one of them and examined their websites as to whether any would be helpful for my business. About 50% were in the ballpark and these I pursued as to whether or not they would consider me as a new business reseller.

In summary I am convinced that that I did not get my money's worth. I never had a discussion with anyone at Supplier Source. Everything was done via email. I did not get any direct consultation as to which companies would best suit my product goals. By comparison my financial consultant who spends hours with me doesn't charge even close to what Supplier Source charged for some ordinary research that could have been done by a bright high school student.

I come back to an earlier point, i.e. that I do not understand how a dropshipper could perform SEO on my website. Based on my own, and other's opinion, I did not get my money's worth from Supplier Source, and I am requesting a full refund of what I paid.

[REDACTED]

RECEIVED

JAN 29 2013

DIVISION OF
CONSUMER PROTECTION

Dear Mr. Adam Watson,

I am a friend of [REDACTED] We met a couple of months ago on an Internet Site dealing with complaints, specifically complaints against Advanced Learning Systems and their upsale partners, The Coaching Department, ~~My Supplier Source~~ and Elite Business and Tax. We have been working together and supporting each other in trying to right the wrong done to us to try and get our money back.

Our story, my wife and I, is identical to the cover story printed in the Salt Lake City Weekly about Utah's Telemarketing Wolf Packs. I have added a copy of the story to this packet and highlighted sentences that are very similar to our experience. You can also view the story on line at <http://www.cityweekly.net/utah/>. Stumbling upon this story was a real Godsend as it verifies the research we have done to date as well as backs up what we have experienced. We have never had anything like this happen to us and the whole experience has been a shock to say the least. However, I'm sure you have more experience with this industry than we do. I have included a copy of our story in the packet.

Also included in the packet is a response I made upon request by the [REDACTED] Attorney General's Office who I have been working with and a response I made to my credit card company upon their request. These responses are important because they detail my attempts to work a solution with Advance Learning Systems and the position they have decided to take. Finally, I have included a copy of the FTC's Business Opportunity Rule and addressed each part of the rule as it pertains to my dealings with Advanced Learning Systems.

We are writing you in hopes that you may intervene in our situation as you did for [REDACTED] and help us get the \$20,000.00 taken from us for services promised but not delivered. We were viciously misled and lied to and what we received from these companies was simplistic instruction that is readily available for free on the Internet. I am 58 years old and we have two young children ages 1 and 5. I have been struggling with unemployment and my health for last two years and we mostly live on my wife's income from Wal-Mart. Not only were we sold a dream we now know will never be for filled but losing the last of our money has been devastating. We know how busy you are and that you time is limited. However, any time you could spend on our case and help or relief you could provide would be greatly appreciated. We hope to hear from you soon. Thank you for your time.

Sincerely,

[REDACTED]

Dear Sir/Madam,

My name is [REDACTED] and I am writing this letter because my wife and I are at wits end and don't know who else to turn to. I was hoping that you could provide some assistance or at least prevent someone else from having to go through what we have had to go through. We feel we have been scammed to the tune of about \$19,000.00 and have not been able to work out a reasonable solution with the company that has scammed us. I don't want to go into too many of the details here because I have sent along a copy the letter I provided the disputes department of my credit card company. This accompanying letter provides all the details. But I will say that we have been misled to believe things that were not true and in many cases just straight up lied to. I have recently spent some time researching the Internet and as you will see, we are not the only ones. There appears to be group of companies that have all been started by the same person or persons that pretend they are totally independent of each other. Three of the names in that group and possible a forth are the ones we have had to deal with. It all started with a company named Advanced Learning Systems (ALS) out of Utah who we were originally believed were the only ones we were doing business with. But once they go our money they introduced us to the other companies or departments, were not sure which, that ended up providing the services we thought we had paid for and was getting from ALS. The names in question are The Coaching Department, My Source Supplier, and Elite Tax and Business. We believe all these companies are related in some way to con you out of your money.

We have removed Elite Business and Tax from the report because when I threatened legal action, they coughed up the \$5,400.00 we had given them rather than fight with us. But there is obviously some type of relationship between Elite and ALS as it was ALS who introduced us to them under the guise of being another department of ALS. As a result of returning our money, I have dropped Elite from my complaint and this letter but can provide you the original report on them if it is something you have interest in.

Advanced Learning Systems and I'm presuming My Source Supplier (MSS) have no intentions of issuing any type of refund or dealing with us in any way to resolve our issues. I spent an hour and ten minutes in a 3-way call with Advanced Learning Systems and a Chase disputes manager trying to come to some kind of reasonable solution. At no time during the call did the representative from Advanced Learning Systems address one of the many concerns or past problems outlined in my letter. In fact, it appeared by their remarks that they had not even bothered to read my complaint. Their only position was that they would not return a dime and they are more than willing to work with us. However, as you will read in my report, they have not lived up to their part of the bargain and only got us to come aboard by misleading us, telling us half truths, and in some cases, just downright lying to use. Because of our past experience with them and the fact that they have yet to perform the services in an adequate manner, we are very reluctant to continue our relationship as they have proved themselves untrustworthy. After the call, the disputes manager from Chase called back and told us that he feels we should get our money back based on the testimony but is afraid if he does issue us a credit for \$18,500.00 that Advanced Learning Systems might be able to go through their bank using the contract we signed and get the money charged back. I am currently providing more information to the disputes manager in hopes that we can get enough information to fight a charge back. My wife and I believe we should not be bound to a contract if they have purposely misled and lied to us in order to get us to sign it and then bleed money from us after they charged us \$9,350.35 for services that we were told were included in the \$9,350.35.

There is a host of information and complaints against them on the Internet including an instance of Government action. I added a short list of complaints I found at one site that resemble in many cases, exactly what we were told and how we've been treated. This seems

like much more than just a coincidence. It appears that Advanced Learning Systems, at least originally, was a spinoff of a business created by a Ken Sonnenberg named eVertex Solutions, LLC. Other companies he has started or is somehow involved with are Applied Knowledge Institute, The Coaching Department, My Supplier Source LLC, eVenture, E Venture, eVenture International, The Learning Stone, TLS, JNJ Corporation, JNJ Corporation, JNJ, Consulting Inc., NJ Corporate, My Financial Software, Advanced Learning Systems. Oddly enough, Advanced Learning Systems passed me to a department they called the coaching department and then passed most of the services I paid them to provide, to a company called My Source Supplier, both names that are in the list? As you will see however, they claim no association with these companies? Whether Ken Sonnenberg is still involved or whether he sold his interest to someone else is unclear. I do know that his original company, eVertex Solutions has an F rating with the Better Business Bureau. In the one case of government action I found, ALS agreed to comply with all provisions of the Consumer Sales Practices Act and the Telephone Fraud Prevention Act in future consumer transactions in the state of Utah. ALS also agreed to maintain current surety bonds in the amount of \$75,000. There may be others that I haven't been able to find? But we find it hard to believe they are living up to that agreement in our case.

[REDACTED]

Sincerely,

[REDACTED]



State of Utah

Department of Commerce

Division of Consumer Protection

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NOV 06 2013

DIVISION OF
CONSUMER PROTECTION

Send to:

Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

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CONSUMER INFORMATION

Your Name

Home telephone number

Daytime or Work telephone

City

State

Zip Code

E-mail Address

COMPLAINT AGAINST

Name of Business Entity

Daytime telephone number

Other telephone or facsimile

Supplier Source, LLC

866-496-1166

F: 866-935-2094

Street Address

1411 W 1250 S, Suite 101

City

State

Zip Code

Orem

UT

84058

E-mail Address

Web Address (URL)

Support@the.coachingdepartment.com

www.mysupplierSource.com

TRANSACTION INFORMATION

Amount of Transaction

Date of Transaction

Method of payment for transaction

\$ 10,000.00

07/26/2012

Credit Card

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.

NO ☐ YES ☒

by email nhahuong74@yahoo.com 7/26/2012

Was the product or service advertised? If yes, give location and date.

NO ☐ YES ☒

by email

How would you like to see your complaint resolved?

I want to get all my money back.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☒ YES ☐

SUMMARY OF COMPLAINT

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Please, See Next Page

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SIGNATURE:

DATE:

11/07/2013

I signed the agreement with Supplier Source on 07/26/2012 and paid them \$10,000. I were supposed to receive 12 Coaching one-on-one mentoring sessions, My Supplier Source Annual, My Media Creator, Gold website construction package and Silver marketing package. My Coach, Steve Hatch, working for The Coaching Department, first told me about the Supplier Source. He convinced me to buy the package by saying Supplier Source had very good relationship with many dropshippers by travelling to conferences, met a lot of suppliers and had long time in business with them. In the original coaching contract said that I was to receive drop shippers, but I was disappointed because they could not find any drop shipper that met my product expectation. On the other hand, the coach made it seem I could not accomplish the tasks Supplier Source was supposed to do. I had to call several supplier companies to open accounts with them to search for the products I want. The coach made me watching video web courses, created face book and twister accounts, wrote advertise, upload picture of my products, and bought a domain name. All of these, I did not like at all and I have told them before. These tasks overwhelmed me physically and mentally. The coach said if I want to pay for a package cost \$10,000 that included everything such as they will build the website for me, find all the supplier companies with the products I choose including brand name products, upload the first 50 products that I want, get my website on those search engine such as Yahoo, Google, and Bing, marketing my site so it can be appeared on the first page of those search engine sites. I don't have to do anything to make the business run, just sit there relax and watch the money comes to me, except upload more products to my site and they will teach me how to do it. They said if I don't buy this package, I have to do everything by myself. It would take me a lot of time and effort to create a profitable website, marketing it, but it might turn out no traffic on my site, meaning no selling and they could just do it for me for \$10,000. I was rushed through the contract.

I thought the 12 weeks coaching one-on-one meant 12 full weeks, but they were not, they were 12 once a week for 30 minutes or less. Every week, the coach showed me how to do different tasks, those I expected the Supplier Source supposed to do for me. The coach told me what he taught me just for my knowledge; the Supplier Source would do everything for me. Also when I requested to find drop shippers for my product (brand name purses and handbags) in several different times (at least 5 times), they either sent me the same company more than twice or none of them brand name products, which was not met my products expectation. It was a big surprised that I have to pay annually fees for those drop shippers, some of them have fees up to few hundred dollars per year even though Supplier Source said the \$10,000 would take care of "everything." They did not make me the video I was supposed to receive for marketing purpose.

This was stated in the contract with Supplier Source: *"Which means even if your 1-Year membership has come to an end, and IF you are not 100% satisfied at that point, our Supplier Source Team will CONTINUE to go to work for you until you are 100% SATISFIED no matter how long it takes at our own expense at NO additional cost to you. We have never had to use that Guarantee, but it is there for you if we have to for your own peace of mind"* I am not satisfied with everything they did for my business since the beginning to the date the service rendered, 07/26/2013. The service was already rendered but my site did not have traffic and my business did not make any profit at all, not event 1 order. My site did not appear on the first 10 pages of any search engine sites. The services did not live up to my expectations. For the whole year, I have spent 3 or 4 hours every day to work on this business. During this time, I felt I was physically and mentally abused by doing this business. All I can say is these people talked to good to be truth. However, after I signed the agreement, everything seemed like upside down, totally different from what they said. This is a very professional talk to riff off people's money.

I request Supplier Source refund all my money for the service not rendered.



State of Utah

Department of Commerce

Division of Consumer Protection

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 Utah Division of Consumer Protection
 Attention: Complaint Processor
 Heber M. Wells Building, 2nd Floor
 160 East 300 South, PO Box 146704
 Salt Lake City, UT 84114-6704
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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Supplier Source	866-496-1166	
Street Address		
1411 W 1250 S Ste. 101		
City	State	Zip Code
Orem	UT	84058
E-mail Address	Web Address (URL)	
support@mysuppliersource.com	http://mysuppliersource.com/	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
6500.00	3-02-2012	CREDIT CARD
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> PHONE FOR CREDIT CARD CHARGE, THEN EMAILED CONTRACT		
Was the product or service advertised? If yes, give location and date.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
How would you like to see your complaint resolved?		
REFUND MY 6500 INVESTED		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division

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SIGNATURE: _____

DATE: 9/03/2013

I, [REDACTED] am disputing charges against mysupplier source.com, where I subsequently purchased a Website build, Bronze marketing package, Lifetime list of free drop-shippers, a TV commercial, SEO (search engine optimization), several website back links placed on my behalf, and hundreds of entries to several niche specific Internet Directories were included. I purchased the program on 3/2/2012 and paid 6500.00 on a credit card.

The bronze package I purchased from this individual (referred to from my internet coach) was supposed to include the following, according to their contract:

- WEB BUILDING PACKAGE WITH LOGO/HEADER
- 12 PAGES
- 50 PRODUCTS

DID NOT RECEIVE

- PPC AD CREATION
- SEO AUDIT AND OPTIMIZATION
 - META TAGS
 - KEYWORD DENSITY
 - CONTENT ANALYZED FOR 6 PAGES
- LINK BUILDING
 - HAND SUBMISSION TO 500 DIRECTORIES
 - 110 SOCIAL BOOKMARKING SITES
 - 10 WIKI ENTRIES
- ACCOUNTING SOFTWARE
- DROPSHIPPERS
- ADVERTISEMENT VIDEO

The first three (3) above, I did actually receive. The website was of very low quality and antiquated- seemed probably 10-15 years old. It didn't seem like anyone on the internet ever saw my page.... and they didn't. The bottom list I never received- even after multiple attempts to speak with these people. This company was given to me by my coach, Trevor Shipp, as a source for quality drop shippers. Shipp told me, I could get these suppliers on my own but I would pay unit fees and processing that would be excessive. This company was supposed to deliver a list of quality drop shippers specific to my marketing niche (green products) that were adept and hip to internet e-commerce. Shipp told me he knew these guys- and would hold them accountable to deliver everything I purchased from them. The upfront payment of \$6500 was to avoid the per unit fees and give me a higher profit margin. They did deliver a list of about 20 dropship companies that were not very good, and most had fees associated with them as well. This was no deal, in fact it was pedestrian. I ended up using only one of their

vendors and got the other two on my own. I thought I was buying this "coveted secret list" of the best companies- leading the way in e-commerce with the best deals and pricing, or so they told me.

Along with the list of additional services included in the Bronze pkg I never received was a TV commercial. They were another "partner company" and were supposed to deliver a video commercial that i was to download. I was unable to do so after several attempts. I asked them to mail it to me on a disk and have never heard back from them again. Not a single person took my calls- they are all the same... cowards who hide behind their computer and will not speak to the customer. I have gotten nothing from this company.

I was told, I could do the search for drop shipper suppliers myself or use this specialty group that does it all for you.... the profit margins are much better when you go in with a reputable drop ship partner. I found 2 of the 3 myself, with better deals than I was given by mysuppliersource. They told me if I invested in the most expensive pkg, all costs and revenue sharing is already paid. This was sold as a heavy front end load, bigger results at the end of the sales cycle Mega Deal!.

I went with them because the resources they supposedly had, the relationship they had with the Coaching Department, and their overall knowledge of the dropshipping process. The time I would save not doing the suppliers search, and the favorable profit margins I could take advantage of. Would have been nice if the revenue I was supposed to make were actually there, but those projections were grossly incredibly inaccurate.

I thought i was buying a list of dropshippers – that's all i wanted at the time. Not the extra marketing stuff, I thought I already had a website. I repeatedly asked how i can see all these services they were supposedly doing for me, they told me what to look for and i wasn't able to see anything they were supposed to have done. They made it too difficult to check what they were doing.

As I've said, I understood the website and products were all in the initial coaching package I purchased from the "Coaching Department".... I thought for a 10k investment, they would be able to supply you with a decent starter e-commerce website current in today's technology, and several good e-commerce partners and distributors. I thought the list they were selling me was 'above and beyond', cutting to the chase- a more aggressive approach and there wouldn't need to be any additional cash layout. No per/unit fee etc. It sounded, according to them, like an upfront fee that gets you 100% profit. They sent me a list of companies that weren't great by any means. Didn't seem like such a good deal and they weren't free, they were more like "fee-based affiliate marketing offers".

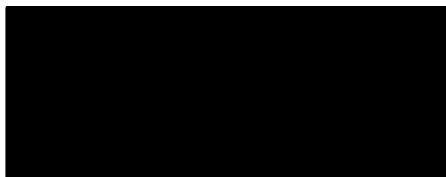
Their dialog and business demeanor was odd. Sounded like a calling house with 100 operators all speaking at once. Unprofessional, seemed pretty forced and scripted. Interestingly, they were not very good at answering specific questions regarding the technology.... And this is an e-commerce specialist. Didn't have a lot of numbers or data i was looking for. I was put on long hold a number of times and then given a perfunctory task to do while they cleared my credit card- very pushy, something didn't feel right. I was supposed to be emailed the contract while I was making the payment but there was a "delay" while it made its way to me. After waiting 1-2 min, I was busy and just gave them my card number. Shortly after my charges cleared, I was magically emailed the contract... He said, Oh your contract will show up in your inbox now... must have gotten held up in cyberspace. All this after they insisted on taking my credit card number.

I was suspecting their overall tech savvy to be much more than it was- they didn't really seem to have answers to any specific questions. Everything seemed like it needed to be done right now- I asked a couple times to email me info and I'd look it over at my leisure and get back to them if interested. They gave me a "NO CANCELLATION POLICY" contract which means you're locked up regardless. This is stated in the transaction receipt. Supposedly once you give them money, you activate the program and cannot cancel. This seems highly unethical.

After I signed up for their service, I was called (hounded) by several different companies.... "Their partners" they sold my name to- and offered all kinds of additional services I would need to be set up correctly in this new business. They all sounded like fraud. Some of these included \$5000 to set up as an LLC in e-commerce- I was already incorporated. \$6000 to establish commercial credit- didn't ring true when investigated with the bank. Additional training and marketing that was supposed to be included in my package. This all smelled bad, I didn't buy anything but the pressure and amount of calls were staggering. Several callers would claim they were instructors calling me to "train me"... when I wasn't buying, they would just hang up!

For what they did for me i would have been comfortable paying about \$100- had they actually delivered what they promised. Their website was really old and dysfunctional- not what i would have expected for that kind of cash outlay. I respectfully request a full refund of \$6500 from what I believe to be a fraudulent, unethical business, which has misrepresented themselves with respect to their contract.

Respectfully yours,



SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) **ONLY** if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

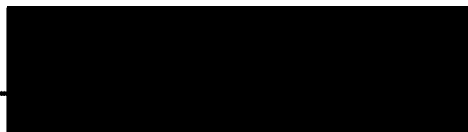
CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____



DATE: 9/3/2013



State of Utah

Department of Commerce

Division of Consumer Protection

Send to:
 Utah Division of Consumer Protection
 Attention: Complaint Processor
 Heber M. Wells Building, 2nd Floor
 160 East 300 South, PO Box 148704
 Salt Lake City, UT 84114-6704
 (801) 530-8601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
Street Address		
City	State	Zip Code
E-mail Address		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Supplier Source, LLC	866-935-2094	866-496-1166
Street Address		
1411 W 1250 S, Suite 101		
City	State	Zip Code
Orrem	Utah	84058
E-mail Address	Web Address (URL)	
support@thecoachingdepartment.com	www.mysuppliersource.com	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
\$5,300.00	05/18/2012	VISA
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> At home on 05/18/2012		
Was the product or service advertised? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> By email on 05/14/2012		
How would you like to see your complaint resolved?		
I would like a refund		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> It will be submitted to the AG, FTC and IC3		

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totalling more than ten pages should be mailed to the Division.

I am writing this to complain about a company called Supplier Source, LLC out of Orem, Utah. On 5/18/2012 Brandon Smith sold me services for \$5,300.00. Ken Sonnenberg, who owns the Coaching Department really pushed Supplier Source's services on me. He and Spencer Maughan said Supplier Source would dramatically help my website by driving traffic to my site which would result in more and faster sales. I thought this was odd because the Coaching Department said that my charge of \$6,695.00 to them would take care of all marketing to drive traffic to my site. I was suppose to receive My Supplier Source 6-month drop shipping searches, My Media Creator, Gold Website Construction Package and social marketing package including PPC ad creation, SEO audit & optimization, meta tags, keyword density, link building, hand submission to 500 directories, 110 social bookmarking sites.

Supplier Source did find 3 different drop shippers to choose from. Those drop shippers also retailed the same products. It is regarded as unethical when a wholesaler competes on the retail level with its own clients. My original contract with the Coaching Department was to provide a "drop ship database" so I'm not sure why I needed Supplier Source to find me dropshippers but they said I needed them to do it.

The Gold Website Construction Package was never fulfilled. The Coaching Department built my website under their contract to do so with much of the work actually being done by me. Supplier Source did not build a second website for me at all.

The Media Creator the provided me was suppose to make a promotional video. I produced the video myself and had to upload it to youtube.com as the program would not load it as advertised. The video was never put on my website and I cannot even find it on youtube.com so this service was never done as advertised by Supplier Source.

They told me that they would do the marketing for my site much faster and better than I could and it would result in more traffic and sales sooner. I don't think they did any marketing for my website at all. I loaded the keywords and meta tags and link building. They were suppose to drive traffic and sales to my site but I have not had a single sale or even one visitor to my site because it cannot be found through the search engines.

The Coaching Department told me to only deal with them and they would work with Brandon Smith at Supplier Source to oversee the website and marketing so I never talked to Brandon Smith again. I really don't think they provided me with anything other than a few drop shippers who I don't feel are worthy. Their contract says that they are "educational in nature" but they didn't teach me anything. Their services don't seem very educational and their services didn't really do much at all. There are no keywords that will direct traffic to my website through the search engines. At this point I feel these two companies are working together to extract as much money as they can from me.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

PLEASE ATTACH COPIES OF ANY DOCUMENTS RELATED TO YOUR COMPLAINT (i.e. contracts, warranties, bills received, cancelled checks -- front and back, correspondence, etc.). DO NOT SEND ORIGINALS. Materials submitted with your complaint will NOT be returned to you.

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

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SIGNATURE: _____

DATE: 6/19/13



State of Utah

Department of Commerce
Division of Consumer Protection

RECEIVED

SEP 09 2013

DIVISION OF

CONSUMER PROTECTION

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Supplier Source	866-496-1166	
Street Address		
1411 W 1250 S Ste. 101		
City	State	Zip Code
Orem	UT	84058
E-mail Address	Web Address (URL)	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
10,000	8MAR2012	credit card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> 8MAR2012 Bethesda, MD		
Was the product or service advertised? If yes, give location and date.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
How would you like to see your complaint resolved?		
Payment refunded.		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> Better Business Bureau, FTC, IC3		

SUMMARY OF COMPLAINT

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On the 8th of March 2012, we were charged \$10,000 by Brandon Smith representing Supplier Source. According to the contract, we were supposed to receive

- i. Lifetime membership to Supplier Source
- ii. Mymediacreator.com
- iii. Gold Marketing Package
- iv. Gold Web Building Package
- v. 8 additional coaching sessions

We purchased the Gold Marketing Package because it offered services that we thought would be beneficial to our website. We wanted our new business to succeed and we were told that this would be beneficial.

We did get a new banner for the website but it is very simplistic. We could have created our own banner through Photoshop. We were expecting a more technical banner.

Even though they guaranteed a large list of suppliers, we did not find any of them to be useful to us and their list of dropshippers had repeats. When we requested a list of dropshippers for a niche we were researching, some of the same dropshippers appeared over and over again. Also, many of the dropshippers required a dropshipping fee and we felt that it didn't seem right that we had to pay an additional dropshipping fee after paying Supplier Source \$10,000.

The Mymediacreator created a video for our website. We provided the script for the video, selected the background and then the video was created. After the video was completed, we had to put it on our website without any assistance. This was not an easy task. The video was mediocre and we thought we were going to have professional writers assist.

The Gold Marketing Package was an online questionnaire that took over 4 hours to complete. In the end we were sent a spreadsheet with multiple tabs. We asked our coach to explain the report and he got upset that we wanted to understand it. He said, that "the package will help our website and that it would have taken us 2 ½ years if we did it ourselves" vs. what the package will do in 2 months. We tried to contact the person who sold us the product and he is no longer with the company. To this day, we have no idea what the spreadsheet means or how it helped our business.

The website to our company was not built by Supplier Source but by the Coaching Department. They loaded 50 products and we had to load the remainder of the products. We currently have over 400 products on the website and we did the majority of building the website. They did not create any pages on the website for us. We put together the home page and all of the product pages.

We feel "we have a brand new car sitting in the driveway but we do not have the keys to drive it!" To this day, we do not know what our \$10,000 has bought us. We were very disappointed in the service and product that was delivered to us. They definitely did not work with us "until we were satisfied." We did provide Brandon our credit card number before receiving the contract and we never signed a contract. All he asked us to do was to acknowledge in an e-mail that the contact made sense to us. We never technically signed a form authorizing the withdrawal of \$10,000. We were given a "no cancellation policy" that is stated on our transaction receipt. Once they took our money, they activated the program and we could not cancel.

We have been frustrated from the beginning with the service we purchased from Supplier Source. We provided more effort into what we purchased than what we received from them. We are requesting a refund of the \$10,000 we paid to them.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____

DATE: 08 Sept 2013



State of Utah

RECEIVED

Department of Commerce
Division of Consumer Protection

MAY 24 2013

DIVISION OF

CONSUMER PROTECTION

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Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

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CONSUMER INFORMATION

Your Name

Home telephone number

Daytime or Work telephone

Street Address

State

Zip Code

E-mail Address

COMPLAINT AGAINST

Name of Business Entity

Daytime telephone number

Other telephone or facsimile

Street Address

City

State

Zip Code

E-mail Address

Web Address (URL)

TRANSACTION INFORMATION

Amount of Transaction

Date of Transaction

Method of payment for transaction

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date

NO ☐ YES ☒ telephone agreement / contract emailed to me

Was the product or service advertised? If yes, give location and date

NO ☒ YES ☐

How would you like to see your complaint resolved?

I would like to recover a portion of fees paid for this "service."

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☒ YES ☐

SUMMARY OF COMPLAINT

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I was told that I would receive one-on-one mentoring. At the time, I was getting so many phone calls telling me that I needed this service for my business to get off the ground, I don't know who was providing which service. It ~~don't~~ appears that I was paying for website construction to 2 companies. The only service provided by Supplier Source was to give me access to a website called mysuppliersource.com. I put a type of product that I was interested in selling and they sent me URL's for websites that dropshipped those types of products. Many of them apparently no longer existed. Many of them do not dropship and others charged ongoing fees to become a member.

This entity told me that with a properly established website, I could be making \$1,000 a month in 2 months time + \$6,000⁰⁰ a month in 6 months time. Did not happen.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____

DATE: _____

5/15/13

July 26, 2013

Governor Gary Herbert
Utah State Capitol Complex
350 North State Street, Suite 200
PO Box 142220
Salt Lake City, Utah 84114-2220

Constituent Services
Office of the Governor
Date

JUL 30 2013

Governor Herbert,

The State of Utah and California are separate, but together a strong democracy; representing this great nation. I am not a resident of your state, but a United States citizen and resident of the state of California. I am also a patriotic United States Marine Corps, National Guard and Army Veteran. The purpose of this communication is intended to bring to your attention a willful and unconscionable act committed against me by an unscrupulous organization of your state. I am the victim of a fraudulent scam perpetrated upon me by Mr. Trevor Shipp, whom represents **Applybuilder.com, SupplierSource, (SSHosting, Coahingdept, Apply Knowledge LLC** among other names identifying this organization. The injury caused to me was done with a certain duplicitous, immoral, unethical and social irresponsibility intentionally designed to deceive and mislead.

With an absolute surety, I know that the state of Utah and its Administration does not condone such outrageous and unconscionable behavior; which brings me to the point of this correspondence:

In 2012, induced by false and intentional misrepresentations, I was persuaded to purchase the construction of a website from Applybuilder.com. I was first asked if I had ever been in business before, I responded "NO". At this point, the person asking the questions became excited; explaining that that wouldn't be a problem, because he and his expert team of professional programmers and coaches would take care of everything and start making me money in no time; I later learned the person asking the questions was Mr. Trevor Shipp. I explained to Mr. Shipp that I couldn't afford to enter into an agreement that would threaten my credit, reputation or subject me to possibly becoming homeless. I explained to him that if his representation of the facts were not truthful, it would be detrimental to my very existence. Nonetheless, Mr. Shipp assured me that if I spent the money I was guaranteed to be making money in as little as 6 to 8 weeks. As Mr. Shipp continued this assurance saying that, "You have nothing to worry about!"

Mr. Trevor Shipp misled me into believing that he and his expert team would create a website that would generate me at least \$2 to \$3,000 dollars a month. Mr. Shipp promised that with the money I was spending, he and his team would ensure the startup of the website's initial revenue. In Mr. Shipp's own words: ***"Trust me--this IS legit... I do this for a living and have for over 6 years!"*** Mr. Shipp continued to assure me that all I needed to do was study the material that he would provide for me, and be prepared to be overwhelmed with all the orders I would have coming in. The material facts however, were wanton, unconscionable and outrageously misleading.

Upon disputing all charges and asking for a return of monies spent on this fraudulent scam, Mr. Shipp informed me that a refund was not an option. He also now claims that all I spent was \$4,895.00, which was billed to the credit "card ending 0740." However, as you will see in the list below, the amount far exceeds \$4,895.00 and names used in this fraudulent scam goes far beyond applybuilder.com. The variety of different online merchant names provides a diversion to direct access to true identity of this business; making it exceedingly difficult for a victim of this outrageous scam to be made whole again.

The following charges are disputed:

1) Trainingreso 8662031571 UT) \$97.00 Visa Card 3/1/2012
2) (Coachingdept866496118667163099 Orem UT) \$4,000 Visa Card 3/21/2012
3) (Coahingdept8664961166 Provo UT) \$395.00 Discover Card 3/21/2012
4) (SupplierSource 8666108 Orem UT) \$5,000 CitiCard 4/2/2012
5) (SupplierSource 8666108 Orem UT) \$1,500 Discover Card 4/2/2012
6) (Aspire Marketing SOL855-252-748783,500 American Express 4/3/2012)
7) (Coahingdept8664961166 Provo UT) \$39.95 Discover Card 6/16/2012
8) (Coahingdept8664961166 Provo UT) \$39.9500 Discover Card 7/15/2012)
9) (SSHosting8664961166 Provo UT) \$39.95 Discover Card 8/15/2012
Amounts total: \$15,011.96

A representative from dob*DOBA.com AnnualSub888-775-0470 UT, contacted me explaining that DOBA.com was an affiliate of applybuilder.com; referred by Mr. Shipp of course. After being convinced of the DOBA representative's association with applybuilder.com, I was misled into spending another \$399.99 on my discover card.

Amounts displayed above does not include amounts Mr. Shipp eventually convinced me was necessary to obtain a Business License, EIN, DBA, Merchant Account... These necessary elements of creating a website emerged after Mr. Shipp guaranteed that I wouldn't have to spend any more money. Each time I accomplished one of these additional feats, Mr. Shipp subsequently advised me of yet another missing piece of creating a business. After accomplishing Mr. Shipp's entire list of business necessities, Mr. Shipp suddenly became unavailable. Despite Mr. Shipp's promise to me, the site was not generating any income or traffic.

In a letter to the credit card (Chargeback Processing Center) on 2/20/2013, Apply Knowledge LLC request that chargebacks to my account be reversed. Apply Knowledge LLC purports that I complied with the following:

(1). "At the point of the sale we verbally "comply" all of our clients to verify products and services and also the terms of our agreement. [REDACTED] **verbally agreed to our three-day** cancellation period at the point of sale. He also agreed to this cancellation policy

electronically when first logging on to our training website on March 19, 2013 from IP Address 75.15.112.250.”

However, a verbal three-day cancellation discussion never took place neither before nor after the point of sale. The above statement has been blatantly falsified. Apply Knowledge LLC also alleges I electronically agreed to their cancellation policy when first logging on to their training website on March 19, 2013. This is also untrue; Applybuilder.com shut my alleged website down in October of 2012. In fact, at the point of sale, what Mr. Shipp promised he and his team could do for me, and how much it was going to cost was the only subjects discussed.

Apply Knowledge LLC also claims that:

(2). “As you’ll see from the attached coaching notes, [REDACTED] has received coaching and has been utilizing our training. [REDACTED] completed all his weekly sessions with his coach. He did not notify us of any concern until October suggesting we are a scam. We have provided the services he purchased and will continue to fulfill his contract until he is satisfied, but no refund is due. I have included the following documentation that clearly shows he participated in the purchase and has been using the training:”

In response to this statement: the only thing Mr. Shipp and his team completed was the destruction of my entire line of credit. Any sessions Mr. Shipp did manage to conduct consisted of simply convincing me to continue studying while he and his professional team of scammers pretended to work on the money making site allegedly built for me. According to Mr. Shipp, all I had to do was follow his instructions and complete the assignments given to me; he and his team would take care of the website generating income.

Scam? Anytime I voiced my concerns about the legitimacy of his business, Mr. Shipp became extremely defensive. I was given the impression that all my concerns only made it more difficult for him and his team to begin generating revenue for my website. Therefore, I became fearful and extremely cautious when voicing my concerns about his work.

For example: On March 21, 2012

Trevor

On Wed, Mar 21, 2012 at 4:47 PM, LEWIS F BENSON <chaundra0407@sbcglobal.net> wrote:

Trevor,

I'm still having an extremely difficult time believing this system is legit; however, I'm doing my best to abide by all the information I'm given. I was instructed to obtain an EIN or employer ID number, which I have done. However, now I have no idea what to do with it. (Think I know what you're thinking however.) At any rate, it would be great if I could get this system up and running.

Help,

[REDACTED]

Mr. Shipp Responded:

From: Trevor Shipp <trevor@applyki.com>

To: [REDACTED]

Sent: Wed, March 21, 2012 3:52:16 PM

Subject: Re: EIN

I'm a little confused--what would make you think this is not legit? We talked about that in our first meeting! **Trust me--this IS legit...** I do this for a living and have for over 6 years!

The EIN is used for tax purposes.

I'm just curious what about this process so far doesn't seem reasonable.

Trevor R. Shipp

Online Business Consultant

Office: (801) 471-0364

My Staff: (866) 496-1166

trevor@thecoachingdepartment.com

I was made to feel that I was simply overreacting, or just plain paranoid.

To keep me distracted, Mr. Shipp instructed me to open both an E-bay and Pay/pal account. According to Mr. Shipp, this experience would give me the basics of what the online business of sales involved. I was made to believe that there was a short window of opportunity for me to become familiar with these skills; because he and his team was on the verge of completing the final touches that would start generating income for my website. This window of opportunity was simply another distraction. Other distractions include the following:

- 1) Mr. Shipp misled me to believe that once the website was built, his team would have the website generating income within 6 to 8 weeks
- 2) I was deceived into believing that I had spent all the money I needed for Mr. Shipp and his team to begin my financial security
- 3) I was assured that my line of credit would not be jeopardized; but, in less than 6 months, my hard earned credit was completely destroyed
- 4) I was guaranteed that my place of residence would not be put in jeopardy: within the past 7 months, I've been threatened with eviction several times

Furthermore, I was not made aware of a \$39.95 monthly hosting fee until I complained; and the electronic signature on the agreement, was not signed by me. The (three-day) cancellation period, nor (binding arbitration clause) were never mentioned. In fact, the three-day cancellation period only became an issue when I disputed charges on the credit cards used.

Apply Knowledge is claiming that the alleged contract is irrevocable due to the three-day cancellation period. However, due to the fraudulent nature and material misrepresentation of the facts concerning this issue, there was no contract.

- a) The contract's three-day cancellation period and binding arbitration clause is outrageous and unconscionable
- b) Applybuilder.com is consciously aware that no reasonable person expects an online business to show a financial return in three-days.

- c) The business uses this three-day cancellation period and arbitration clause as shields in their wanton and malicious scam.
- d) The three-day cancellation period and arbitration clause are deliberately designed to deprive that individual of their right to be made whole, once that person becomes aware of the fraudulent misrepresentation
- e) These provisions allow the organization to bamboozle unsuspecting victims while exhausting all their financial resources
- f) Any complainant who fall victim to this fraudulent scam is not expected to arbitrate, because:
 - 1) Their financial resources are completely exhausted
 - 2) They're not a resident of Utah and can't afford to travel

For all the reasons stated above, the alleged contract is legally void and unenforceable.

Finally, better than 7 months, beginning March 19, 2012 through October 15, 2012, Applybuilder.com had more than reasonable opportunity to perform, but did not. This issue has caused me to experience (serious thoughts of suicide), (severe emotional distress), (extreme depression), (high blood pressure), and (social anxiety). I can no longer trust anything offered via social media. I can't hear the phone ring without having thoughts of suicide.

Governor Herbert, I pray that you will assistance stopping this kind of fraudulent and unconscionable behavior. Mr. Trevor Shipp and his team must be stopped before destroying another innocent and unsuspecting person's very life. With absolute confidence, I know I am not the only victim of this outrageous, fraudulent and unconscionable scam.

I can't imagine the pain and suffering a woman experiences when she's been raped; but if the suffering is anything close to the horrific experience of being scammed out of everything you have, I am overwhelmingly empathetic with her ability to even face the public again. May this communication be guided by the Hand of God!

This complaint Filed against:
Supplier Source, LLC
1411 W 1250 S Ste 101
Orem UT 84058-2227

Has also been filed with:

The Utah Better Business Bureau

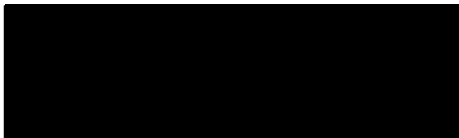
5673 South Redwood Road #22
Salt Lake City, UT on: July 9 2013



Applybuilder.com
1411 West Business Dr.-Suite 101
Orem, Utah 84058

Discover Card
P.O. Box 29033
Phoenix, AZ 85038

American Express
P.O. Box 297879
Ft. Lauderdale, FL 3329-7879



Federal Trade Commission
<https://www.ftccomplaintassistant.gov/>



State of Utah

Department of Commerce
Division of Consumer Protection

RECEIVED Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

OCT 02 2013
DIVISION OF
CONSUMER PROTECTION

Consumer Complaint Form

The Division of Consumer Protection is charged with enforcing consumer protection laws. We offer assistance according to those laws; however, you should not rely solely on the filing of this complaint to resolve your problem. You may need to consult an attorney to determine what remedies may be available to you and any statute of limitations that may apply to your case.

CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
Street Address		
City	State	Zip Code
E-mail Address		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Supplier Source	not given	
Street Address		
City	State	Zip Code
Orem	UT	
E-mail Address	Web Address (URL)	
bsmith@thecoachingdepartment.com		
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
6,000.00	February 1, 2012	Credit Card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> Telephone		
Was the product or service advertised? If yes, give location and date		
NO <input type="checkbox"/> YES <input type="checkbox"/>		
How would you like to see your complaint resolved?		
Would like my money back.		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

I am filing this complaint because I feel I was falsely misled into purchasing this product. I first purchased the package from Premier Mentoring. If you look at that contract, I should have gotten my drop-shipper from that package. I also should have gotten the SEO package from this contract. Once I was in the program, my coaching department Coach told me that I needed to purchase the Supplier Source package in order to get my drop-shipper list and the SEO package. So my coach Nick, transferred me to Brandon from Supplier Source. Brandon explained how I needed this drop-shipper tool. So I purchased it for 6,000.00. As you can see from my file from my complaint with Premier Mentoring, I couldn't go back for a refund. I was totally mis-lead by both Premier Mentoring and Supplier Source. I was paying for that product twice. They say that the Supplier Source is another company, but looking at the email from Brandon, he was working for the Coaching Department all along. I feel Supplier Source took a huge advantage of me and the two companies conspired to get paid twice for this tool.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

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SIGNATURE: _____

DATE: 9-26-13



State of Utah

Department of Commerce
Division of Consumer Protection

RECEIVED

JUL 15 2013

DIVISION OF
CONSUMER PROTECTION

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name _____ Home telephone number _____ Daytime or Work telephone _____

Street Address _____

City _____ State _____ Zip Code _____

E-mail Address _____

COMPLAINT AGAINST

Name of Business Entity _____ Daytime telephone number _____ Other telephone or facsimile _____

Supplier Source _____

Street Address _____

1411 W Business Park Drive STE 101

City _____ State _____ Zip Code _____
Orem, Utah _____ Utah _____ 84058

E-mail Address _____ Web Address (URL) _____

TRANSACTION INFORMATION

Amount of Transaction _____ Date of Transaction _____ Method of payment for transaction _____

\$4000.00 9-10-12 Credit Card

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date

NO ☐ YES ☒

Was the product or service advertised? If yes, give location and date

NO ☒ YES ☐

How would you like to see your complaint resolved?

Refund

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number

NO ☐ YES ☒

SUMMARY OF COMPLAINT

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Official Complaint

COMPANY Info:

Supplier Source

1411 W Business Park Drive STE 101

Orem, Utah 84058

On September 10th 2012 I bought a package from Supplier Source for \$4,000 James Ryan was the name of the salesman he was very pushy He said that I needed dropshippers and that they had access to fifty thousand products, he was very pushy and would not take "no" for an answer, he continued even when I was not interested and refused to let me off the line till I said yes He assured me that they had established relationships with dropshippers from attending national conventions James told me that I had to buy that day otherwise the price would increase the next day.. I was extremely rushed through this whole process. James told me that the \$4,000 would take care of everything finding dropshippers that I could contact to provide merchandise for my webb site I wasn't even able to use any of their dropshippers because they never called or emailed me back. I tried using Supplier Source service on several occasions and they would continue sending me the same list of dropshippers, I was very angry on several occasions I tried calling the personal phone number James Ryan had given me and there was not answer only a phone message could be left I was supposed to receive other services a professionally made product video, accounting software, unlimited directory submissions (could only submit three at a time), and a custom logo and header for the video I have no idea if I ever received the custom logo or header and I have no idea what the accounting software was for as it was not explained. They didn't even mention the accounting software to me I found that out after reading the contract I did not receive 100 directory submissions for dropshippers and the video was the dullest, most boring video and didn't say or do anything special Creating the video was a horrible joke to me I had to pick the background from what they had that did not even meet my webb specialty I was to pick certain words out of a "word bank" that was provided me and I needed to write out the whole script for the video on my own, what did I pay them for The video was same as the others I had viewed, cookie cutter They stated in their contract "If you are not a success story for the program or we have not met or exceeded your expectations we will continue to work with you at our own expense until you are " At this point I didn't want to have to deal with doing any more of the work for them, I had paid them a great deal of money for them to provide for me. I am not a success story and I just want my money back My whole experience with this company has been horrendous t say the least. I've invested thousands upon thousands of dollars and have nothing to show for it I am hoping against hope that you are able to help me with this

Yours Truly

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE

DATE: 7-12-13

RECEIVED



State of Utah

Department of Commerce
Division of Consumer Protection

MAR 24 2014

DIVISION OF

CONSUMER PROTECTION

Send to:
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name [REDACTED] Home telephone number [REDACTED] Daytime or Work telephone NA
Street Address [REDACTED]
City [REDACTED] State [REDACTED] Zip Code [REDACTED]
E-mail Address [REDACTED]

COMPLAINT AGAINST

Name of Business Entity Daytime telephone number Other telephone or facsimile
Nettraining 866-552-0305
Street Address
125 East Main, Suite 118
City State Zip Code
American Fork Utah 84003
E-mail Address Web Address (URL)
tyler@nettraining.com www.nettraining.com

TRANSACTION INFORMATION

Amount of Transaction Date of Transaction Method of payment for transaction
\$8695.00 December 11, 2013 www.nettraining.com

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.

NO ☐ YES ☒ Over the phone December 11, 2013

Was the product or service advertised? If yes, give location and date

NO ☐ YES ☒ Advertised on the internet

How would you like to see your complaint resolved?

I would like a refund of my money (\$8695.00) invested.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number

NO ☐ YES ☒ FTC of Utah

SUMMARY OF COMPLAINT

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Company info
Nettraining
125 East Main, Suite
American Fork, UT 84003

I was charged

1. Nettraining

\$8695.00

December 4, 2013

I received a call from Tyler Roberts, international director with Nettraining. He explained to me about the Ecommerce business, which I was not very familiar with. He proceeded to ask me would I like to be the owner of my own company and make my own hours. He informed me that I could be making thousands of dollars within a 6 month time period. He also explained that they had a program that offered training for a 6 month time period that would help me step by step to ensure that I would be successful in the Ecommerce business. They would help me decide on how to choose the best products to sale, build websites, market my products, provide research tools and have a lifetime guarantee to use them as a resource even after the 6 month time period was up if I needed their assistance. He sent me links of the website to the coaching department showing testimonials that had short video clips of people talking about how successful they were from the assistance and training by the coaching department. He also explained that they would help me set up a company as an LLC. He said they would help me get corporate credit to establish credit for the company and get credit cards and loans, which would be paid off in the first 6 months. He informed me that the cost was only a onetime payment of \$8695.00. He continued to explain that he was so confident that they could make me successful in a short period of time that there was an incentive built in that if I was successful by making 5K or more for 3 consecutive months they would reimburse me 50% of my initial investment and if I made 12K or more for 3 consecutive months they would reimbursement 100% of my initial investment. He began to explain that he had previous clients that made thousands of dollars in a relatively short period of time and were able to be debt free and financially stable. I was asked about my financial goals and I explained that I would like to make about 5-10 thousand per month. I was told that I would be able to determine the number of hours I wanted to work, but only needed to work about 10-15 hours per week to be successful at achieving my goals. He explained to me that they would teach me how to build websites and market them on google and would be first to show up on the search engines. It was never explained to me initially that the coaching classes would include selling on EBay. Once I decided that I was interested, I paid the amount and I never heard back from Tyler Roberts. During the conversation he never identified where Nettraining was from. I was emailed a contract and signed all document electronically and was told to read over the contract, sign and email them back.

Once I completed the signing of the Nettraining documents, I received a call from one of the coaches from the coaching department named TJ Felman. He introduced himself and explained that we were going to start off by selling on EBay and my first assignment was to find something lying around the house and to sell it on EBay. This was my homework assignment for the week. He explained that we would speak once per week and that I could email him anytime. I was not given a direct phone number to contact TJ Felman, just an email address. I was also given a number to a coaching department, so that when I did call they would have someone else call me back and the person that called me back was never TJ from the coaching department. He also informed me that I would be getting a phone call from others to talk about other things that I would need to be successful.

I received a call on December 18, 2013 from James Ryan. He proceeded to explain to me about the different type of drop shippers that were direct drop shippers, middle drop shippers and post drop shippers. He explained the pros and cons of each. He explained that the resource of Direct drop shipping was unlimited, life time for \$12,500.00. He explained that I would go through Supplier source to inform them what niche I was interested in and they would research drop shippers and get the information to me. I would then call drop shippers to try and get them to approve me as a drop shipper of their products. James Ryan proceeded to explain to me that he had clients that made \$15,000.00 per month profit by selling handbags through a website and that she was \$100,000.00 in debt and he helped her be out of debt in 6 months. This was just with one website, using the Supplier source products. STATEMENT CONTINUED

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

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SIGNATURE

DATE: 3-22-14

My experience with the Coaching department and Supplier source, needless to say was atrocious. I started the program December 3, 2013 through February 3, 2014 when I was unable to get a hold of them and found out that the operation had been suspended by the FTC on February 11, 2014. For the 60 days of dealing with the Coaching department and Supplier Source I didn't learn anything, but how to sale things on EBay. My coach TJ Felman informed me that we would talk once per week and I could email him anytime. He also stated he would send me a series of links and to access those links and review. Over a 60 day time period I spoke to TJ Felman 3-4 times and he responded to my emails 2 times and the responses to my emails were 2-3 weeks after I had sent them. When we did talk, our conversations were approximately 15 minutes long. He also canceled our sessions multiple times. During this 60 day time period all that was explained to me was how to sell on EBay. We at one point started to talk about a niche website, so that I could start selling products on a website. He asked me to purchase a domain and they would build the website and upload the first 50 products. After 5-7 weeks my website was still incomplete and had not heard from anyone. The last time I heard from TJ Felman was February 3, 2014. I never had the opportunity to use Supplier source products such as gold construction of a website package, search and social marketing package, gold marketing package or 8-one on one mentoring sessions. I received a link to access this information, but several of the provided resources were not usable or they did not accept my applications. There were duplicate resources that were provided and some of the resources wanted an additional fee to be a dropping shipping resource. I called the coaching department multiple times but only got a voice mail stating that operations had been suspended. I was told the failure was not an option and that it was guaranteed that they would make me successful. The services they said they were going to deliver fell well short. I was told numerous times that I needed specific services to run a good profitable business and ended up spending thousands of dollars. My expectations were not met for the money I spent to be trained to build a profitable Ecommerce business. Therefore I am demanding a refund.

3-22-14
Date



State of Utah

Department of Commerce
Division of Consumer Protection

Consumer Complaint Form

RECEIVED

SEP 17 2013

DIVISION OF
CONSUMER PROTECTION

Send to:
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
Street Address		
City	State	Zip Code
E-mail Address		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
SupplierSource LLC		
Street Address		
1411 W Business Park Drive Ste 101		
City	State	Zip Code
Orem	Utah	84058
E-mail Address	Web Address (URL)	
support@icoach.com	www.suppliersource.com	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
12,000.00	2/25/2013	Credit Card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> Warren, Michigan		
Was the product or service advertised? If yes, give location and date		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
How would you like to see your complaint resolved?		
Full refund of contract		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> BBB of Utah		

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

At the present our credit card is pursuing a full refund. \

We have not received the additional 3 weeks on mentoring. We were told that our phone conversations would now be only through email. The past 2-3 weeks on phone calls were either late or we would have to email our coach to call us. Upon talking with your manager we were told that there should be a 10 minute window so that our calls would be on time. We also stated that we should keep track of the time which is very unprofessional of an organization that wants you to succeed.

In regards to the My Supplier Source it states annual in our contract but when we were signing up we were told that we going to be able to us the supplier source anytime. When Brandon was explaining this he never said it was only an annual resource for us. We also asked him about later setting up a new website and if we could get dropshippers for these new items. We were told that we would be able to explore new suppliers for a new business at a later time and date not within an annual period. We have also made multiple requests up to 3-4 times letting your people know that we need other companies not the same ones that we have already received. They only had a few suppliers for a broad topic of gardening.

The Gold Website Construction Package there have been lots of mistakes on our website, we did like the logo, but we were told that mistakes could only be fixed one time and there was a 2-3 week delay of launching our website and that it would be faster and better for us to fix on our own. Our coach Mike didn't seem to be interested in helping us once we received website and we were told that we would be trained in changing item and mega tags among other items on our website which we had to figure out and fix on our own. Phone calls for this process were either forgotten or late. We had a third party do an analysis through Magenta (Ebay uses this program) on the website that we received and the evaluation is included

The Search and Social Media Pack was completely forgot. Our coach was giving us videos for us to marketing our website.. Our coach never remembered were or what he went over with us and we were telling him what we had gone over this and the next phone call we would tell us to do something we had told him multiple weeks back. It was like pulling teeth to get information on how to marketing our website for an organization that wanted us to succeed and write a success story. The only reason they realized we had a package was because they recieved an email from me to our coach, it was then realized that the company had sold us this package. Even when it was indicated that we should have had this package we still weren't getting any help from the organization, once the company recognized we had the package we had already done most of the marketing for our website. I received an email on 2/25/13 that includes PPC ad creation (what is this?), SEO audit and optimization: meta tags, keyword density, & content analyzed for 6 pages (this was never done), link building: hand submission to 500 directories (we had already been doing this & which directones are they doing this for), and 110 social bookmarking sites (we have already opened Facebook, Twitter, Tumblr, and Pinterest and have been blogging on gardening websites since the beginning. We asked our coach which companies or what the package contained and the response to us is "Don't worry about which sites we will be posting on", all we wanted was maximization of our work with their work, which means that we didn't have duplication of work.

We would also send weekly stats reports of our website to our Coach asking for help but he doesn't seem to want to take the time to go into our GoogleAdWords or Bing Ads with us and familiarize us with the programs. If we call in for questions or answers to questions that we needed we couldn't get our coach they would have another coach calls that isn't familiar with our account. We always have to setup an appointment for a later date or wait until he was time to call and answer our question. Our coach gave us written documentation that was out of date and upon his response to email him only with questions, we would email questions but there would be no response.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

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SIGNATURE

DATE: 9/16/13

The Business Plan University we were just recently given, but were not given any instruction on what it is and how we use it. How do these resources benefit our company?

We tried to clear this up with the company but it is hard to get phone numbers or people to call us back. We feel that for the amount of money spent on this package he should have been given better representation and resources or explanation of resources. We have reached out multiple of times and our problems have been pushed down the line and since we can't get anyone to commit to helping us we just want our money back so that we can find someone who will.

On 9/12/13 I was contacted by Suppliers Source and set up an appointment to speak with Scott Schultz in client's relations to go over why we submitted to our credit card for a refund. I basically went over the upper half of this letter about all the issues and his reply was "we'll let the credit cards handle this." Then he put my account as inactive so we wouldn't get any type of emails or calls from them.

I have included 2 websites from our attorney and another representing what others have gone through to try to resolve issues with this company.

This is how they operate:

Big Sky EComm LLC (Entity # 8502613-0160) which does their billing but has a website under www.bigskyecom.com

Supplier Source, LLC Entity # 9170502-0160 which in their contract states to contact

Applied Knowledge LLC Entity # 7323614-0160 which business license expired on 8/9/2010

We receive emails which Coaching Department Entity #8054432-0151 which is a registered agent of Apply Knowledge LLC

Members Learning Center Entity # 8440539-0151 which states they are promoters of performing arts and sports. But they are selling E Commerce education instruction.

Listed below are the links that needs to be examined also:

<http://www.ripoffreport.com/r/Members-Learning-Center/American-Fork-Draper-Utah/Members-Learning-Center-YES-International-Dacus-Financial-Your-ECommerce-Support-telm-1055384>

<http://www.ripoffreport.com/r/Members-Learning-Center/Internet-Utah/Members-Learning-Center-Members-Learning-Center-E-Marketing-SCAM-RIPOFF-BEWARE-BBB-1054886>

<http://www.reviewstalk.com/complaints-reviews/apply-knowledge-institute-17521.html>

3

CHRONOLOGICAL DETAILS OF NET TRAINING CONTRACT AND DEALING WITH THEM (ALSO INCLUDES AFFILIATED COMPANY-MYSUPPLIERSOURCE)

- OCT. 24, 2013, SIGNED CONTRACT-copy enclosed \$10,500. With American Express. Requested dispute 5 days to late for AX to process..
- CONVERSATIONS AND EMAILS OCT 24TH.. ONLY PHONE AND EMAILS. NO RECORDINGS:
- OCT 24TH PURCHASED A RECORDER TO RECORD ALL CALLS WITH TRAINER AND COMPANIES. This recorder was sent to the FTC on April 9th along with the complaints that we had on Net Training, MySupplierSource and several others. These will be noted in this packet.
- Oct 24: welcome call conversation with Dan Altamirano..866 525 3709 ext 4249. This was Supplier Source and E Goods. Were told that these would be needed to complete the program.
- We purchased the MySupplier Source \$12500.00 which would give us the sources and help to complete the web design of Net Training.
- Oct 25: Our contact with Rob Holcolmbe, our Net Trainer, started. Interviewd us as to "who wer are, etc. Asked if we had a goal for 1st year.. answered \$72,000. WE were hopeful, hug?He assigned us to look at the webinars on ebay sales and to set up an ebay account to enable us to learn the online business situation. We were directed to the Webinars that were the training guides for these products. We were to find a product (from home) that we could establish an ebay selling site and set up and ebay account. This was done.
- Oct 31: Net Training changed ebay log into goldfrank..this was not correct. We had web site as golgfrank. Continued to work on ebay and selling through retailers.
- Nov. 2: completed profile with Net Training. 11/12. Supposed to have accounting setup .didn't
- Nov. 8: showed the ebay site was up and running on ebay and reviewed more ebay training webinars to enhance our learning.
- Nov. 13 received email from Rob Holcombe, our trainer. EMAIL ENCLOSED WITH THIS PAGE. This was a very encouraging memo...to keep us thinking we were going to excel shortly!/
- Nov 15: studied webinar on domain name establishment with Go-Daddy. Worked on establishing a niche to sell, a web name, etc.
- Nov 21: Received High Probility Living Coaching email from mysuppliersource. This was a self help series, but was charging a montly fee. This information is enclosed in an attached other companies group.
- Nov. 26: Established website: kajewelrybox.com. (Net training listed this as terransjewelrybox.com by Net Training in their dispute back to Visa, an untrue statement. This website was created by them prior to ours that was sent to Volusion (the website builder they used to create a website. 12/5 N.Training changed name with Volusion to be correct one.
- Dec 3: Net Training continued with ebay work and follow up on our item for sale..
- Dec 10: Net Training webinars on web sites and ebay. Placed items from Walmart of bikes on eabay site for sale.. and sold one.. reported to Rob, Also got additional open dollars to list more.
- Dec 12: Email to look at web site, Completed EMAIL ATTACHED listed sales on ebay to Rob.
- Dec 17th call/training session, It was agreed that we would not have training sessions until Jan. 2nd. During this time we were doing selling on ebay and working on webinars for the future.
- Dec 19-20: notified Rob that we had spoken to Merchant Warehouse and Rob's response.

- Whenever we had questions, we would call and if Rob not available, got help from other trainers, these are on the recorder, but not sent/copied as email

Continuation of Net Training Details

NOTE: Dec 9th on to end of relationship : On the dispute with Visa on Net Training, their reporting on sales with ebay for us were listed as profits. This was incorrect. This was total dollar sales, not profit to us. A major incorrect amount of fkcts that distorted the case to Visa.

Sales are handled this way with ebay: total sales- dollars paid to supplier-amount deducted by ebay and paypal and remainder is profit to us: example: total sale 24.00 minus fees...1924= profit of 4.76
You will see some sales totals on some of the emails.. This is an explanation on their distortion.

- Dec. 31: it was noted by Net Training that Rob had inserted category and product meta data into our website to assist us We never found any changes made when we looked at our meta data.
- Jan 2- 3: had trouble doing web products and meta data..talked with other trainers..they were helpful, but it seemed that Rob had only 20min to spend on our training sessions..so we had to call others.
- Jan 9: continued to work on catagories and webinars. on to marketing.
- Jan 15: tried to contact authorize.net about an order. Email failed.. enclosed. We tried a test sale on our website and didn't get any authorization code for the order. Called authorization.net to find out what had happened. Talked with Dominique and he set up the authorize.net account so that we could order if we received an order. We were in Florida at the time when we ordered this.
- Jan 17: assignments.. plus emails on mixing up facebook answer on 20th. Email enclosed.
- Jan 17: Part of past assignment on obtaining a video to put on website.. this was the notification that the video was ready.
- Jan 21-22 working on Web site.. Rob sent copy of video to us to put in our downloads for website
- Jan 24- to 27th- our email to Rob on concerns on website: see attached emails.
- Jan 27: Rob claimed he put in order for SSL for website This was never completed
- Feb 6: Marketing techniques. Still no response for SSL
- Feb 12: Received email on 12th that Rob had an emergency. .see attached
- Feb 14: Rob Holcombe sent out this memo to all his clients (he didn't blind copy..so all his clients could email one another..which they did.. I am enclosing copy of Rob's email. Also, including some of the emails I received from various clients of Rob's. The top email lists all those clients that were emailed by Rob.
- Feb 17: email to Coaching Department and to Rob.. where he states that he can help through emails...
- Feb 19 to 22nd: Sent email to Coachmail.com.. emails failed
- Feb 21: email to Pam who was one of Rob's clients to tell her what we were doing.
- Feb 22: sent letter to legal dept at Volusions. Never received an answer until on March 20th to notify us that web was shut down.. COPIES ARE IN THE VOLUSION INFORMATION PACKET
- Feb 25: sent a note to Lizbeth Wallace on her order: we ordered this to again test the system.

Continuation of Net Training information including:
Volusions, SBS, Daeus Financial

FROM FEBRUARY 13TH UNTIL MARCH 28, WE HEARD NOTHING FROM NET TRAINING, MYSUPPLIERSOURCE. Dave Sellars called to state that they were ready to continue to help us. At this point we had already switched over to Volusion web maker. I am enclosing a copy of their response to Visa dispute with us. Their claims of setting up authorize.net and Google Analytics are false, fraud and bad. I did these with Dominique at authorize.net in early Feb. We are still disputing the charges with Visa as of 11/1/2014.

5/10/2014: letter to Visa to dispute charges: 2 pages.

MY SUPPLIER SOURCE and Net Training Worked hand in hand on our website for a total of : 22500.00 . So far we have not had any refunds given to us.

Our dispute with American Express was not able to be processed as we were 5 days to late to dispute.

Correspondence with VOLUSION (web builder)

- March 20 - Closure of Net Training/MySupplierSource from C/Rob did not get the proper SSL for us.. They said that they saw a request, but no followup. Email enclosed
- March 26 registration of Domain name change with Volusion. Email enclosed
- Sept 10 : 3 letters to have website on hold upgraded to hold for \$10 month.. would be able to retrieve whenever we wanted to continue with website. And cancellation
- Correspondence with STRATEGIC TAX SERVICES: DAEUS FINANCIAL
- NOV 1: CONTRACT WITH STS AND INVOICE. 5 EMAILS
- JUNE 18: NOTIFICATION THAT DAEUS FINANCIAL WILL NO LONGER SERVICE THIS ACCOUNT: WE PAID 3570.00 FOR THIS SERVICE. The Tax Preparer is continuing with our account for 24.95 a month. We have kept this as they have all our tax information and filing.
- Correspondence with SBSBUSINESSINC. This is another referral by Net Training group to assist with business plan, etc. We were to gullible.. However; they were not able to get a loan for us and they refunded \$3800.00. We were grateful for this. Emails enclosed.

CORRESPONDENCE WITH FTC ON LAWSUIT 2-14-CV-00088-DB..

- Sent an email to P Connell McNulty, lead attorney for this lawsuit. It includes these companies and many more that are like an octopus of corporations.
- Attorney McNulty called us following this email and asked if we would be willing to send copies of all emails and document our problems with these corporations. We said yes. Also, told him that we had recorded conversations with Rob and all contacts on Oct. 25th. We agreed to send him the recorder to back up our complaints. I got the packet of information ready. Attorney McNulty send a Fed Ex mailer to send all documents to him. This was done that week.
- Attorney McNulty stated that the case would be on going and that if I had any further information to email to him.
- He also stated that it would be into 2015 before the case would be resolved and it would be up to the judge to determine any refund to anyone who had issued a complaint.

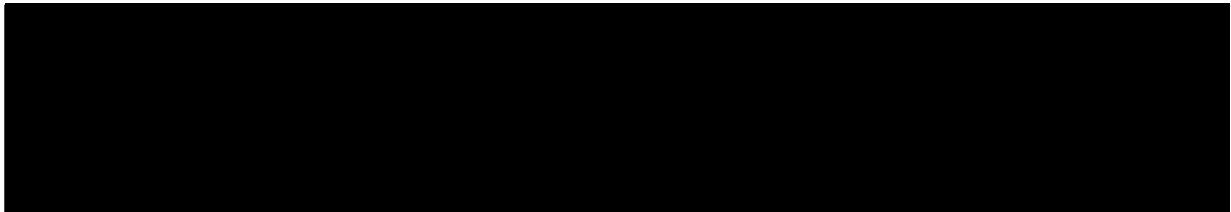
INCONCLUSION:

IF THERE IS ANYTHING YOU NEED TO HAVE TO COMPLETE THIS INFORMATION, PLEASE LET ME KNOW.

I HAVE TRIED TO FOLLOW THE DATES/TIMES AND THE EMAILS AS THEY OCCURRED .

AGAIN, THANK YOU FOR YOUR INQUIRY AND WORK ON THESE ENTITIES. THE PRESSURE TO SIGN UP FOR BOTH THE NET TRAINING AND MYSUPPLIERSOURCE AND DAEUS FINANCIAL WERE IMPRESSED UPON US SO MUCH THAT WE SIGNED THE CONTRACTS.. WE KNOW THAT WE WERE NOT WISE TO DO THIS.

SINCERELY,



jUN



State of Utah

Department of Commerce

Division of Consumer Protection

Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 / (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	Same
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Net Training, Thecoachingdepartment, mysuppliersource, LLC,	866-496-1166	866-850-4817
Street Address		
1491 W 500 N also see below for 2 other addresses		
City	State	Zip Code
Lindon	Utah	84242
E-mail Address	Web Address (URL)	
support@icoachmail.com	Nettraining.com;	

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
\$10,495 and \$8,000	Signed 10/2 and 10/27	Credit card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date		
NO DYES X 10/2 and 10/21 - telephone. jobsearch web site, pd \$97 and then referred to another number		
Was the product or service advertised? If yes, give location and date		
NO X YES D Not really, was referred to that number after enrolling in a cheaper course		
How would you like to see your complaint resolved?		
I would like some of my money back - only received about 10 "coaching sessions" most about 5-10 minutes long until I got another coach who was helpful. I had tried twice verbally to cancel and then sent a letter (copy attached). Then called by David Sellers who again said no and that they would work with me. Was not satisfied with their supplier referral program which performed poorly. If I cannot get my money back, I want the full performance - they have now suspended operations and cannot be contacted.		

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.	
NO x YES	Contract calls for arbitration but I was told I couldn't cancel.

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

In October of 2013, I signed two agreements. One with Net Training and one with My Supplier Source, LLC, for assistance in coaching, product sourcing, web design, marketing, etc. for online selling. Everyone I spoke with had been doing this coaching and related programs for several years (ranging from 8-11). I was talked into these agreements - fell for them as I was convinced I would make the money back. I am retired and very worried about how I can afford to maintain my no frills life for many more years due to inflation and unexpected costs. I also signed an agreement for \$2,735 to set up my LLM (done), not part of my complaint.

In late December, I knew I wasn't getting anywhere finding the right product and coaching was about 5-10 minutes each telling me I needed to find a product to sell. I felt the contract allowed for cancellation based on its language (both are attached). I called to cancel and got a new coach. This one was very helpful but still I could not see how one could make money and elected to try written cancellation. I wrote a cancellation letter (attached) based on the fact that I had not yet received most of the services. I emailed it on 2/6 and sent certified mail. I was called and scheduled a session with David Seller (done 2/11), the client relations person, who told me cancellation was not allowed but they would work with me and find me a profitable product and supplier. During our discussion, I told him I knew that they had only been in business since late 2011 (I don't know where I found this information). I think this might have triggered them shutting down.

I was scheduled to have a coaching session on 2/12 with the coach. I didn't get a call and emailed. Received a response from Glenn saying "we are experiencing some internal situations and he was told to go home." His email said it happened the morning of 2/12. Thereafter, I received an email from iCoaching saying that Glenn had personal problems and I was rescheduled for 2/19. On 2/19, I called the iCoaching number which had a recording (operations temporarily suspended). That number is 866-935-2094. However, all of their extensions have the same message. One of their web pages was also temporarily suspended - not sure which one I checked today and those listed below appear to be working - though their phone numbers do not.

I sent an email to the Utah Attorney General who referred me to you. I have waited to send this complaint with the hopes they will come back on line. Since I cannot cancel and I felt their additional assistance could actually get me up and running, I was hoping I would hear from them.

Web pages - now appear to be working - but phones either do not or have a "suspended Operations" recording.

www.ebsmentor.com takes you to ebusiness solutions appears to still work 866-496-1166 recording states operations suspended until further notice

1411 W Business Park Drive, Suite 101, Orem Utah 84058 web page appears to be working

www.nettraining.com 888-595-2435 125 E Main Street Ste 118, American Fork, UT 84003

www.mysuppliersource.com Here is where you can put in a product and they are supposed to get to give top dropship suppliers

www.thecoachingdepartment.com takes you to ebusiness solutions

www.memberslearningcenter.com very similar to ebusinesssolutions 1491 W 500 N, Lindon, UT 84042 866-229-7124 (uses iCoach Tele #)

People:

Tyler Roberts, Initial phone call 10/2/2013 set up interview with Jason Farnsworth 801-770-1358 tyler@nettraining.com

Jason Farnsworth - sold me the first product \$10,495 jfarnsworth@hotmail.com no phone number

James Ryan, My Supplier Source, LLC - sold me the second agreement \$8,000, James@mysuppliersource.com Justin Foster 877-449-0180 tried to sell a corporate line of credit program part of Net Training??

Michael - Justin Foster's Supervisor who quoted a cost of \$4,985 for a corporate line of credit

Kris or Chris Chambers - supposedly the corporate line of credit specialist

Danny Josecite - Works with Chambers

Kris Duering - 1st coach kris@icoachmail.com 866-850-4871 Skype applyki54

Glenn Lovelace - 2nd Coach - really tried to help - glenn@icoachmail.com glenn@applyki.com Phone 866-850-4871 Fax 866-935-2094

Dave Sellers - works at iCoach - does client relations - told me he and the owner started this business. I spoke with him last on 2/11

Ken Saunberk - Owner of iCoach, etc. Not sure of spelling

Companies

Net Training, eBusiness Support LLC, My Supplier Source, LLC, The Coaching Department

Additional companies that might be able to give you some direction as to how to find the above Daeus Financial - sells high priced tax and corporate set up programs

Uses other companies for actual services Dan Altamirano 866-525-3709 X 4249 daltamirano@daeusfinancial.com sold corporate setup Scott Orison 866-525-3709 x

4166 sorison@daeusfinancial.com sells tax packages

Your Entity Solutions, LLC (set up my LLC) Located in Las Vegas Wendy Byford, President 702-506-0192, Gary Bauer, Prtnr, Jesse Monsom, Minute Book

Processor 702-506-0197702-506-0190, 6440 Sky Pointe Dr 140-108, Las Vegas, NV 89131

PLEASE ATTACH COPIES OF ANY DOCUMENTS RELATED TO YOUR COMPLAINT (i.e. contracts, warranties, bills received, cancelled checks - front and back, correspondence, etc.). DO NOT SEND ORIGINALS. Materials submitted with your complaint will NOT be returned to you.

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

In filing this complaint, I understand that the Division of Consumer Protection is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful practices. I further understand that if I have any questions concerning my legal rights or responsibilities, the Division cannot give me legal advice and I should contact a private attorney. I hereby give my consent to the disclosure of the contents of this complaint to the best of my knowledge and belief.

SIGNATURE

DATE: 3-15-14



State of Utah

Department of Commerce

Division of Consumer Protection

RECEIVED

MAR 03 2014

DIVISION OF

CONSUMER PROTECTION

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Net Training, iCoach.com	866-552-0305	888-394-9813
Street Address		
125 East Main Suite 118		
City	State	Zip Code
American Fork	UT	84003
E-mail Address	Web Address (URL)	
support@iCoach.com	www.nettraining.com	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
\$3800	December 6, 2013	\$999 cash + finance \$2800
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> eSigned Contract December 6, 2013		
Was the product or service advertised? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> through the website www.membersonlyxtraining.com		
How would you like to see your complaint resolved?		
Refund of money		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/>		

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Started December 13, 2013. Did all the Coach asked, went through most of webinars on site @ nettraining.com and called the support line and it was only answered twice. And all that was done was they setup a return call from one of their coaches, which were better than the assigned coach that I got. I was inundated with up sale calls, mainly from a company called Dacus Financial. I was never given a Syllabus of action. And with the up sale calls I could not ever figure out who was who. I did buy one of the upsales, the one for legal services to help setting up a legal business entity called a LLC. That got completed. I have not been successful @ selling product on ebay. And continued to need the coaching (over)

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE

DATE: 2-27-2014

I started the ^{suggested} Web Site. The amount of work required to setup a successful web business is way more than the salesmen alluded to us before we got locked in. It WAS suggested that the initial work that the Coaching starts with, and that is; selling products on eBay would make you enough money to hang on long enough to get at least one web site going, which would add cash flow to be able to pay off all that you have spent to get started. The trouble is the amount of money paid to Net Training/iCoach ~~does~~ not buy enough coaching to make one successful at the startup level, much less the web site stage. The scam is nursing people past the first 3 days of the contract so that they don't have to pay people back. What I contracted for is below:

3800 \$999 ^{12/1}. Net Training - \$3800 - \$999 down - \$139.84 for
 140 ^{1/6}
 140 ^{3/6}
 1279
 A company called Duvera Financial @ 18% ^{24 month} APR
 is the Acct. Rx for Net Training

384 \$999 ^{12/12}
 123 ^{1/4}
 123 ^{2/4}
 1245
 2. Your Entity Solutions - Setup LLC Entity
 (Business Entity Services)
 \$123.06 ^{1/4} @ 12% ^{12 months} for 12 months

00 3. Supplier Source Enrollment - For a listing of contacts for Drop Shippers

147.90	4. Volusion	- Premium e-commerce	Hosting	2-6 Cost	Domain
per month	Credit Card		1/22 106.60	84.21	11.99
Hosting & help	Processing		2/22 147.90		
build a website					

I have listed my cost up until now. To show how costly it is. We didn't get all the up sales they tried to convince us to do. Accounting services - a CPA & bookkeeper - \$2500 + \$19 a month thereafter. Build the web site & do SEO is anywhere between \$750 - \$4500.

This is the way they come into this business building process. They start with the coaching and once you realize it is gonna take at least a year, if you have some skills, to start up the business and you start realizing that you don't have the skills to do the eBay/Amazon, build a website that will be found by people on the web, do the accounting for the business, do the legal things the business, continue to manage the inventory, do the marketing, ect. You then realize you need help and there they are with the solution... for a price.

Coaching - \$5800
Business Setup Lawyer - \$2384
Find Drop Shipper - \$1000
Warehouse
Accounting - \$2500
Website Building - \$4500

14,184.00

This doesn't include
monthly fees or
eBay fees.

I looked a BBB Utah Complaints against ^{one of} the
multiple business entities owned by Ken Sonnenberg
evertex and several other people that had made
Complaints were charged more than I was
for the services. One of the people was a
mother with a son and who had just been laid
off from her job and just wanted the process
to work so that she could feed her son.
Reading her complaint I got the impression that
she was less skilled than I am and I feel a
little overwhelmed at times. It really seems
wrong for them to get a person like that and
have them charge thousands of dollars on a
credit card that won't be paid off any time
soon.

Regards





State of Utah

Department of Commerce

Division of Consumer Protection

Consumer Complaint Form

RECEIVED

03 2013

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Send to

Utah Division of Consumer Protection
Attention: Complaint Processor
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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entry	Daytime telephone number	Other telephone or facsimile
Supplier Source, LLC	866/496-1166	Fax: 866/935-2094
Street Address		
1411 W. 1250 S., Suite 101		
City	State	Zip Code
Orem	Utah	84058
E-mail Address	Web Address (URL)	
mysuppliersource.com		

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
\$2,000.00	March 8, 2013	credit card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/>		
Was the product or service advertised? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> mysuppliersource.com		
How would you like to see your complaint resolved?		

Restitution of any/all monies, plus compound interest, accrued thru the telephone transaction(s).

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number

NO ☒ YES ☐

SUMMARY OF COMPLAINT

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Approximately 12/2012 or 01/2013 I viewed a newscast testimonial about working on line for pay. February 4, 2013, I subscribed via the Internet to "Profit Web Systems" in the amount of \$97.00 via my credit card. (I have a printout of this transaction). Shortly thereafter I received a phone call from Gerald Franklin, Profit Web Systems, RE: working from home and offering me a one time special of \$37.95 (down 60% from the stated \$97.00 with option of 30 days free tracking of work history and slated income, after which I can opt out or continue this service for an additional \$8.78 each month. I was also led to believe, or assumed (not sure which at this stage), the difference would be refunded via my credit card. BIG surprise: This has not happened! He further stated he represents Tiffany Davis (back-up contact): Expert Support Team @ 1-877-387-1585 (9:00 AM - 10:00 PM Eastern Time). In fairness to myself, I have nil to very limited knowledge of the workings of the Internet so when I was contacted by Benjamin Mason, Business Solutions Group, I somehow thought they were one in/of the same entity and realized well after the fact they are not one in the same. When I shared the above call with Ben, he inquired about it so I gave him the information stating I should not have been contacted and he (Ben) would take care of putting a stop to it and should I receive additional calls to get their contact information for him to handle also. My stress level was building badly as I didn't know who/how these various players fit into the scheme of things. I also received a call (date/time unrecorded) from Andre Howard, Profit Web Systems, 646/395-9120 (New Jersey) regarding my information from the Internet site where I originally applied. He asked questions regarding the time frame until I am actually working and earning money. I informed him to contact Business Success Group and ended the call. Following are call schedules;

Ben Mason: 04:00 PM 02/11/13 Work for Pay or Work at Home Coaching Session: Believing going into this I would be doing a form of data entry — not On line retail sales as I soon learned. I questioned him as to what kind of product would I be expected to share and with whom because I would not be party to anything illegal nor disrespectful and was assured everything was legal.

11:30 AM 02/13/13 Assignment and instruction(s).

02:00 AM 02/14/13 Needed 10-15 minutes pertaining to URLs and business name.

02/18/13 Received Welcome Call and schedule Appointment Call for 12:00 Noon. Caller would be a lady.

06:00 PM Brandi called.

02:00 PM 02/22/13 Bus. Entity Coach: From Coaching Department to reschedule 45 minutes - 1 hour time wise from Erin or Aaron. Daeus Financial:

05:00 PM 02/25/13 Aaron (Libby: 866/525-3709, X'n - 215)

02/26/13 Brandyn, Coaching session, each Tuesday 4:00 - 4:30 PM

Your Entity Solutions:

03/01/13 Karen: 702/506-0190. Needed completed LLC setup form. Kylie re: email/LLC.

03/05/13 Brandyn - coaching session.

02:00 PM 03/06/13 Michael Gomez - Business Tax

03/08/13 Todd Ross, Account Manager/Coach. 801/210-0386, Direct line.

At this point I was becoming overwhelmed and beating myself up as to how I; a fairly intelligent woman who, up to the initial phase of this nightmare, had an abundance of common sense and needed to distance myself so via phone and e-mail left notification with Brandyn that I needed two weeks downtime and would contact him. After the two weeks I still needed respite and left him a second e-mail that I was taking a few more weeks for myself. Apparent he didn't thoroughly read my e-mail as I received his e-mail stating he would call me this Tuesday, 9th.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____ **DATE:** _____

SUMMARY OF COMPLAINT

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The only potential promise I can somewhat recall, and have no documentation of same, would be within a specific (time (?) frame, (which I honestly cannot recall for certain except it was within a year – just don't remember the number of months stated) I will have earned enough (OPM) to pay off the amount I owed. Also, somewhere/someone, possibly in the attached materials, stated if a law suit is brought against this/these entity(ies), I would have to travel to Utah and provide counsel at my expense, neither of which is feasible nor financially possible. I have pretty much given them "carte blanche" power to all but clean me out financially and now my latest concern: can any of these entities bring a reverse law suit against me for nullifying "business"? I've never felt my age or so vulnerable as I do now and I believe it registered in the we hours one morning when the \$50,000.00 base line figure, "when they found their source", would be posted into a business account in my name. Or it could have also been when the EIN (as in Employer Identification No.) fully registered with me. Things rarely register early on for me but pretty much well after the stated fact in any/all areas of anything. I'm not sure, but believe it was Ben Mason, Business Success Group, that at the onset asked me how much debt I had, i.e. mortgage, etc., and I "sensed" he was pleased when I told him I had nothing other than the usual monthly bills as everyone else, water, electric, etc., and I hadn't carried a credit card balance month to month in over 20 years and that all changed with my first billing which ran over the \$4,700.00 credit limit and had to start figuring out how I could balance all this out and Aaron Winters, Daeus Financial, (?) recommended 18 month interest free balance transfers and when the 18 month term expires, then search out the next and apply for their interest free balance transfers (using OPM)!

When asked what my goal was via working from home I shared that my son was wrongfully incarcerated for 15 years and for sometime I have been concerned of the mounting fines and costs building against him, plus penalty and interest from the onset or approximately 15+ years at this point in time has been a tremendous mental burden on me and perhaps this (what I thought starting out would be some type of data entry i.e. similar to medical coding classes, for example, to utilize which avenue I could pursue to begin trying to pay towards that end prior to his release (in about another 5 years) since I couldn't in my present financial situation, and his comment was that when my son was back home he, too, could also work in this way since I would be established. Sounded very feasible to me at the time. (There is no fool like an old fool – believe me, as I know first hand!) and I cannot bring myself to share this with anyone very close to me with the exception of two friends, one - my accountant, who encouraged me to pursue this investigation as she firmly believes I have been scammed)!

I believe it was Wednesday, April 24, I contacted Mr. Jack Fromm, PA Bureau of Corporation Taxes, to nullify the LLC and faxed the approval LLC to him for this purpose (copy in attachments). I expect to be talking with him Monday concerning potential cost to me, if any, for this nullification transaction.

PS. On 04/25/13, 7:15 PM, rec'd call from Scott Schultz, Coaching Dept Support + also Business Success Group (866-850-4871) stating he can essentially place my account on an indefinite hold for an indefinite period of time + should I change my mind, or have anyone I can work with or give it to -- I can do that. I told him I just don't see it happening. He further stated the money cannot be refunded to me.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____

DATE: 04-29-13



State of Utah

Department of Commerce
Division of Consumer Protection

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DEC 02 2014

Send to

Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name: [REDACTED] Home telephone number: [REDACTED] Daytime or Work telephone: [REDACTED]
Street Address: [REDACTED]
City: [REDACTED] State: [REDACTED]
E-mail Address: [REDACTED]

COMPLAINT AGAINST

Name of Business Entity: *SUPPLIER SOURCE, LLC* *Ken Sonnenberg* Daytime telephone number: *801.400.7921* Other telephone or facsimile: *866.850.4871*
Street Address: *1411 W. Business Park Drive*
City: *Orem* State: *UTAH* Zip Code: *84058*
E-mail Address: [REDACTED] Web Address (URL): [REDACTED]

TRANSACTION INFORMATION

Amount of Transaction: *AUD \$18,137.00* Date of Transaction: *22.7.13 - 30.9.13* Method of payment for transaction: *CREDIT CARD*
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date:
NO ☐ YES ☒ *in writing - online - docuSign*
Was the product or service advertised? If yes, give location and date:
NO ☒ YES ☐
How would you like to see your complaint resolved?

Full monetary compensation

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☐ YES ☒ *F.T.C.*

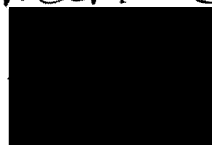
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please see attached written Complaint



If you require further information please do not hesitate to contact me



CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE



DATE: 27.11.14

I am filing an official complaint of unethical business practices and requesting financial restitution, against Supplier Source, LLC and all it's associated companies and individuals.

I was originally contacted by David Miller of Empyre Business Solutions online via what I now know to be spam, about a online business opportunity. This man, even though a very smooth talker was aggressive in his approach to signing me up and convinced me that this was an opportunity of a lifetime, promising me that I would be making a lot of money in a very short period of time. I feel I was groomed into taking on what he believed to be a business opportunity and what I now know to be a scam. He told me that they were only looking for highly motivated people to accept into their program and that to be accepted I'd have to make my decision, that is say yes – on the spot. There was no cooling off period offered. To be accepted into the program cost me USD\$4,000.00 paid via credit card on July 27th 2013.

A representative from Supplier Source, Brandon Smith, contacted me and explained the program in more detail – It all sounded above board at the time – the cost for the program, 6 months of one-one coaching + webinars + access to over 5000 suppliers + access to over 50,000 products + website design + social media setup would be USD\$12,000.00. I talked them down to USD\$10,000.00 which was paid via credit card on August 26, 2013; still thinking the program was legitimate and after signing the contract I was told that to gain access to the social media program, this would cost me another USD\$2,500.00 There was a heated phone call over these extra costs, but they had me believing that the program would not work without these additional services. In total I have paid USD\$16,500 which converted to AUD\$18,137.00.

I was then passed on to my so-called coach Marty Twelves whose coaching style was flaccid; he seemed uninterested and often cancelled my coaching session with very little notice. I was following the training in good faith yet doing things such as reselling items from a Walmart or sears catalogue with an added 15% on top plus shipping built into the price. I was not entirely sure how this was going to work – why would someone buy something from me that they could get from the original source at a better price? I am working from Australia so I do not understand how the American market works so I believed them when they told me that people would buy from me based on my customer service. In good faith I continued the program.

I followed all the training webinars and put into place everything that I was coached to do, even though at times it did not sit right with my work ethics. The fact that they set up my social media accounts ie., facebook & twitter with false 'likes' and 'followers' made me feel very uncomfortable – but they

assured me it was quite acceptable. I now know my feelings were true in that it is not good business ethics at all.

Supplier Source failed to inform me of several factors in creating the kind of business they promised:

- I was lead to believe that I would need to invest 10-12 hours a week of my time to make large amounts of income Not true – it requires many more hours.
- Supplier Source failed to inform me that SEO is in itself a full-time job that requires skillsets that I do not have.
- Suppliers Source failed to inform me that Social Media Marketing is in itself a full-time job, which requires regular up-to-date training of which their own webinars do not cover
- Supplier Source failed to inform me that Blogging is also on it's own a full-time job requiring further training that is in no way covered in their webinars.
- Supplier Source failed to inform me that the coaching program and subsequent online business drop-ship model would in actual fact be a full time job.
 - I am unable to work full-time due to a disability, so this alone has caused me undue stress, ill health and fatigue.
- Supplier Source failed to inform me that I would have to spend more money on business and marketing training, web design and back-end coding as well as further social media training because their training and webinars was not sufficient.

My relationship with my Life Partner has suffered a great deal of stress almost to the point of breaking down because of the pressures of the cost to invest in the program and the fact that Empyre Business Solutions and Supplier Source have failed to keep their end of the agreement. The insurmountable hours I have put into this business with absolutely no results has placed an enormous stress on my already existing health condition, which has impacted negatively on my family life and relationships.

Furthermore during my time with Supplier Source I discovered:

- During my coaching program, Supplier Source (including others operating as a common enterprise) was taken to court by the FTC – Case No. 2:14-cv-00088-DB. They had a restraining order filed against them - the business was temporarily suspended, leaving me in a dire position of absolutely no point of contact.

- During this time I was not informed of their situation; not informed that they were unable to conduct business; not informed of how long this situation would take to be resolved. No contact was made with me to advise of their situation.
- During this time, I was unable to conduct business on my own website because of my domain's attachment to Supplier Source being that it was registered under their business name, stopping me from accessing back-end protocols at which point my business was suspended for 6 weeks until I was able secure the registered domain name into my own name.

This complaint is being filed with the Federal Trade Commission as well as the Utah Division of Consumer protection and anywhere else I can find to file the complaint.

This complaint is filed against Supplier Source and all their associates who maintain a common enterprise, multi-phase, multi-million dollar Internet and telemarketing scheme. They use a multitude of corporate names and deceptive tactics to induce consumers to pay thousands of dollars for a business model that does not end up making the kind of substantial revenue promised.

The following is a list of companies associated with Supplier Source, most of which are based in Utah and with whom this complaint is also against:

Apply Knowledge, LLC aka Apply Knowledge Institute, Coaching Department.

Dahm International, LLC

Dominion of Virgo Investments, Inc

Ecommerce Support, LLC – Idaho

Essent Media, LLC

Evertex Solutions, LLC

Evi, LLC aka Members Learning Centre

Nemrow Consulting, LLC

Novus North, LLC aka My Mentoring, Yes International LLC, Your Commerce Support International, LLC.

Purple Buffalo, LLC

365DailyFit, LLC

Vi Education, LLC – Nevada

The following is a list of individuals associated with Supplier Source, LLC

David Gregory Bevan

Jessica Bjarnson

Phillip Edward Gannuscia

Chad Huntsman

Richard Nemrow

Jeffrey Nicol

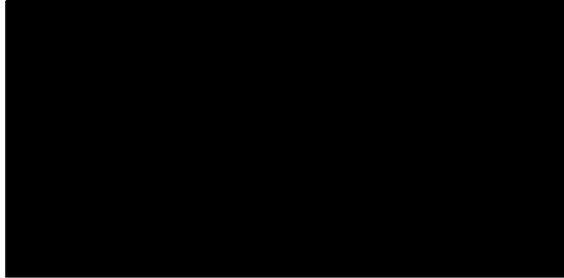
Thomas J Riskas III

Babata Sonnenberg

Ken Sonnenberg

I believe that all of these companies and individuals are collectively responsible for the deceptive practices that have affected me; my mental health, my financial status and the negative impact on my personal relationships and that of the many consumers who were misled by false promises.

Permanent Injunction to discontinue their misleading and deceptive business practices and financial restitution is the only outcome acceptable





State of Utah

Department of Commerce

Division of Consumer Protection

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NOV 27 2013

DIVISION OF

CONSUMER PROTECTION

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Utah Division of Consumer Protection

Attention: Complaint Processor

Heber M. Wells Building, 2nd Floor

160 East 300 South, PO Box 146704

Salt Lake City, UT 84114-6704

(801) 530-6601 | (801) 530-6001 fax

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CONSUMER INFORMATION

Your Name

Home telephone number

Daytime or Work telephone

Street Address

City

State

Zip Code

E-mail Address

COMPLAINT AGAINST

Name of Business Entity

Daytime telephone number

Other telephone or facsimile

Supplier Source

866-610-8459

Street Address

City

State

Zip Code

Salt Lake City

Utah

84114

E-mail Address

Web Address (URL)

www.mysuppliersource.com

TRANSACTION INFORMATION

Amount of Transaction

Date of Transaction

Method of payment for transaction

\$ 4600

March 2013

Credit Card

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date

NO ☐ YES ☒

Was the product or service advertised? If yes, give location and date.

NO ☒ YES ☐

How would you like to see your complaint resolved?

I would like my money refunded...

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☒ YES ☐

SUMMARY OF COMPLAINT

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On February 21, 2013 I purchased a contract from Supplier Source for the amount of \$ 4,600.00. According to the contract I was to receive 6 one on one marketing classes, the Supplier Source Annual and a Bronze website construction package. Supplier Source was supposed to supply me with the names of drop shippers to supply the product I sold on my website. The salesperson assured me that I would find the best distributor for my product using Supplier Source and that it was the best and cheapest option for finding drop shippers. The salesman, a Mr. Hickam, assured me that Supplier Source had inside contacts and contracts with the best drop shippers and that they attended sales conferences to form special relationships with these drop shippers. They explained the benefits of having Supplier Source provide me with the names of drop shippers even though my contract said I would have access to dropshippers through my coaching contract. The coach assured me this would take care of all my needs and that I would have no additional expenses. They also explained that the price of the package was good only on that day and that they were making me a special deal. They also assured me that they were the best Internet business marketing company around with untold success stories to their credit and that they had contracts with the best drop shippers in the business. They said that to be successful at finding a good drop shipper for my product I needed this contract with Supplier Source. They led me through the contract hurriedly and asked for a credit card number before I could read and understand the contract.

(continued)

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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Whenever I submitted a request for drop shippers the Supplier Source people would often take several days to reply. And even then the list I requested was incomplete and would contain wholesalers who were not even drop shippers. Their services provided me with nothing of use whatsoever. The product I requested wasn't even carried by the suppliers they recommended. There wasn't any educational value nor was there any information of use to me at all. Becoming frustrated with the process, I set out on my own to find a drop shipper. Within an hour I found a manufacturer and wholesaler who would supply the product I wanted with no fee charged. All Supplier Source was interested in was directing me to a supplier with whom they had a contract, regardless of whether could supply my needs. I received absolutely nothing of any use from these people and the time I spent interacting with them was a waste

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SIGNATURE: _____ **DATE:** _____



State of Utah

Department of Commerce
Division of Consumer Protection

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MAR 27 2014

DIVISION OF
CONSUMER PROTECTION

Consumer Complaint Form

Send to:

Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
E-COMMERCE		
Street Address		
NOT KNOWN		
City	State	Zip Code
OREM	UTAH	
E-mail Address	Web Address (URL)	
GARY@ADLYKI.COM	GARY/BUCKWAY SENIOR BUSINESS CONSULT	

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
BETWEEN \$1,000-12,000	MID 2013	CREDIT CARDS
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/>		
Was the product or service advertised? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> INTERNET		
How would you like to see your complaint resolved?		

I WOULD HOPE I CAN GET MY MONEY BACK!

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO <input type="checkbox"/> YES <input checked="" type="checkbox"/>	FTC, [REDACTED] ATTORNEY GENERAL [REDACTED]
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SUMMARY OF COMPLAINT

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I STARTED OUT GOING ONLINE AND RECEIVED A PHONE WITH A VERY HIGH PRESSURE SALES PITCH. RIGHT THEN I SHOULD'VE KNOWN BETTER, BUT BEING UNEMPLOYED IT SOUNDED GREAT.

I WENT THROUGH MONTHS OF PHONE TRAINING NOT GETTING ANYWHERE, AND ALL PHONE CALLS STOPPED.

THE DOCUMENTATION I'M SENDING I THINK TELLS A PRETTY COMPELLING STORY!

IT WAS BACK AND FORTH ALL TIME COSTING MORE AND MORE. TO THE TUNE OVERALL OF BETWEEN \$1,000 - \$2,000 DOLLARS.

FLORIDA ATTORNEY GENERAL, FIC-UTAH

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____

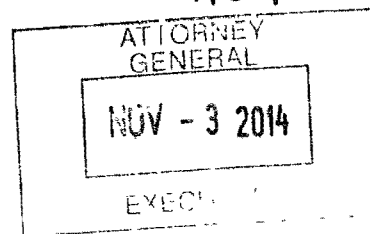
DATE: 3-24-14

OFFICE OF THE ATTORNEY GENERAL
Utah State Capitol Complex
350 North State Street Suite 230
SLC, UT 84114-2320

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DIVISION OF
CONSUMER PROTECTION



To Whom it May Concern,

Attached is a copy of my demand letter to Supplier Source, LLC requesting repayment for the money I invested. I am sending you a copy of my demand letter solely for informative and record keeping purposes. Moreover, I am a consumer that has been defrauded by this company and this letter shall serve as my formal complaint.

Regards,



UTAH ATTORNEY GENERAL'S OFFICE

NOV 04 2014

Commercial Enforcement Division



October 29, 2014

Supplier Source, LLC
1411 W. Business Park Dr., Ste 101
Orem, UT 84058

RE: FINAL DEMAND FOR REFUND OF MONIES PAID

To Whom It May Concern,

This letter is in regards to the \$12,500.00 (Twelve Thousand Five Hundred Dollars, and Zero Cents) I am owed by the marketing firm Supplier Source LLC, hereinafter ("SS"). In April of 2013, I was contacted by an SS representative, saying SS could build me a successful and lucrative website if I purchased their program.

On April 9, 2013, I signed a contract with SS (See EXHIBIT "A" Contract including Payment Verification), paying them \$12,500.00 to enroll in their marketing program, including but not limited to mentoring, media creation, and constructing and marketing a website.

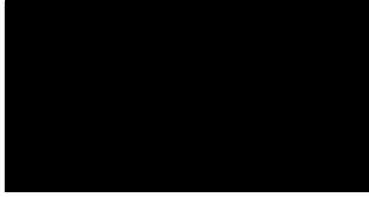
Months went by and nothing happened. I never received any of the services for which I paid. I tried contacting SS to get a refund, but was unsuccessful. By July of 2013, I ceased having any further contact with SS. For this reason, I am demanding a total refund of all money I paid to SS.

In order to settle my claim and thereby prevent the necessity of turning to a more formal and costly means of resolution, I am requesting repayment of the \$12,500.00 as a settlement.

Please be advised that if I am forced to file a civil action in this matter, my claim will be substantially greater. In addition to the monies requested above I will also demand interest on the monies owed, attorney's fees and lost wages for the time and effort that I put into this collection.

There are several ways in which this matter can be resolved, including the following:

1. Civil Litigation. Litigation will be time consuming, extremely expensive for both parties and could result in adverse publicity. Note, of course, that the complaint filed in this matter will be a public document, and the press could show great interest in the facts of this case, something neither party is really interested in.
2. Discussion. The least expensive way to resolve this dispute is if you and I discuss the case through an exchange of correspondence, telephone calls, meetings, etc. My experience is that if both parties are reasonable and act in good faith, they can settle matters such as these.



3. Mediation: The parties can agree to a private mediation with someone skilled in the real estate area. This option works only if both sides are motivated to resolve the case.

Your immediate review of this matter is requested. Please specify which route you would like to pursue. I look forward to your reply on or before December 15, 2014. If I do not hear from you by the aforementioned date, legal action will be taken.

Regards,



CC:

Financial Industry Regulatory Authority (FINRA)

Federal Trade Commission (FTC)

Attorney General State of Washington

Attorney General State of Utah

Utah Department of Commerce – Division of Securities



State of Utah

Department of Commerce
Division of Consumer Protection

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MAY 03 2013

DIVISION OF

CONSUMER PROTECTION

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Attention: Complaint Processor
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Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

The Division of Consumer Protection is charged with enforcing consumer protection laws. We offer assistance according to those laws; however, you should not rely solely on the filing of this complaint to resolve your problem. You may need to consult an attorney to determine what remedies may be available to you and any statute of limitations that may apply to your case.

CONSUMER INFORMATION

Your Name _____ Home telephone number _____ Daytime or Work telephone _____

Street Address _____

City _____

State _____

Zip Code _____

E-mail Address _____

COMPLAINT AGAINST

Name of Business Entity _____

Daytime telephone number _____

Other telephone or facsimile _____

POCKY ECOMMERCE & MY SUPPLIER SOURCE 866-850-4871 208-473-2348

Street Address _____

1167 IRON EAGLE DR.

City _____

State _____

Zip Code _____

EAGLE

ID

83616

E-mail Address _____

Web Address (URL) _____

WWW.ECOMMERCE.SUPPORTONLINE.COM

TRANSACTION INFORMATION

Amount of Transaction _____

Date of Transaction _____

Method of payment for transaction _____

\$895 & \$3000

JAN. 11, 2013

CREDIT CARD

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date

NO ☐ YES ☒ VERBALLY AND IN WRITING

Was the product or service advertised? If yes, give location and date

NO ☐ YES ☒ ON LINE

How would you like to see your complaint resolved?

PAY THE AMOUNT OF TIME (COACHING TIME) AND A REFUND ON MY MONEY.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number

NO ☐ YES ☒ BBB, ATTORNEY GENERAL'S OFFICE OF _____, FTC

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

PLEASE ATTACH COPIES OF ANY DOCUMENTS RELATED TO YOUR COMPLAINT (i.e. contracts, warranties, bills received, cancelled checks – front and back, correspondence, etc.). DO NOT SEND ORIGINALS. Materials submitted with your complaint will NOT be returned to you.

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

In filing this complaint, I understand that the Division of Consumer Protection is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful practices. I further understand that if I have any questions concerning my legal rights or responsibilities, the Division cannot give me legal advice and I should contact a private attorney. I hereby give my consent to the disclosure of the contents of this complaint to the Division of Consumer Protection to the best of my knowledge and belief.

SIGNATURE: _____

DATE: 26 APRIL 13

My Story

To whom it may concern

I am writing this letter to further give information/explanation on what happened on the event that I initially invested on a supposed "work-at-home online website retail marketing" I will try and give as much detail as I can remember on the dates and my encounters with the company I invested in (The Coaching Department/ My Supplier Source)

Late evening of Jan 9, I was online just doing my accounting for my bills I stumbled on a webpage that promised a home base business that will supplement an income by sending advertising through mails (from what I remember, I think the website said they will mail me the materials and everything will be provided To my hopes, I invested \$97 and thought that that wasn't bad for an investment After going through, I received a confirmation and an electronic receipt

The next day I was contacted by a man who congratulated me about joining the program and told me that his boss will call me the next day to see if I "qualify" for the program He asked me what my credit line was, if I was married, if my wife can be there to the scheduled phone call with his boss He asked me where I'm from and I said from California He said they are only accepting 7 people a week from where I'm from and that he thinks they're only down to 3 at that time so scheduling with his boss for the phone call and knowing all the information he was asking was important to know if I qualify or not in the program

The following day, a person name Adam Weber called me and told me that sending advertised mails is really not going to help me generate any income This is when he gave me the pitch to having my own online website He gave me the whole spill and explained to me how having an online website selling different branded products is where the money is He asked me how much I want to earn in a month, I said, (trying not to be so greedy) I told him about \$2000 He said, that's realistic and should be doable if I put in the work and effort He asked for how my schedule is and told me that if I put in at least 4 hours at least 3 times a week or 10 hours a week, I would be making \$2000 - \$3000 a month Still skeptical, I asked him if it was really possible and he said he saw people making \$3000 - \$5000 a month in 4 to 6 weeks

He showed me and explained to me how I can earn money online by doing dropshipping and affiliate programs and how I can really take advantage of this working from home and making money by selling products on my own website I was promised to have a website up and running and should see the money coming in around 6 to 8 weeks

I was then told that the package will cost \$8895 to start the business In the back of my mind I was already nervous but the pitch of having my own online business and selling branded products and earning \$2000 to \$3000 a month shadowed my judgment He told me that they will help me and give me all the tools I need to pay my credit card right away I was advised that as

soon as I start seeing the flow of money from the website, that I should start paying my investment right away I thought, wow, at least they care to make sure I pay off the investment right away So I took the leap and charged the \$8895 on my credit card

I was then given emails/websites to watch videos on how to make money online I was then called by an assistant to set up my first coaching appointment which is 5days later after I joined (please note that after my initial investment, they scheduled me 5 days out after I joined And I was told that that was the next available appointment But the contract said that I only have 3 days if I were to cancel from the program)

I was contacted by Cameron (15 Jan 2013 @ 6 00pm with Cameron (Set-up Ebay acct, list, sell and feedbacks) who gave me an assignment to set up an account with EBAY and to list 1 item (anything from my household) and to get at least 10 good feedbacks He told me to go to 99cents auction and buy recipes for 99cents just so I can get feedbacks He also referred me to watch a couple of videos on how to create an account on Ebay, and how to sell products on Ebay The "coaching" lasted maybe less than 20min and I was told to email him after I was done with the assignments

The initial substantial investment was followed by another call giving advice as to what additional service is mandatory to making a successful web business Jan 24th was the next appointment, I received a call from Brandon Smith (24 Jan 2013 @ 5 30pm with Brandon (signed up for direct drop shipping) I believe, he introduced himself as one of the coach from the coaching department and explained to me the importance of drop shipping and how it was an absolute necessity to boost up the selling ability of my website He made it sound that the program is necessary for the success of the website He told me about different dropshipping program and how each program will have more products which could generate more money (Basically, the more products to sell, the more money you earn) He also mentioned that by going with the program, they will find the suppliers and it will be easier for me to set up an account with them since they already establish this relationship with the supplier

I told him that I cannot afford \$3000 for the service because I am maxed out on my credit card He said to give him a minute and see what he can do, he said that he was on the other line with my bank and he mentioned like, he's trying to get me approved by explaining it to them (which is my bank, NAVYFED) that I have a business that I am trying to invest in and would pay it back as soon as I apply for a corporate credit (this is the first time I heard about corporate credit) He came back and said my bank approved the \$3000 (note it came to me, that these past few days that I have been calling Navy fed to dispute the charges on my credit card, that every time I call a representative will always ask for my code word which Brandon Smith is not aware of And I always have to enter my access number and password first even before I get to talk to a representative The point is He lied to me that he was on the phone with my bank to get the request-for-approval-for-the-\$3000) I may not know a lot about legal rights concerning this issue but I think this would be considered as deception and stealing

He sent me the confirmation/contract and told me that I should make at least 10 items that I want to sell on my website or develop a niche for my business and send the request to him through www.mysuppliersource.com and that they would send me the suppliers that I need to contact to set up an account with them. I was thinking, shouldn't that be their job to set that account for me since they said that "they already establish a relationship with the suppliers?"

06 Feb 2013 @ 12:00pm with Michael Laskey (setting-up Unlimited LLC) (866-525-3709 ext 188) On FEB 6, Michael Laskey contacted me to set up my LLC and told me the importance of separating my business liability to my personal liability and that he would help me transfer the investment on my credit card to a corporate credit. Charged me \$1890 to set up LLC and \$1800 to setup Corporate Credit. It is now 07MAR still haven't seen the website and still not earning the money they promised that would generate income in 6 to 8 weeks.

They might say that it takes 45-60 days in California to set up the LLC. But the thing is, they should've known that from the start coz they knew I'm from CA. Instead of offering me all this other stuff, we should have established my LLC first. If they are a legit company like they claim they were, they should be on top of their game. They should already know what the steps are for the students to take before having them maxed out their credit cards and get stuck with a payment they couldn't afford because students are still not earning money that they promised they would.

If they were to take an average person and knew, keeping in mind that person has a limited resource/money, the first thing they should do is to make sure he gets the investment back and pay it off right away, not drain his resources and keep asking for more money and say it will help the business.

06 Mar 7:30pm (Started doing research and found out that it only takes less than \$500 to set-up LLC with LEGALZOOM.com and it takes 4-5 days to get the LLC if expedited for an additional cost of \$450.)

06 Mar 12:30 am FOUND OUT that the program is a SCAM from <http://www.nipoffreport.com/directory/the-coaching-department.aspx>

07 Mar 2013 09:00am Filed a complaint against The Ecommerce, The Coaching Department, My Supplier Source and other affiliates with BBB, FTC, Attorney General of Idaho and UTAH.

26 March 2013 4:00pm Coaching Department called and try to explain their side and try to resolve the issue. They said they'll call back after they talk to their superiors.

Then they'll also going to say that 3 days have pass and I can't cancel anymore. But, how can I cancel when they got me all worked up on watching the videos? And all the videos were very promising where they build your hopes in how easy it is to earn money online. On top of that,

they give you assignments not realizing that you're already too deep into the program and all you wanted to do is to have your website started. But then nothing. It's all just false hopes and promises. If I knew from the start that what I am paying for was just coaching, I wouldn't have signed up. That was not what I agreed on and that was not what I was told I'll get. I was promised a home based online business of my own that will be selling major retail products that would be earning \$2000 to \$3000 in 6 to 8 weeks. It is very misleading and unprofessional.

In addition, I had another charge on my credit card from EBUSINESS for \$39.95. These guys had the nerve to insist I start paying monthly subscription fees for the website which supposedly I already paid initially. So, from what I am getting is that, the charges never stop, that what they initially asked me for the investment was just "the coaching" and not the website, because apparently, I will still have to pay for those services myself.

What they claim is false advertisement. You don't feed people what they want to hear when it comes to business and not follow through with it. You don't take people's money and tell them they'll be earning income from a website that they will build for you but not disclose all the other expenses. Like setting up the LLC, setting up corporate credit, paying for marketing. If I knew that it was going to cost me more than \$15 to \$20 thousand dollars on doing this business, I would've just drop the line from the start.

The worst thing is, with all that money, I only had probably a 2 hour worth of phone call but I EARNED NOTHING!

RECEIVED

JUN 03 2014



State of Utah

Department of Commerce
Division of Consumer Protection

DIVISION OF

CONSUMER PROTECTION

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
mysuppliersource	not given	866-935-2094
Street Address		
1491W 500 N		
City	State	Zip Code
Lindon	Utah	84042
E-mail Address	Web Address (URL)	
mysuppliersource.com	www.mysuppliersource.com	

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
\$12,500.00	12/2013	credit card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/>		
Was the product or service advertised? If yes, give location and date.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/> It was part of the eCommersultant Package on top of the \$19,985.00.		
How would you like to see your complaint resolved?		

I would like to be refunded the entire amount of \$12,500.00. I don't even know how to log in to this site. It was an entire waste. At the beginning when I was able to log in as asked for their top suppliers without naming a specific product. There was not response. (ECommerce Consultants have all the information on these people). They are at 1-866-610-8459. The contact person is the VP... Kevin Handren. He suggested I contact you if I got no response from mysuppliersource. no response

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☒ YES ☐

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

I will sum this up like I did with the complaint against eCommerce Consultants

On a talk radio station I heard about earnincomeathome.com as an opportunity to make this happen. As it turned out the company I replied to was not the radio advertised company. I had confidence I could make the business go. I had to in order to keep my daughter at home.

My suppliersource was a part of this package with \$12,500.00 going directly to them. I have not made one dollar off of this venture. eCommerce refunded me the money I invested but said I will have to confront mysuppliersource directly.

I've received no response, so I find it necessary to seek relief with the help of the State of Utah.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

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SIGNATURE _____

DATE: 6/10/14



State of Utah

Department of Commerce

Division of Consumer Protection

Consumer Complaint Form

Send to:

Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

RECEIVED

MAR 19 2014

DIVISION OF
CONSUMER PROTECTION

ADAM

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CONSUMER INFORMATION

Your Name: [REDACTED] Home telephone number: [REDACTED] Daytime or Work telephone: [REDACTED]
Street Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
E-mail Address: [REDACTED]

COMPLAINT AGAINST

Name of Business Entity: ECommerce/ Daytime telephone number: [REDACTED] Other telephone or facsimile: [REDACTED]
MySupplierSource/DOBA/iCoach/E-BusinessSolutions 1-866-850-4871 1-801-960-4976
Street Address: [REDACTED]
1411 W. 1750 S., STE. 101, OREM, UTAH 84058 (4th ADDRESS)
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
OREM (4th CITY) UTAH 84058 (4th ZIP)
E-mail Address: [REDACTED] Web Address (URL): [REDACTED]
- SEE OTHER ATTACHED FORMS / COPIES - - (SEE OTHER ATTACHED FORMS / COPIES) -

TRANSACTION INFORMATION

Amount of Transaction: [REDACTED] Date of Transaction: [REDACTED] Method of payment for transaction: [REDACTED]
- SEE OTHER ATTACHED FORMS / COPIES -
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date
NO ☐ YES ☒ - (SEE OTHER ATTACHED FORMS / COPIES) -
Was the product or service advertised? If yes, give location and date
NO ☐ YES ☒ On the internet search for Work From Home/Home Based Business. etc...
How would you like to see your complaint resolved?
Seeing as though I did not receive (even remotely) the service that was discussed initially and the company is no longer available/reachable, I want all of my money returned to me!!!
\$7869.75(amex) \$12,500.00(citibank) Totalling: \$20,369.75
I would also like to see these sick demented thieves out of business forever and behind bars (if possible)!!!!

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☐ YES ☒ - (SEE OTHER ATTACHED FORMS / COPIES) -

SUMMARY OF COMPLAINT

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SEE ATTACHED DOCUMENT

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SIGNATURE: _____

DATE: 2-21-2014

To Whom It May Concern:

At the end of Aug. 2013 I did a search for a "home based" business, because I had lost my job and was desperate for income. I looked on-line for a work or some kind of business that I could do from home. Somehow, I came across a site that talked about a "stay-at-home" mom making thousands of dollars a month, working from home, with a "legitimate" company (I can't even tell you, now, how I came across the site...and...I have tried to retrace my steps, several times, but...no luck...and I don't believe that the "company's" name was even mentioned on the site that I was on)...The language, on this particular site, "read" very well to me and I felt comfortable enough, after reading the whole page, that I proceed forward with signing up...When I clicked through to start the process, I was directed to another site that said that I had to just pay like \$49.95 (or something around that figure) to this DOBA??? Company to get started...Then that led me into another area that had some further directions...One of the ballooned statements had fairly large print and read, something like...IMPORTANT! BEFORE PROCEEDING, CALL THIS NUMBER! So...I called the number that was listed...The call was answered by a guy named Nick and he proceeded to interview me initially. He asked me several things (that I have now forgotten) but the gist of his questioning (that I believe now) was to "prime" me for evaluating if I was a "good enough candidate" (had enough good and abundant credit) for putting me in touch with his "boss" (Brian Andrus). I remember, during this "questioning dance" that I felt a little confused as to why it was so elaborate and, almost, suspenseful...Like this Brian Andrus was like God's right hand man or something...??? Bottom line is that I was "good enough", because my credit is or was excellent!

Then Nick had me hang up with him and wait for Brian Andrus to call me. When I got on the phone with Brian Andrus, he was very charismatic and powerfully, persuasive. He asked me a lot of personal questions about my past work experience and motivation and financial background, if I owned a house or rented, if I had an investment portfolio, how much credit I had available / credit history and score...and so on...I felt a little strange about all that, but I was not thinking very clearly, because of my desperation of needing to find work/income and I, somehow, talked myself into the justification of it

all...After about an hour, of conversing with Brian Anurus, I found myself pulling out my credit card and paying him \$7,869.75 (from my Amex card) for this "Internet Marketing" and "Coaching" Program...There was quite a bit of talk about Ebay also and I told Brian, right up front, how I did not care for ebay, because I had a bad experience with a purchase that I had made through Ebay, that went bad and I got kinda screwed, by the seller...and he said...oh...that's o.k. you don't have to deal with them if you don't want to, there are lots of other ways you are going to make money with this program...and I left it at that...At this point, the business program was not even spelled out in any way as to what it was going to entail or the particulars of how it worked...etc...BUT...DUMB AND DESPERATE ME went and paid for it anyway, because the presenter made it soooooo intriguing and promising and he massaged my financial "American Dreams" ego in all the right ways .

After Paying the \$7869.75 with my [REDACTED] Amex Card...I was assigned a "coach" (Mike Wood) and made my first coaching appointment for the day after that next day...Meanwhile, Mike Wood sent me an email with all his contact info. and the program site access...blah, blah, blah... When Mike Wood Called me for our first appointment, we were probably on the phone for about 10 minutes and it, pretty much, just consisted of him giving me a bunch of webinars and videos to watch and set up another time for the next coaching session and that was it!

After that call, I was NOT INTERESTED any more in this "program" ...so...It was within the "3 day rescission" time frame and I called back the next day and told everyone that I had spoke with initially (including leaving a message for Brian Andrus) that I wanted my money back, because I didn't like the fact that it was just a bunch of videos and webinars and CRAP and mostly being directed to SELL SELL SELL on...EBAY (MY FAVORITE!...NOT)! After I spoke out that I wanted my money back, I got a call from a Skyler Jarman. He proceeded in talking me into staying with the program with a money back guarantee, that was signed by him (see attached guarantee)...he emailed me the doc. and I responded to it, that I was in receipt of the doc. And, I then proceeded to continue with another "coach" Kris Duering. (He was about as useful and knowledgeable as "tits on a bull")...During most of the sessions, I had to ask him if he was still there on the other end of the phone...no lie! It

wasn't more than two sessions in with Kris Duering that he explained that I had 3 options for my drop shipping supplier / website builder...There were 3 plans...with the "MOST EXPENSIVE" being the "best" (of course), because this would be a one time fee and everything would be taken care of for me...website building, unlimited supplier sourcing, etc..., but nothing was ever explained to me in any remote kind of detail or outline/timeline (despite my, constant inquiries) and I don't really even know, to this day, what I got exactly...but I paid \$12,500.00 (from my Citi Preferred card) to this "My Supplier Source" Company (and never received any kind of detailed receipt) for what ever it was. (NOTE: THROUGHOUT THE ENTIRE TIME THAT I WAS WORKING WITH THE COACH, KRIS DUERING, I WAS EXPRESSING MY DISSATISFACTION/FRUSTRATIONS AND CONFUSION WITH THE WHOLE PROGRAM "SET-UP" AND I EVEN HAD TO REQUEST A CREDIT INCREASE FROM CITIBANK TO EVEN AFFORD THIS!) (IN ADDITION: I HAVE NEVER HAD ANY KIND OF CREDIT CARD BALANCE, TO SPEAK OF, IN MY ENTIRE LIFE...UNTIL NOW!!!)....I did see "a / my" website and work with it a bit, but no one would really explain to me how to work it FULLY and how the purchase processing worked or anything!!! I spent sooooooooooooo much time listing items on that thing and, at first, the "my supplier source" site requests that I put in gave me, mostly, Drop Shippers sourced out of China...How can you even think about making that work! After several weeks, I finally got 3 Drop Shippers that where in the U.S., but I had to do all the leg work in contacting them and setting up everything to use them as Drop Shippers and one of the companies even had an additional fee that I had to pay if I wanted to use them as a Drop Shipping Source (I did not use that company because of that). I was really scratching my head at this point, because,...I thought that I paid \$12,500.00 (from my Citi Preferred card) so that I didn't have any other expenses and the My Supplier Source Company did all the work for me and my website business...?!

So...NOW...about 3 or so weeks ago, I complained again and a guy named Murray got on the line and told me, it was well past the time for a refund and that the only thing he could do for me is to set me up with 3 more coaching sessions with a guy named Trevor Shipp ("an internet guru")...and...that was all he could do...PERIOD...because, I was well past the refund period of 3 business days!!! So...I proceeded in telling him about the Guarantee from

Skyler Jarman and he said that he did not know anything about that document and that he needed me to forward that unto him, so that he could discuss it with Skyler! So, I did forward that document unto Murray...NEVER heard back from Murray again...I proceeded with my 3 more sessions with Trevor Shipp, who persuaded me to start listing on Ebay again???...sold 1 item, out of 25 listed, for \$35.00 (this is the only money that I have made, since starting with the "E Commerce Coaching/My Supplier Source Set-Up, at the beginning of September 2013) out of the promised thousands. Trevor emailed me all of his contact info and we corresponded several times, had our 3 "coaching sessions" (consisting of absolutely nothing, but getting me back into selling on ebay and telling me that we would get back to the "website stuff later"). Trevor "seemed" to be more informative and helpful than anyone else (up till 2-11-14)...that was the last time I heard from him...I have tried to email him (several times) and call him...left message on the number from his emailed contact info...no response back at all!

So, I decided to call the "coaching support hotline" at 9:00am(2-15-14 Sat. hours from 9am to 12pm) ABOUT 5 TIMES and got a message that stated...and I quote... "Thank you for calling the coaching department...DUE TO UNFORSEEN EVENTS, we have suspended operations and HOPE to be open again soon. We appreciate your patience and apologize for any inconvenience.

OH MY GOD...WHAT DO I DO NOW...I AM OVER \$20,000.00 IN THE HOLE WITH THIS SCAM AND I AM ABOUT TO LOSE IT!!!!!!!!!!!!!!!!!!!!!! PLEASE PLEASE PLEASE HELP ME!!!!

Sincerely, SCAMMED





State of Utah

OCT 28 2013

Department of Commerce
Division of Consumer Protection

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
Street Address		
City	State	Zip Code
E-mail Address		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
My Supplier Source	866-496-1166	866-935-2094
Street Address		
1411 W 1250 S, Suite 101		
City	State	Zip Code
Orem	Utah	84058
E-mail Address	Web Address (URL)	
support@mysuppliersource.com	mysuppliersource.com	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
4500.00	08/17/12	credit card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> over the phone on 08/17/12		
Was the product or service advertised? If yes, give location and date		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
How would you like to see your complaint resolved?		
I would like a complete refund		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

Please allow this letter to serve as a formal complaint of the charge for \$4,500.00 on August 17, 2012.

The contract stated that I was to receive the 3 weeks of one-on-one mentoring sessions, my supplier source annual, Silver Website Construction package, Search and Social Marketing Package.

I had signed up with the Coaching Department about 2 weeks prior and my coach from the Coaching Department, either Rocky or Braden, made mention to me about Supplier Source. I was informed that it would be difficult for me to find a dropshipper on my own and that Supplier Source has already established relationships with many dropshippers and they would be able to find me one much easier. They guaranteed that they would be able to find me a dropshipper for my niche and they would take care of everything. They made it seem as though they were doing me a favor with the price and if I did not agree with the charges that day, the price would go up. And when it came to charging my card, I did not have my actual card in front of me and they needed the 3 digit security code, but he randomly put digits in until the charge went through.

I really felt that this service was kind of weird because my original contract with the Coaching Department listed "dropshippers" as being part of my package. And I didn't understand why I needed to spend more money for something I thought I already paid for. In fact, my original idea for my website was to sell Children's Luggage. I put in the request 2 or 3 times and all I would get back are dropshippers for Adult Luggage. Then I changed my idea and made a request for Bunk Beds. I got back dropshipper that would not pick up any phone calls or respond to any emails. So I put in a request for children's bedding. I started doing research myself because they have failed me several times already and I found my current dropshipper. A few days later, they gave me the name of the dropshipper I already signed up with.

Their contract states that they are an educational program, but I can't see how this program was any sort of educational. This contract also states that they would be building me a website and marketing it along with finding me a dropshipper. Not only did they never build me a website, I saw absolutely no proof of marketing it.

I was sold guarantees over the phone and none of which happened. My contract states that I cannot ask for a refund after 3 days, meanwhile, it takes them 3 days to just get back to me with every request. Another guarantee my contract states is "If you are not a success story for the program or we have not met or exceeded your expectations we will continue to work with you at our own expense until you are."

These services did not live up to my expectations and therefore, I am demanding a refund of the \$4,500.00.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

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SIGNATURE: _____

DATE: _____

10/28/13



State of Utah

Department of Commerce

Division of Consumer Protection

RECEIVED

JUN 07 2014

DIVISION OF

CONSUMER PROTECTION

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name _____ Home telephone number _____ Daytime or Work telephone _____

Street Address _____

City _____ State _____ Zip Code _____

E-mail Address _____

COMPLAINT AGAINST

Name of Business Entry _____ Daytime telephone number _____ Other telephone or facsimile _____

My Supplier Source _____

Fax 8660352094

Street Address _____

1411 W 1250 S, Suite 101,

City _____ State _____ Zip Code _____

Orem _____ UT _____ 84058

E-mail Address _____

Web Address (URL) _____

support@icoachmail.com

TRANSACTION INFORMATION

Amount of Transaction _____ Date of Transaction _____ Method of payment for transaction _____

\$12,500 _____ 6/21; 7/1/2013 _____ Charge card

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date

NO ☐ YES ☒ by phone

Was the product or service advertised? If yes, give location and date

NO ☒ YES ☐

How would you like to see your complaint resolved?

Full refund

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☐ YES ☒ FTC

SUMMARY OF COMPLAINT

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This is the letter I sent to them. They would not give full refund but agreed to pay me \$3000. I received a check in that amt but by the time I got it the FTC had frozen their assets so the check was no good. To date that is how it stands. No refund.

Supplier Source
1411 W 1250 S,
Suite 101
Orem, UT 84058

To whom it may concern

In May I first signed on with your company and to date have paid \$12,500 for your services to launch a web site. As of yet my site is not being seen on line and I have earned no income from it. Being dissatisfied with the way things have gone am requesting a refund of the money that was paid to you. I no longer wish to do business with your company.

Have tried to sign below but for some reason I can't so here is my signature

2/25/2013

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____

DATE: 6/30/2014



State of Utah

Department of Commerce

Division of Consumer Protection

RECEIVED

MAR 03 2014

Send to:

Utah Division of Consumer Protection

Attention: Complaint Processor

Heber M. Wells Building, 2nd Floor

160 East 300 South, PO Box 146704

Salt Lake City, UT 84114-6704

(801) 530-6601 | (801) 530-6001 fax

www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name

Home telephone number

Daytime or Work telephone

Street Address

State

Zip Code

E-mail Address

COMPLAINT AGAINST

Name of Business Entity

Daytime telephone number

Other telephone or facsimile

www.thecoachingdepartment.com

1-866-850-4871

Street Address

1491 W. 500 N

City

Lindon

State

UT

Zip Code

84042

E-mail Address

glenn@icoachmail.com, support@icoachmail.com

Web Address (URL)

www.thecoachingdepartment.com

TRANSACTION INFORMATION

Amount of Transaction

Date of Transaction

Method of payment for transaction

30704.90

7/7-9/19/2013

visa, amex, and Check

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.

NO ☐

YES ☒

7/7/2013 to 9/19/2013

Was the product or service advertised? If yes, give location and date.

NO ☐

YES ☒

Web Fortune Master led us to the Coaching Department.

How would you like to see your complaint resolved?

We paid the total of \$30,704.90. That includes \$59.9 consultation call, 9895 coaching and marketing plan, \$100 affiliate marketing, \$2145 for the LLC setup, \$20 business registration, mysuppliersource.com \$12500, For LLC business set-up costs we paid Small Business Success \$5985. Coaching program built us a website through Volusion: www.seasonalbedding.com. It is still in the custody global mentors. I cannot access and maintain the website. I want custody of the website. I paid to set up and for marketing services on it. I would like as much of our unused portion within the program to be refunded as possible along with custody of the website as is. I would like to be able to continue working with mysuppliersource.com if it is possible.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☒

YES ☐

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division

My parents, a brother and I initially encountered a company by the name of Web Fortune Master on July, 2013. During a consultation call with them we were referred to Global Mentors. On July 16, 2013, we subscribed to the Global Mentors program at a cost of \$9895. The Global Mentors program was to provide education and coaching that would enable us to establish and maintain an online retail business initially by selling products on Ebay and affiliate marketing. We were subsequently to be provided with a website that Global Mentors was to create and actively market. We were told that the Global Mentors \$9895 program would enable us to earn \$10,000 to \$15,000 a month. We welcomed the thought of establishing an online business that would generate that kind of income because our family was in financial distress. I live with my elderly parents who are retired. They had two very large mortgages that they had become delinquent on. They additionally had accumulated large credit card debts. Their retirement savings had become exhausted. Efforts to sell our home beginning in March, 2012 had failed to yield a buyer. The Global Mentors staff felt that our financial circumstances would motivate us to succeed with their program. Global Mentors subsequently encouraged us to register for services provided by several of their affiliated companies. These companies include the following Daeus Financial, which helped us to establish an LLC for the business at a cost of \$2245, My Supplier Source, which enabled us to find and contact dropshippers. We paid \$12,500 for their services and are presently unable to contact them because Global Mentors has been shut down by the FTC. Small Business Success was to provide us with a business plan and enable our business to develop corporate credit. For their services we paid \$5895. All the payments were made to these companies using credit cards, further increasing our debt.

As of 2/11/2014, we have not been able to contact The Coaching Department by phone or email. I learned of the FTC shutting down the coaching program from another client within the program.

We did receive coaching help and support in addition to webinars both recorded and live once a week, but our return on investment has been minimal. Since July 2013 we have earned 2516.79 selling on eBay only. \$1020 of that has been from the month of February 2014. The Coaching Program built us a website on Volusion, a company that is affiliated with the Coaching Program. We have not received access to our website because it is held in custody by the Global Mentors. There obviously has not been any marketing of the website. Although I am not optimistic, I would want a refund for as much as possible of the unused portion of my Global Mentors payment. I want custody and access to the website, www.seasonalbedding.com that Volusion built for me. I feel we paid an exorbitant amount (\$12,500) for My Supplier Sources Services, and they have stopped fulfilling my dropshipping service requests. I would like to re-establish their services. If working relationships with Volusion and My Supplier Source cannot be re-established, any unused portion of my payments to them should be refunded.

I appreciate your taking the time to review my claim. Please let me know if you have any questions. Thank you.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE

DATE:

2/28/2014

COMPLAINT No. 2



State of Utah

Department of Commerce
Division of Consumer Protection

RECEIVED

APR 14 2014

DIVISION OF

CONSUMER PROTECTION

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
DROPSHIP (The Coaching Department)	866-850-4871	866-214-5537
Street Address		
Unknown		
City	State	Zip Code
Unknown	UT	Unknown
E-mail Address	Web Address (URL)	
bsmith@thecoachingdepartment.com *	www.thecoachingdepartment.com	

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
\$13,000.00	10/23/12	Visa
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> [REDACTED]		
Was the product or service advertised? If yes, give location and date		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/> [REDACTED]		
How would you like to see your complaint resolved?		

I would like my money returned.

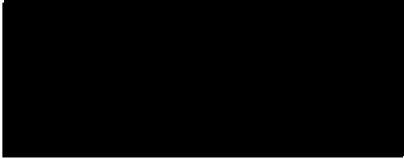
*A second email address is:

kris@applyki.com

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO <input type="checkbox"/> YES <input checked="" type="checkbox"/>	Federal Trade Commission Case Ref. # 51749982
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Along with my Complaint 1, this Complaint involves the same work-from-home opportunity. After the initial payments of \$97.00 and \$8,500.00, I was receiving training from my coach, Kris Deuring, whom I mentioned in Complaint 1.

Soon, however, I received a phone call from a Brandon Smith from the Coaching Department. (Please see Exhibit 1 for my notes I took during the conversation). He essentially told me that, first, there were the costs of setting up a business; next, I needed to obtain dropshippers so that I could advertise their goods on my website, and third; I would need to pay for marketing. This would all be on top of the \$8,500.00 we had already paid. Again, my husband and I were never told until my phone call with Brandon, that we would need to pay more than the initial investment of \$8,500.00.

Brandon said that the best and most successful method of finding dropshippers was to pay a one-time fee of anywhere between \$8,500.00 and \$12,500.00, rather than a yearly fee to each dropshipper of a certain percentage of what I would sell. He stated that I could try to find these dropshippers on my own, but that that method could take hours and hours of research. If I paid the money, these dropshippers would easily be found for me, as they would be researched for me. I would be given a site where I could look up and enter the kinds of goods in which I was interested, and then the names of the dropshippers who carried those goods would be told to me and I could contact them so that I could list their items on my website. He also stated that it was a lifetime limited guarantee that I would be “successful or [they] would work as long as possible to make you successful even at their own expense”. (please see second page of Exhibit 1)

My husband and I discussed this and, realizing that new companies need capital to get started, and since we already had \$8,500.00 into it, we at least had to try to make it successful and, if this is what it took, we would do it. On October 23, 2012, we put \$13,000.00 on my Visa (see Exhibit 2). I received an email from Brandon stating what my “program” included (Exhibit 3), and signed the contract with “Supplier Source” (see Exhibit 4, third page). Please note that the contract states that “[I] agree to pay *Supplier Source....*” (*emphasis added*), the Agreement was an attachment to an email from “Coaching Department”, but the wording on my credit card statement for this transaction is “DROPSHIP” (Exhibit 2). This is one of the reasons it is so difficult to separate these entities.

Another aspect to this is that, since November, 2012 and continuing to the present (last credit card statement February, 2014), I am paying \$8.78 nearly every month for “training”, but I have no idea what this is for. I have not tried to cancel it, as I feel it may be an addition to the monthly (\$49.95) fee I pay to keep my website up, and, since I do not want to lose my site until this is all straightened out, I have not looked into it. I have copied all of my statements with that charge on it (Exhibit 5). Nearly every one has a different “name” for the charge, including: “webtrainingresource.com”, “expert affiliate program”, “digitallearnweb”, digitalworkedu”, “es-

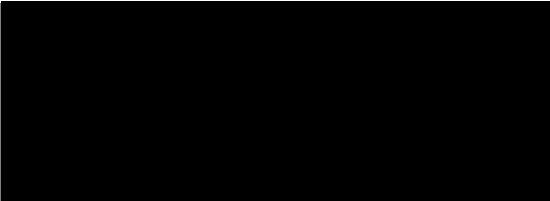


Page Two

bull mountain, llc", "marketapprentic", "learnresource", "webaffiliate", and "es-17 glaze, llc-bizo". All charges are for \$8.78, all are from Utah, and all have different numbers after them, but I have no idea how to discern between the differing names

Once again, after having spent about \$40,000 00 in total and following all the directions I received from my "training", I have not made one sale. My husband and I have had to take a mortgage out on our home (which we owned outright) in order to pay this money back in the next 30 years.

Exhibit 6 is an article I found on the internet from Utah Consumer Advocate. It tracks nearly exactly what happened to me. Unlike the gentleman in the article, however, I do have suppliers and a website but, after all the work and promises, my site does not come up on search engines and I have no visitors and not one sale. I would like my money back, as I believe they knew this would not work and have been scamming many people with the same promises.



RECEIVED

May 12, 2014

MAY 22 2014

**DIVISION OF
CONSUMER PROTECTION**

To Whom it may concern,

Enclosed are my three complaints, with backup documentation. I am sorry if it seems a bit vague...that is because these three companies; Advanced Learning Systems, Elite Financial LLC, and Supplier Source promised the same services.

The first company to contact me was Advanced Learning Systems. They talked a good talk for making money at home (a second income), and said I would be a good candidate for their program. The program, or so I was led to believe, included training on starting your own internet business, web design, finding drop shippers and getting the best exposure on the internet.

The second company to contact me was Elite Financial LLC. They professed to be the company to take care of the business end of it; getting a corporation (LLC) established. They sent me a binder with certificates, but other than that, establishing a business could have been done relatively cheaply, online. The sales person actually called my credit card company and had my credit increased. I'm still not sure how he pulled that one off.

The third company was Supplier Source. I thought they were to help me find dropshippers, although now when I google them, they profess to be the training company. The trainer gave me homework, none of which helped to produce a viable webpage or business.

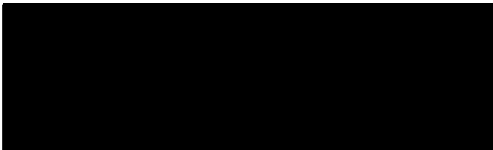
The fourth company to call was ieplexus. They professed to track the webpage, help it to have the best exposure, and train me to write a blog. There is no case against this company in the state of Utah. I am out \$1846 to this company.

When the fifth company called, trying to sell me on using their internet business accountant and tax help, I refused their services. By this time I was skeptical and worried.

I did not realize I had been scammed until much later. I just thought I had failed at the business. It wasn't until I started doing research on these companies that I realized that I had indeed been scammed. I was newly divorced and a prime target.

Any help you can supply, would be greatly appreciated.

Thank you,





State of Utah

Department of Commerce
Division of Consumer Protection

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MAY 22 2014

DIVISION OF
CONSUMER PROTECTION

Consumer Complaint Form

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
Street Address		
City	State	Zip Code
E-mail Address		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Supplier Source	866-496-1166	
Street Address		
1411 W 1250 S Suite 101		
City	State	Zip Code
Orem	UT	84058-0000
E-mail Address	Web Address (URL)	
	thecoachingdept.com	

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
\$7001	June 2012	Credit card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/>		
Was the product or service advertised? If yes, give location and date		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/> They called me out of the blue		
How would you like to see your complaint resolved?		
I would like all my money back, as I was promised I would have training on how to get my webpage up and running and producing an income. Non of the training helped me accomplish this. I just kept getting more phone calls from additional companies, saying I needed their services.		

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.	
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>	

SUMMARY OF COMPLAINT

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I paid \$7001 for training and web design to start my own internet business. The training sessions consisted of a trainer giving me 'homework'. None of the work got me any closer to having a website up and running.

The webpage was only a template which could not be modified.

The dropshippers did not carry what I was selling. The trainer would just say keep looking. Nothing he said helped me to get the website looking good and up and running.

I'm not sure what this company was really supposed to be selling, as I thought I paid for all these services initially thru Advanced Learning Systems.

I contacted the Attorney General's Office in [REDACTED] (where I currently reside until May 30), and she informed me there were already complaints/investigations into this company (as well as Advanced Learning Systems and Elite Business Financial LLC), and that I should put in a claim with the state of Utah.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____ **DATE:** _____



State of Utah

Department of Commerce

Division of Consumer Protection

RECEIVED

NOV 28 2014

DIVISION OF

CONSUMER PROTECTION

Send to:

Utah Division of Consumer Protection
Attention: Complaint Processor
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Salt Lake City, UT 84114-6704
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CONSUMER INFORMATION

Home telephone number

Daytime or Work telephone

State

Zip Code

COMPLAINT AGAINST

Name of Business Entity

Daytime telephone number

Other telephone or facsimile

Street Address

City

State

Zip Code

E-mail Address

Web Address (URL)

TRANSACTION INFORMATION

Amount of Transaction

Date of Transaction

Method of payment for transaction

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.

NO ☐

YES ☒

over Telephone at my home Oct. 28, 2013

Was the product or service advertised? If yes, give location and date.

NO ☒

YES ☐

How would you like to see your complaint resolved?

I would ask for full refund of \$12,500.00, since service was cut off by Taylor Hope and Brandon Smith. Nothing was fulfilled, such as: website never mentioned, information received by me did not support what was promised, I never made a penny of my money back.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☐

YES ☒

disputed to My master card (Citi), Utah BBB,

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

In Oct., 2013, I received a telephone call from a company called E-Commerce claiming their service would help me start a business at home selling products over the internet. Being a 76 year old woman, I desperately needed to supplement money to live on since my savings were dwindling. They assured me if I pd. them \$14,500, I would make enough money (\$2000.00/month up to \$20,000.00), which would enable me to pay back investment in three months and be 100% satisfied in 6 mos. They also assured me they would not let me fail by providing coaches to teach me and be there to support me until I was making good money. I agreed to that. They did provide me coaches who never told me I never needed to pay anymore than the initial \$14,500.00. Then they told me I needed to pay another \$12,500.00 to pay for drop shipping.

The following pages of explanation describes how both companies persuaded me to invest \$27,000.00 total to succeed without doubt and soon be making good money monthly. These companies are both located in Utah, both claim to be separate entities, but work together. They have legally covered their tracks, but don't fulfill their promises. I have another claim #83430, to your dept. assigned to as Paige. He advised me to make a separate complaint.

PLEASE ATTACH COPIES OF ANY DOCUMENTS RELATED TO YOUR COMPLAINT (i.e. contracts, warranties, bills received, cancelled checks - front and back, correspondence, etc.). DO NOT SEND ORIGINALS. Materials submitted with your complaint will NOT be returned to you.

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

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SIGNATURE

DATE: 10, 22, 2014

11, 22, 2014

Consumer Complaint Form
State of Utah
Dept. of Commerce
Division of Consumer Protection

From:



In filing this complaint against My Supplier Source and the separate one against E-Commerce (# 83430), my intention is to claim these two entities are a scam, working together making false promises, persuading innocent victims to sign contracts over the internet and not fulfilling the services promised. I believe it to be a scam and want to be refunded the \$14,500.00 as well as the \$12,500.00

This transaction with My Supply Source was an offshoot from my responding to what looked like an article on my homepage of my computer. It followed the current news articles which led me to believe it was a legitimate opportunity to supplement my income. The article spoke about a home business of taking orders over the internet and submitting them to an appropriate company who would ship the products directly from their factories to the buyer. It had testimonials from different users professing they had

had made \$3000.00 to \$20.000.00 per month working only 12 hours a week. It cost \$97.00 to respond and receive information regarding the job.. Since I am a 76 year old female, with my savings being depleted rapidly by the ongoing rise in cost of living, I was desperately looking for supplemental income. I did respond and the following day I got a telephone call congratulating me for that and interviewed me to see if I was suited. After replying to all of their questions, they said I qualified and congratulated me, saying someone would be calling me to give me the information I needed.

The next day I got a telephone call from the company called E Commerce with very positive encouragement saying if I signed with them I would make good money fast. The fee was \$14,695. 36, to which I was telling them I couldn't pay that kind of money. They promised I would make it all back in 3 months, it could be taken off my income taxes, and they would not let me fail. I had to be 100% satisfied in 6 months, and they would be with me all the way. They also said they would provide me with coaching and set me up with suppliers and all I had to do was work at least 2 hours 5 days a week taking orders for products over the internet. I was so hopeful and it sounded perfect for me so I accepted the offer in Oct. 2013, thinking I couldn't pass the opportunity up.

They assigned me a coach whose name was

Taylor Hope who would call once a week for an hour coaching session. After several weeks of coaching Taylor introduced me to Brandon Smith, saying he was my account manager. I talked briefly to Brandon who just chatted and encouraged me in the endeavor. Taylor, during my coaching, had mentioned drop shipping as the ideal way to go, since I didn't have to buy products in numbers and store them, and that it was usually free shipping. That was mostly all I had heard about drop shipping, but Taylor said that I would be learning more later about it. In about a week I got a call from Brandon giving me his telephone number and email address (which was the same as Taylor's, @icoachmail.com) so I assumed he was part of the coaching staff. He also said that I needed to pay \$12,500.00 for drop shipping so that I would never again have to pay for it. After questioning him, he said it was the best way to go and it would save me money in the long run. I fearfully agreed to it and signed an online contract, thinking if I didn't I would lose my initial investment. After spending a sleepless night I emailed Taylor the next day, since he had introduced Brandon to me, and I was more familiar with Taylor, and cancelled the agreement. I was definitely within the legal three day period to cancel: (please refer to copy of email # 1). I got a call from Brandon saying he talked to someone, and they would change the amount to \$9500.00. I let him talk me into that, thinking I at least would get \$3000.00 back. They accredited \$3000.00 back to my credit card, but didn't

send me a renewed contract to sign: (refer to credit card statement A) Note that the payment went to E Goods which I had never heard of. The coaching sessions with Taylor became more irregular after that with the holidays coming up and Taylor getting the flu about that time. We had a couple of sessions during that time, and then in January, Taylor had a relapse and had to go to the hospital with pneumonia. I was very sympathetic and understanding and just waited to hear from him. We were set up for a session Feb9 but I never heard from him. I emailed asking about it: (refer to email # 2). He called Feb 11 and said he had tried to call several times that day, but I never answered. I find that hard to believe because I always keep my phone handy and he wasn't listed on recent calls when I checked. He set up an appointment for the next day at 12:30. I waited all day for him to call, and then I started calling his secretary, his cell phone. and emailing him. After calling his secretary I got a recording saying their computers were down and they were working on the problem, but a week later I couldn't even get the recording. I emailed and called Brandon asking about not being able to reach Taylor, and he never responded: (refer to email # 3). Therefore, I disputed the charge of \$12500.00 to my credit card, and the rebuttal to the dispute came from My Supplier Source, naming Brandon as their Business Sales Associate which Brandon never revealed to me. After signing the contract, Taylor began giving me assignments to send names of products that I would

like to take orders for to my supplier source, and they would send me names of companies that offered drop shipping, which I began to do. I then began telephoning and emailing these companies. I spent hours trying to contact them, and they would never respond. When I asked Taylor about it, he said they were just busy, and I had to be persistent. I got one emailed answered from a small company that said when I got my website up and running to contact them again to start taking orders from their company. I never got my website which was supposed to be included in the service that charged \$12,500.00.

So this dispute is based on being lied to by Taylor Hope and Brandon Smith, not being given the right facts, and then them becoming unavailable to me . Also I never made one penny from the service along with learning Brandon Smith had no authority to charge me for anything, as I later found out from E Commerce, who assigned I coach mail to me. Brandon was introduced to me as my account manager by Taylor, Brandon never mentioned to me that he was working for My Supplier Source as their business sales associate, and I have no idea what or who E Goods is, that the \$12,500.00 went to when My Supplier Source claimed that money was for their servicees

I also have a complaint submitted against E Commerce. I have found out while going through this

nightmare, researching and through Utah BBB that all of these entities are working in or around Salt Lake City, and my ~~bel~~

belief is that all work together, but have set themselves up as different services. It appears to be a huge scam that's very well organized and taking advantage of innocent consumers.

I request full refund for \$12,500.00 from: E-Goods, Supply Source, Brandon Smith, which ever is responsible for all mentioned who were involved in this invalid service.

Sincerely

E-Commerce claimed after the fact that drop shipping was included in my initial investment of \$14,695.36 to them.



State of Utah

Department of Commerce

Division of Consumer Protection

Send to:
 Utah Division of Consumer Protection
 Attention: Complaint Processor
 Heber M. Wells Building, 2nd Floor
 160 East 300 South, PO Box 146704
 Salt Lake City, UT 84114-8704
 (801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION			
Your Name		Home telephone number	Daytime or Work telephone
[REDACTED]		[REDACTED]	NA
Street Address			
[REDACTED]			
City	State	Zip Code	
[REDACTED]	[REDACTED]	[REDACTED]	
E-mail Address			
[REDACTED]			
COMPLAINT AGAINST			
Name of Business Entity		Daytime telephone number	Other telephone or facsimile
Coaching department/Supplier Source		866-496-1166	
Street Address			
1352 W 1980 N			
City	State	Zip Code	
Provo	Utah	84604	
E-mail Address	Web Address (URL)		
	www.thecoachingdepartment.com		
TRANSACTION INFORMATION			
Amount of Transaction	Date of Transaction	Method of payment for transaction	
\$12,500.00	December 26, 2013	Electronic check	
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date			
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> Over the phone December 18, 2013			
Was the product or service advertised? If yes, give location and date			
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>			
How would you like to see your complaint resolved?			
I would like a refund of my money (\$12,500.00) invested.			
OTHER INFORMATION			
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number			
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> FTC of Utah			

SUMMARY OF COMPLAINT

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Company Info:

Coaching Department /Supplier Source
1352 W 1980 N
Provo, UT 84604

I was charged

1. Supplier Source \$12,500.00 December 18, 2013

I received a call from Tyler Roberts, international director with Nettraining. He explained to me about the Ecommerce business, which I was not very familiar with. He proceeded to ask me would I like to be the owner of my own company and make my own hours. He informed me that I could be making thousands of dollars within a 6 month time period. He also explained that they had a program that offered training for a 6 month time period that would help me step by step to ensure that I would be successful in the Ecommerce business. They would help me decide on how to choose the best products to sale, build websites, market my products, provide research tools and have a lifetime guarantee to use them as a resource even after the 6 month time period was up if I needed their assistance. He sent me links of the website to the coaching department showing testimonials that had short video clips of people talking about how successful they were from the assistance and training by the coaching department. He also explained that they would help me set up a company as an LLC. He said they would help me get corporate credit to establish credit for the company and get credit cards and loans, which would be paid off in the first 6 months. He informed me that the cost was only a onetime payment of \$8695.00. He continued to explain that he was so confident that they could make me successful in a short period of time that there was an incentive built in that if I was successful by making 5K or more for 3 consecutive months they would reimburse me 50% of my initial investment and if I made 12K or more for 3 consecutive months they would reimbursement 100% of my initial investment. He began to explain that he had previous clients that made thousands of dollars in a relatively short period of time and were able to be debt free and financially stable. I was asked about my financial goals and I explained that I would like to make about 5-10 thousand per month. I was told that I would be able to determine the number of hours I wanted to work, but only needed to work about 10-15 hours per week to be successful at achieving my goals. He explained to me that they would teach me how to build websites and market them on google and would be first to show up on the search engines. It was never explained to me initially that the coaching classes would include selling on EBay. Once I decided that I was interested, I paid the amount and I never heard back from Tyler Roberts. During the conversation he never identified where Nettraining was from. I was emailed a contract and signed all document electronically and was told to read over the contract, sign and email them back.

Once I completed the signing of the Nettraining documents, I received a call from one of the coaches from the coaching department named TJ Felman. He introduced himself and explained that we were going to start off by selling on EBay and my first assignment was to find something lying around the house and to sell it on EBay. This was my homework assignment for the week. He explained that we would speak once per week and that I could email him anytime. I was not given a direct phone number to contact TJ Felman, just an email address. I was also given a number to a coaching department, so that when I did call they would have someone else call me back and the person that called me back was never TJ from the coaching department. He also informed me that I would be getting a phone call from others to talk about other things that I would need to be successful.

I received a call on December 18, 2013 from James Ryan. He proceeded to explain to me about the different type of drop shippers that were direct drop shippers, middle drop shippers and post drop shippers. He explained the pros and cons of each. He explained that the resource of Direct drop shipping was unlimited, life time for \$12,500.00. He explained that I would go through Supplier source to inform them what niche I was interested in and they would research drop shippers and get the information to me. I would then call drop shippers to try and get them to approve me as a drop shipper of their products. James Ryan proceeded to explain to me that he had clients that made \$15,000.00 per month profit by selling handbags through a website and that she was \$100,000.00 in debt and he helped her be out of debt in 6 months. This was just with one website, using the Supplier source products. STATEMENT CONTINUED

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____

DATE: 3-22-14

My experience with the Coaching department and Supplier source, needless to say was atrocious. I started the program December 3, 2013 through February 3, 2014 when I was unable to get a hold of them and found out that the operation had been suspended by the FTC on February 11, 2014. For the 60 days of dealing with the Coaching department and Supplier Source I didn't learn anything, but how to sale things on EBay. My coach TJ Felman informed me that we would talk once per week and I could email him anytime. He also stated he would send me a series of links and to access those links and review. Over a 60 day time period I spoke to TJ Felman 3-4 times and he responded to my emails 2 times and the responses to my emails were 2-3 weeks after I had sent them. When we did talk, our conversations were approximately 15 minutes long. He also canceled our sessions multiple times. During this 60 day time period all that was explained to me was how to sell on EBay. We at one point started to talk about a niche website, so that I could start selling products on a website. He asked me to purchase a domain and they would build the website and upload the first 50 products. After 5-7 weeks my website was still incomplete and had not heard from anyone. The last time I heard from TJ Felman was February 3, 2014. I never had the opportunity to use Supplier source products such as gold construction of a website package, search and social marketing package, gold marketing package or 8-one on one mentoring sessions. I received a link to access this information, but several of the provided resources were not usable or they did not accept my applications. There were duplicate resources that were provided and some of the resources wanted an additional fee to be a dropping shipping resource. I called the coaching department multiple times but only got a voice mail stating that operations had been suspended. I was told the failure was not an option and that it was guaranteed that they would make me successful. The services they said they were going to deliver fell well short. I was told numerous times that I needed specific services to run a good profitable business and ended up spending thousands of dollars. My expectations were not met for the money I spent to be trained to build a profitable Ecommerce business. Therefore I am demanding a refund.

3-22-14
Date



State of Utah

Department of Commerce

Division of Consumer Protection

RECEIVED

APR 24 2014

DIVISION OF
CONSUMER PROTECTION

Send to:

Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION		
Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	same
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		
COMPLAINT AGAINST		
Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Members Learning Center & Supplier Source LLC	866.213.3657	866.229.7124
Street Address		
1491 W. 500 N. Lindon, UT 84042/ 1411 W. 1250 S, Suite 101 Orem, UT 84058		
City	State	Zip Code
Lindon / Orem	UT	84042
E-mail Address	Web Address (URL)	
support@icoachmail.com	mentoring.memberslearningcenter.com	
TRANSACTION INFORMATION		
Amount of Transaction	Date of Transaction	Method of payment for transaction
\$ 7095.00/ \$ 3000.00	12/5/12 & 4/23/13	credit card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> over the phone at home 12/5/12 & 4/23/13		
Was the product or service advertised? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> on line advertising		
How would you like to see your complaint resolved?		
A refund for the amount of these two transactions. I've had no response from anyone.		
OTHER INFORMATION		
Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> Attorney General [REDACTED]		

SUMMARY OF COMPLAINT

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In Dec of '12, I answered an on-line ad for URL listings to "Work from Home" make money opportunity. This was \$39.95 + \$8.00 to upgrade for the premium package totaling \$ 47.95.

I was contacted by Irvin Stone, contact # 801 901 1016. He said, "This is a legitimate business! The Program was Guaranteed, No Failure Allowed. A 6 - month program that was Internet based. You'll have training, unlimited marketing tools, protected warranty, unlimited research tools, unlimited drop shipper access, auto email responders within your website, affiliate marketing to promote your company products. Once your website is running, we offer a REFUND ON START UP COSTS. If you profit \$5000. for 3 consecutive months we'll refund 50%. If you profit \$ 10,000 for 3 consecutive months we'll refund 50%, so eventually you are able to earn back All your start up costs. He offered 3 different priced packages; I chose the best one offered for \$ 7095. Or so I was lead to believe Agreement is signed and enclosed

Later I was contacted by James from The Drop Shipper Dept. who said it was necessary to purchase a drop ship supplier package for inventory purposes. The first package was 10,000 which I declined. He then said, "I'm giving you a special price of \$3000.00" which was settled for since I needed products and no resources available. He had all that taken care of and this was the last investment I needed to make.

I contacted Chase Credit Card Service about the FTC notice and filed a complaint. They have credited my account \$6095.00, since some of the service were provided. A letter from the billing dispute dept stated, "The merchant is given time to provide relevant information regarding this transaction. If merchant doesn't respond, temporary credit will become permanent. This is as of March 13, 2014

The State of Alabama Attorney General forwarded my complaint to the FTC, however, since talking to Holt Turbert, I'm sending in more complaints than just the one for Members Learning LLC & Supplier Source LLC

I'm also sending complaints on Daeus Financial and Affiliates

I'm sending complaints on iSiteBizBuilder too, who are also part of this

Your help in recouping as much of this as possible is greatly appreciated.
Thank you for your time and efforts

Sincerely,

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____

DATE: 4/24/14



State of Utah

RECEIVED

Department of Commerce SEP 18 2014

Division of Consumer Protection

DIVISION OF
CONSUMER PROTECTION

Consumer Complaint Form

Send to:
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-8704
(801) 530-8801 | (801) 530-6001 fax
www.consumerprotection.utah.gov

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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Supplier Source LLC	866-935-2094	
Street Address		
1411 W. 1250 S Suite 101		
City	State	Zip Code
Orem	UT	84058
E-mail Address	Web Address (URL)	
support@thecoachingdepartment.com		

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
\$3,950.00	4/17/2012	Credit Card Ending in 0036,4809,0799

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.

NO ☐ YES ☒

Was the product or service advertised? If yes, give location and date.

NO ☐ YES ☒

How would you like to see your complaint resolved?

Refunded amount paid and for these transactions to be taken off of my credit report. Plus, the cost of hardship and burden that it has put me in during the past 2 years.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☒ YES ☐

SUMMARY OF COMPLAINT

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I was looking Online for a work from home position because I was struggling financially because I was laid off in 2011. I saw a program Online that said "if you purchase the program for \$97.00 then you are given the software to work from home." Two days later, I was contacted by the Coaching Department and was talked into starting a business from home, and I was re-insured numerous times that if I put these funds on my personal credit card to get the right partnership going with The Coaching Department then I would be able to make this money back within the first 2-3 months. I tried to get out of contract and Mike Woods repeatedly told me that that was not an option, and that if I put more money in the company then there would be better outcomes. At first, Mike Woods and I would be in contact once a week for 30-45 minutes for training, then as time passes, he kept rescheduling and thereafter, I did not hear from anyone at all. I contacted the president of the company and still no response. Nothing has come out of this business as promised and I would never get a response. Within 2 months, my personal credit cards were charged up to almost \$20k, the bills were coming in and I asked the coaching department for advice or to get me out of contract and they said, "that was not an option." This has ruin my life in so many ways, because now I have bad credit, used up all of my last savings and now my credit cards are all maxed out. Collections calls are coming in daily and haunting me. I tried to contact The Coaching Department and they are now out of business. As I researched on the Internet, I see that there are numerous people in my situation and there are numerous lawsuits against The Coaching Department. The last 2 years have been one of the toughest years for me and it will be tough for the next 6-7 years until my credit report clears up. Therefore, my hands are tied and I cannot do a thing. Plus I have no more savings. I am pretty much left with nothing. Besides all of this, I had to borrow funds from family and friends during the last 2 years to make ends meet because I spent all of my last savings and credit cards on this program that was misleading.


CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE



DATE: 9/18/14

February 3, 2014

Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South,
PO Box 146704
Salt Lake City, UT 84114-6704

RECEIVED
FEB 07 2014
DIVISION OF
CONSUMER PROTECTION

Registering a complaint

My Supplier, 1411 W 1250 S Ste 101, Orem, UT 84058 charged me \$6500.00 on 3/8/12 to supply me as many lists of dropshippers in any number of niche industries I might be researching for websites for the lifetime of my company. I was pressured into using them by the Coaching Department who said I couldn't proceed any further without contacting suppliers and told me I needed to use My Supplier Source. I was told that they had well established relationships with many drop shippers in a variety of fields and were working on finding even more every day. I asked about using one-time charges and was told that it would be cost prohibitive in the end run. I wanted time to think about it but was pressured to make an immediate decision or The Coaching Department couldn't work with me. Their claims of having extensive lists in each niche area and the ability to find more have proven to be untrue, at least in the solar industry. What has since come to light is that My Supplier is owned by the spouse of the owner of the Coaching Department.

The first list they gave me was for some products my coach thought would interest me as I was undecided as to my niche and he said I needed to make the decision post haste. I saw one supplier in solar products that offered unique solar fountains and chose that for my niche despite not having been able to contact them because of time constraints forced on me by The Coaching Department. I planned to flesh out my line with a couple other suppliers of their list that carried the same old products I saw on countless other websites. When I finally was able to contact the supplier that sparked my interest in solar products, I was told they didn't dropship, they never had dropshipped nor were they planning on dropshipping at any time in the future. When I asked for another list, I got the same one they had given me before except just for the solar products. I was told they required me to sign in and tell me how many lists in any industry I had already gotten. I got a heads up to pointing out the supplier who didn't dropship so it sounds like they rely on clients to do the actual work of keeping the lists accurate and up to date. The last list fizzled so badly that I got busy and found my own dropshippers (quite unique from those on their list). It's pretty bad in one case where nobody answered the phone at all so I never could "ask for Joe". They told me that there weren't too many dropshippers for solar products. I imagine that would hold true for any niche industry and they guaranteed me that I was paying for their diligence in working to find sources for me.

Since their service in no way lived up to the promises I was given, I want a refund. I sent them a certified letter on 11/08/13 stating this same information and requesting a full refund. I got the card back that they had received my mail. To date I have not received so much as the courtesy of a reply which prompts me to escalate my case and involve your agency.

This was perpetrated on a senior citizen.

Sincerely,





State of Utah

Department of Commerce
Division of Consumer Protection

RECEIVED

OCT 16 2013

Send to:
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
Street Address		
City	State	Zip Code
E-mail Address		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
Supplier Source, LLC	866-935-2094	
Street Address		
1411 w 1250 S, Suite 101,		
City	State	Zip Code
Orem	UT	84058
E-mail Address	Web Address (URL)	
support@thecoachingdepartment.com		

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
18,450.00, 3,000.00	1-15-2013, 1-28-2013	Credit Card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> Phone 1-15-2013, 1-28-2013		
Was the product or service advertised? If yes, give location and date.		
NO <input checked="" type="checkbox"/> YES <input type="checkbox"/>		
How would you like to see your complaint resolved?		
I want a REFUND!		

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/>	BBB, Office of Attorney General in	IC3

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

Working with the Suppler Source i was charged \$,18,540.00 on 1/15/2013 and \$3000.00 on 1/28/2013 with a total of \$21,450.00. This is in a couple of weeks of each other. They also had a different contract for the amounts. That is a lot of money to put out of \$21,450.00 in such a short period of time. The contracts stated that i purchased several things such as my My Suppliers Source Manual, Business University, One-On -One Mentoring Sessions (5 weeks), Gold Website Construction Package, Gold Marketing Package, My Media Creator and Search & Social Marketing Package. I got a call from Brandon the account manager of my account and he stated that these things would give me an advantage to get my website going in the right direction and help to get sales for my account. I would need these things to get the right drop shipper and i would have any drop shipper i wanted to use. Once i had these packages they could get everything done for me. Brandon Smith told me that these packages would move me ahead. By buying the drop shipper would be a 100% succesful and a in the selling of my website. If i did not purchase these packages i would need to do it all on my own and cost me more money and time. If i got it through them the coaches could help with it, as well as Brandon would be there for me to. I felt if i did not do this i would not get my website off the ground and they were there to get it done for me. That is why i was costing all the money i agree to the contract because i though Brandon Smith was there to help me get my website going and me a success story for them. I said i wouyld buy the packages and had me sign the contract and i would get them emailed to me

When i started getting things together and asking for drop shippers i got a lot of the same and if i would ask for a second time i still would get the same ones. I had different things i put in for and the list was the same, or they could find an and send me things that had nothing to with what i asked for. I feel that i gave them that kind of money they could do a better job to find me a company that had something to do with the product line i was looking for. The Supplie Source is an educational company but i did not feel they had coaches that could teach at all. If i asked about things they said go watch this webinar it will tell you. I tried to that and not as helpful as they say. I really struggled with the social netwroking part of the marketing because they did not explain it to me or teach me how to do it. That is why i purchased that package so they could do it for me. I had them make a video for me and yes i had an outline of what i wanted to say but it was not what i expected i had certain things how i wanted and they put them in different places, or they did not used them at all. In my contract i had purchased the GOLD package for my marketing and NOTHING. I did the work to get them started and i got nothing back for it. I was told that working with Supplier Souce and the Coaching department that i would have a successfull webslta with a small amount of work each week. Well the only thing i got from them is, I put a lot of time and a lot of money (\$21,450.00), them nothing. With what they did and what they did not do i feel the should be \$1000.00 not \$21,450.00 i wassold a guarantee over the phone and all i got was a big bill and nothing to show for it. I would like my money back. You should feel ashamed for taking money from me because I really wanted a web based business and all i got is a failure. THANKS FOR NOTHING!! I want a refund!

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE**DATE:** 10-14-13



State of Utah

Department of Commerce

Division of Consumer Protection

RECEIVED

MAR 05 2014

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
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CONSUMER INFORMATION

Your Name _____ Home telephone number _____ Daytime or Work telephone _____

Street Address _____

City _____ State _____ Zip Code _____

E-mail Address _____

COMPLAINT AGAINST

Name of Business Entity _____ Daytime telephone number _____ Other telephone or facsimile _____

Supplier Source, LLC/ Coaching department 1-866-8504871 1801-70+-1540

Street Address _____

1411 W. Business Park Drive, Suite 101

City _____ State _____ Zip Code _____

Orem Utah 84058

E-mail Address _____

Web Address (URL) _____

www.coachingdepartment.com www.coachingdepartment.com

TRANSACTION INFORMATION

Amount of Transaction _____ Date of Transaction _____ Method of payment for transaction _____

\$17,950 Sept. 29, 2012-Oct. 18, 2012 Credit cards

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date

NO ☐ YES ☒ email, phone, contract Sept. 29, 2012, Oct 18th, 2012

Was the product or service advertised? If yes, give location and date

NO ☐ YES ☒ through the internet

How would you like to see your complaint resolved?

Yes, I've been trying for a year to find away to get my money back. I saw that the FTC was now filing against this company hopefully to try to stop them from hurting others like myself.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number If a court action has been filed, include name of court, address, and case number

NO ☐ YES ☒ FTC

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Please limit faxed complaints to ten total pages or less Complaints totaling more than ten pages should be mailed to the Division

internet fraud, promised of a work at home program , entered into a contract with elevate consulting coaching department /supplier Source, LLC, they gave me a three day contract in which started on the beginning of a weekend so you couldn't stop the contract when i tried to stop the contract they told me that there was nothing i could do, so went forward with the contract and after only a week or so they came back at me and told me that i had to sign up for another product in order for me to be successful, they had my credit card information that the product was going to cost me another 10000 and that was what everybody else has done in order to make money into this industry. That would make my money back much more than my investment, that i would see a return before any credit card bill came and if it wasn't running by then that they would simply find another credit card with a 0% interest and put the balance onto that card. this didn't make sense to me again i won't my money back they told me that it was to late, i put a stop payment with the credit card companys and they investigated them out, they sent them information of the three day contracts, as well as the 10 to 11 , ten to fifteen minutes of coaching they had provided to me as well as the website that they were building on my behalf, they gave me a list of dropshippers that i could choose from, this is a list that anybody could find from the internet if they know what they were looking for, but was not aware of this at the time.

I will be sending all of my documentation, contracts, minutes that they gave me along with the website constructed on my behalf, not worth 17,950 dollars.

This was a contract from hell, I was scammed from the starting , through some bad telemarketing tactics, i've since found others that have been scammed by the same company with the same dealings as myself, some less amounts but same tactics.

I would like to try to get my money back from this company if at all possible , please keep me informed, if you need anymore information, or need to contact me at anytime.

Thanks desprte

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE: _____ **DATE:** _____



State of Utah

Department of Commerce
Division of Consumer Protection

RECEIVED
MAY 01 2014
DIVISION OF
CONSUMER PROTECTION

Send to:
Utah Division of Consumer Protection
Attention: Complaint Processor
Weber M. Wells Building, 2nd Floor
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Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
VIP Training, Applied Knowledge, My Supplier Source, Impact Knowledge, Easy 1 Hosting	855-600-9506	801-747-2460, 801-709-0142+
Street Address		
5442 South 900 East. Suite 523		
City	State	Zip Code
Salt Lake City	Utah	84117
E-mail Address	Web Address (URL)	
support@viptraining.biz support@coachmail.com + list in complaint	ebsmentor.com login.impactki.com + list in complaint	

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
1. 10,900 2. 10,800 3. 9,800	1. 1-11-2014 2. 3-12-2014	credit cards: AMEX x 2
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> 1-31-2014: over phone @ home with coach Devon & James Ryan @ mysuppliersource		
Was the product or service advertised? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> with VIP Training, Applied Knowledge & Impact Knowledge		
How would you like to see your complaint resolved?		

We want a FULL refund from the compan(ies) plus interest if possible, \$9,800.00 + interest, in a timely manner. This is usually 7-10 business days.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number If a court action has been filed, include name of court, address, and case number

NO ☒ YES ☐

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On January 11, 2014, we were contacted via phone by Nicholas Carter, "Start Up Specialist" with vipteam.com. We were told they had products to make us successful internet business owners. He stated he screens everyone & "only a few selected are chosen", us being one of them. They said they had a program that includes weekly 30 minute coaching sessions. After talking to us over an hour, he set up an appointment later that day with an "Executive Consultant" named Travis Ballard. He told us we would have a successful business if we purchase their program. This was after they checked our credit. He talked us into doing a "conservative investment range of \$8-12,000 with a satisfaction guarantee".

Travis stated the internet is good for us because we "can make \$7-10,000/month within a couple of months into the program". He said our "finances better free you up..time..decrease stress have more money to do what we want". Travis stated if we "commit 7-10 hours/week" we would "be able to pay the program debt within 2-3 months". Then he said we would have "no out-of-pocket expenses". We were promised we would "recoup funds quickly" as he was successful "in business 13 years - ebsmentoring.com".

He told us this pays for 1) education from a "certified power seller", "ebusiness solutions", 2) "e-Bay professional tools & software", 3) "access to warehouses & drop shippers that allowed" us to "make bigger profit margins", 4) a "custom website/storefront with free hosting & shopping cart access", 5) "marketing & campaigning business", & 6) "a conversion rate with high traffic" to "our site". He called this a "home income kit". He also included "100 Directory submissions" + See copy of contracts for specifics. I was told we would "receive a packet mailed to" us that "includes" all their "contact information, information on the company" & a FULL copy of the contract. We never received any mail from them yet, even after asking for the complete contract copy Multiple Times.

He also had Seth Hallows, another "corporate advisor", call us 1/18/2014 & try to sale us legal services, "Business Credit Program" for the business for \$3,950 & a "Legal Operating Agreement" for \$1,460. His contact info was phone #: 855-577-4639 & e-mail: seth@primecorporateservices.com

On 1/11/2014, \$10,900 was charged to Joan's AMEX ending in 91001 by "Platinum Training 27 Salt Lake City, UT 8882249788". When we received this bill we immediately called AMEX & suspended & disputed the amount of the charge. Ultimately they corrected the Overcharge after we had to make many phone calls & e-mails to get it corrected.

On 2/13/2014 we received a voice mail on Joan's cell & on the land line phone that stated our "coaching sessions with Devon" were "cancelled until further notice", no reason given at the time! We immediately tried to reach someone but their phone always went to voice mail stating "business is suspended until further notice"! We couldn't even leave a voice mail. Then we quickly called AMEX, informing them of the situation, suspended & disputed the billed charges AGAIN to allow us to try & find out what was going on. We also informed AMEX we never heard of the company name "Platinum Training".

When we were Finally able to reach someone, almost a week later, each person stated a different story then the person before them. Office staff said "companies are merging, you have to change coaches". So we tried calling Travis. That office said "he doesn't work in this department anymore".

Finally on 2/21/2014, a man named Wayne Jones called us, although our caller ID stated "Michael Long". We had to ask who he was because we've never heard of him. When we asked who he was & what "Platinum Training" is, he told us he is "kinda a manager 25 different companies".

We also brought up that we have receipts with 3 different company names, he gave the same excuse again. When Wayne was

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SIGNATURE

DATE:

4-30-2014

confronted about the sudden shut down, he stated that Applied Knowledge "department had internal stuff going on" so he was "switching us with a new fulfillment company. it's an upgrade but you don't have to pay anymore money." He stated 'their motto' "failure is not an option" Evidently it is if you are supposedly being taught by this company. We told him they failed short on their motto.

Wayne continued to tell us he is going to do a great upgrade for us. The next day he told us he got \$1,000 off our package + all the upgrades. We were promised we were receiving a lot more plus better coaching staff. We would have social media, QR coding, 500-word article, one 500-word press release, large link report on big industry competitor for link mining strategy. We also had per contract, Life-time supplier source account/supplier source team, 100% Guarantee UNLIMITED direct drop shippers and affiliates. This was also to be our last, final start-up cost of our business.

We later realized the first, initial contact to us was from Adam Weber, phone # 855-600-9506, Ext 115. He called re. our previous internet search to make money at home. He said he was with the company, www.mobilemoneycode.com. We did not realize until months later that this is one of the numbers VIP Training gave us for contacting them!! What is the true company name we have been dealing with!

The next month there were numerous, fraudulent charges on my AMEX card that AMEX removed. Thank Goodness, they called me that very day to notify me about charges they were concerned about. Mobile Money Code did not use their name on the charges & there was no phone number listed for AMEX to contact to find out what the charges were for & what company they were dealing with. In other words, AMEX had no contact number to reach the company about the charges on my card.

On 3/12/2014 we signed the 2nd contract to have same plus additional products. Note they still dated the contract 1/11/2014. The charges were split between 2 AMEX cards, using the 1st credit card for \$3,800 & \$6,000 with one ending with 81002 after the initial transition was reversed.

They scheduled Another "welcome call" with coach Mary on 2/25/2014. We had not received all the information of why the company suddenly shut down. We expressed our concern with her how we haven't gone far, that they've only concentrated on e-Bay & we have NO website yet. She got overly stressed. Clearly she didn't know what to say. Upon a follow-up with Wayne, Mary recused herself as our coach, another setback.

It wasn't until 3/10/2014 that we were able to have another "welcome call" from the next coach, Melanie. We explained during that session that our assignments have basically, mainly been about e-Bay & selling on e-Bay. We reminded her our goal was to have our own successful website, not selling items on e-Bay. We also reminded her we are now months along WITHOUT any work done on our website we were promised.

We worked hours upon hours trying to arrange working with various drop shippers, to no avail. This was also because we have not gotten anymore drop shippers from My Supplier Source & what few are listed in their 'new' area that is extremely incomplete. A perfect example is there

was only one outdoors supplier listed, it was listed as outdoors/sports. They have no outdoor supplies, only official sports team apparel! That is not our niche area

Melanie informed us that we were to have a session on 4/2/2014 with Lou Armstrong, a "consultant" for the company. During this meeting Lou told us to steer away from selling on e-Bay because it would not be profitable. He told us he advised we make purchases from the company to write content, QR codes, & other services we had already paid to have done on our website. He advised us to change our domain name, which we did with no ease & again, more money. He made it clear the only way to make money in this business is through having websites. In other words, he told us "not to waste" our "time with e-Bay" which we had told coaches numerous times we didn't want to do. That was not one of our goals through this program. We did not learn anything useful in the lessons so far. Lou also told us to stay away from affiliates to have better profit margins even though the company teaches about & tells us to use them.

After this conversation we tried to reach the web designer. She told us she would call us back "in a few minutes" which never happened. We waited for over 3 hours for her to return our call. She later left a voice mail when we were gone doing errands we delayed waiting for her to call.

Also, as of 4/22/2014, we have been locked out of our assignments 3 & above. Therefore, even if we were able to update our benchmarks as completed, we can't. This occurred after our recent issues with Melanie. Our "Bonus Tax Lesson(s)" have literally disappeared off our assignment pages. That is one of our lesson assignments also!

On 4/23/2014, the website Impact Knowledge KI, locked us completely out of the site stating our username & passwords were INVALID! We were not informed of any problems or updates going on. Therefore, we can't even do any required homework. We notified Susie of the major problem via e-mail.

During this meeting Melanie assigned us to again post our niche-related items on e-Bay, 10-20 items. Again we informed her they do not show any drop shippers for our niche. She told us to go online, get & use drop shippers we find. This is an ongoing complaint that they are not providing us with drop shippers we can use that we supposedly paid for already!

It has been near impossible to reach people. They refuse to give any direct extensions & we are routinely told they are not available. Yet, we were told we could get ahold of them any time during normal business hours. Yet, here is another lie.

Originally, the company was charging us \$5,500.00 for our Supplier Source. This was changed & included in the final price, \$9,800, as you can see in our final contract.

We have an ongoing problem with suppliers. Most of the suppliers is that they request a state business license. We were never told this would be a necessary expectation, let alone another business expense.

The other continuing issue with suppliers is we have not received any results of new suppliers since February. We are unable to even check if suppliers have the products we need for our niche.

Therefore, our benchmarks at the end of each lesson are impossible to meet because we are not getting the resources we were promised

We had a previously assigned coaching session with Melanie on 4/16/2014 at 3:30 p.m. Melanie has a habit of calling us 10-15 minutes late each session. We have yet to have a full 30 minute session. It is more a review of the coming week's assignment. At 3:40 we received a phone call from the company. I answered during the 2nd ring. No one answered, I said hello 5 times. After a short moment later the phone call abruptly disconnected from their side. We waited for her to call back as has been past practice. We never received a call back. We know our phone works fine; we received incoming calls before & after this call.

The next day, April 18, we received a 'not so friendly' e-mail from her stating that if we want to keep on track we should keep our appointments. She blamed us for the missed session! She also stated she would charge us for the next missed appointment! We also received an e-mail from Susie, another Coordinator we never knew we had. We wrote Susie back with what really happened. Susie wrote back apologizing.

Melanie also wrote another e-mail implying we should go with another coach. This would mean yet a fourth coach & another great setback. One of their tactics is delay, delay, delay.

We went to sign in 4-23-2-2014 & we are locked out. Mysteriously, it doesn't recognize our username & password!!

Later that day Melanie called for a session, only 2 minutes late this time. She informed us our website would not be done next week. Is anyone even working on a site for us??? We don't believe they are.

We have put in over double the hours per week requested & have received nothing that was promised us.

VIP Training, and other entities, have breached their contract by the following ways: 1. They have not provided consistent coaching sessions including the full 30 minutes. 2. They have yet to build a custom website. 3. They did not create a custom website & all its inclusive products in the time frame stated. 4. We have never received any return on our investment like promised. 5. They breached their 100% GUARANTEE of having any functioning supplier source/supplier source team, including but not limited to My Supplier Source. 6. No Web builder tools. 7. No access to 200k products. 8. No accounting software & courses. 8. No directory submissions. 8. Have not received UNLIMITED Direct drop shippers AND Affiliates. Without the promised access to drop shippers, we are unable to make profit sales as promised.

They did not provide quality products as they promised to deliver as described. Their verbal promise that we can make \$8,000 to \$12,000 a month is a false claim they have said to fraudulently get our hard-earned monies. We have not received ANY return on our investment as was promised multiple times by multiple people.

We were told we would receive credit cards that would offer 0% APR to pay off our business debt, calling it "corporate expenses." We heard nothing after we signed the contract which we still have not received a copy of. We only have receipts of payments.

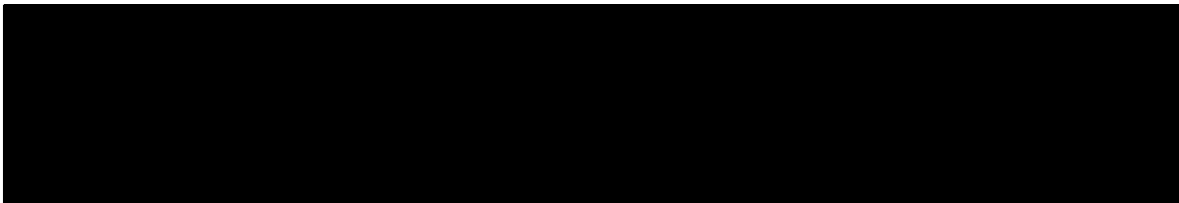
They also falsified both contracts by dating both 1/11/2014 even though the last was signed months later

We are now going into a fifth month, still we have absolutely nothing to show for it except many wasted hours, time lost with our family we had been told we would have more time for.

In summary, it is now clear to us they are also in breach of telling us who they really are. They appear to change company names frequently & not tell us who they truly are. They also seem to have multiple addresses. This is exorbitantly unethical. This/these companies are a total scam.

Can you please assist us in getting a full refund from what ever this company calls itself please? We greatly appreciate your time & assistance

We have all our notes from day one & much more documentation if you need them. We have made ongoing complaints to multiple staff members with absolutely NO resolution, only one excuse after another, over & over again. We have been set up to fail!



PS: We were given multiple e-mail addresses: traviskballard@yahoo.com dse@docusign.net support@coachmail.com madisynf@impactki.com james@mysuppliersource.com support@viptraining.biz markm@impactki.com catie@platinuminstitutellc.com melaniec@impactkki.com team@mikogo.com lou@impactki.com easyonlinesuppliers@gmail.com suzyc@impactki.com

Web www.vipteam.com www.ebsmentoring.com www.ebsmentor.com <https://mysuppliersource.com> login.impactki.com mobilemoneycode.com www.mikogo.com www.easy1hosting.com forcards.org www.mobilemoneycode.com

more ph # 888-222-1143, 800-567-1083, 888-224-9788, 866-850-4871

RECEIVED



State of Utah

Department of Commerce

Division of Consumer Protection

MAR 04 2014

DIVISION OF

CONSUMER PROTECTION

Send to:

Utah Division of Consumer Protection
 Attention: Complaint Processor
 Heber M. Wells Building, 2nd Floor
 100 East 300 South, PO Box 146704
 Salt Lake City, UT 84114-6704
 (801) 530-6601 | (801) 530-6001 fax
 www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
JU Enterprises-kidzvillelearnandplay	530-307-8347	
Street Address		
1103 Tomahawk Ln		
City	State	Zip Code
South Lake Tahoe	CA	96150
E-mail Address	Web Address (URL)	
jeckau.ju@gmail.com	kidzvillelearnandplay.net	

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
\$8,612.00 - 2900	10-28-2013	debit & credit cards
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> in writing 10-28-2013		
Was the product or service advertised? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> advertised electronically 10-16-2013 support@membersonlytraining.com		
How would you like to see your complaint resolved?		
I would like full refund back & possibly punitive damages.		

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☐ YES ☒ Rippoff Report, filed complaint with FTC, lawyer Scott with William Cherry & Assoc in South Lake Tahoe, CA 96150

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

I purchased an online work at home kit. I received a call within 2 days or so by Jeff Hickman. He introduced the program to me & everything that was being offered. I then spoke to Chad Huntsman who gave me a little more information & the cost of the program. (\$695.00) I agreed & purchased it on my debit card. I was set up to have weekly coaching sessions with Ryan Morehouse. I spoke to Ryan the next Tuesday & went over some info. I was given 30 Minutes every week, which wasn't much time, but I took it. He first started teaching me how to list items on eBay to make some income while working my way to building my own website. I received my next call within a week or so later from Brandon Smith who said needed to pay 12,500.00 in order to get best company to provide suppliers for my future website through MySupplierSource. I was well into this program already & had lost my job a week prior. I was very vulnerable & in the hopes that the person from up above was opening another door for me. I was dedicated to making this work. I agreed. Ryan & I continued to meet weekly. He would tell me to go to a specific website & catch up on webinars & that was my homework for the week. Sometimes I'd only talk to him for 15-20 minutes due to a previous delayed call. He gave me my so called homework for the week, so I did it. My next call was from Daeus Financial, telling me how I had to get my LLC set up with YES, Your Entity Solution or I could be sued & to get my Tax services through Strategic Tax Services. I did & got my LLC set up & my tax guy Martin Pettit set up to do my taxes, for a business that hasn't been created yet! I went with it anyway. I invested about 2500.00 to get my LLC & about 3700.00 to get set up with Strategic Tax Services. My next call was from Sean from MyMediaCreator/Mediavoo. He told me about statistics on how I need videos for my upcoming website. Encouraged me I would make more money doing this, so I agreed. I paid 1000.00. In the midst of all this I got a call from William Zdanis with Merchant Warehouse offering me their services to be my credit card merchant for my upcoming website. Not to mention all the money I spent on a business license, fictitious business & posting it in the local paper. These were things I had to do to have my business all legalized. I thought I was building the infrastructure of my website so I agreed to everything that was being thrown at me. I mean, it makes sense to have videos & a credit card merchant & a supplier & an LLC & a tax guy doing all my business taxes, it all fell into place in my head. The last time I spoke to Ryan was 2-11-14. He told me to continue with my homework for the week. He told me to email him with any questions I had because we weren't going to meet for a few weeks. At the end of that week is when I found out this was all a scam. Yes, I thought in the back of my mind that this could be a scam & no I didn't do my homework on this company. But I was so ready to move on in a different direction in my life that nothing was going to stop me. I have wasted so much of my time since October thinking I was going to have my own business. Instead I couldn't have been looking for a job. I hope justice will be served. And I hope I get every cent back.

I have called all my credit cards to get refunds. So far I have gotten 20,695.00 credited to my credit cards. They are giving Net Training 45 days to dispute this amount. If Net Training disputes it then I will not get my credit back. If by the 45th day, they do NOT dispute, then I will keep my refund. I have emailed Merchant Warehouse to cancel my monthly charge of 24.95, but have had no response yet. I will dispute with my bank today or tomorrow. I have also tried contacting MyMediaCreator/Mediavoo to ask for refund on 1000.00 for a video that I'll never use due to no actual business! No response from them. A total of 143.00 for filing for a business license, fictitious business & filing through The Tahoe Tribune. These were things I was told I had to have in order to have a business. I have contacted Daeus Financial & asked for a refund, but they will not agree. I spoke to Dallan Waite & he said Daeus Financial was also a victim in this & since I was provided with some of these services they will only refund 500.00 for each YES, Your Entity Solution & Strategic Tax Services. Plus waive the monthly fee for life for both of these companies. I will submit all this information to my lawyer.

thank you

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

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SIGNATURE

DATE: 3-3-14

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State of Utah

Department of Commerce
Division of Consumer Protection

OCT 22 2014

DIVISION OF

CONSUMER PROTECTION

Send to:

Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

Consumer Complaint Form

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CONSUMER INFORMATION

Your Name	Home telephone number	Daytime or Work telephone
[REDACTED]	[REDACTED]	[REDACTED]
Street Address		
[REDACTED]		
City	State	Zip Code
[REDACTED]	[REDACTED]	[REDACTED]
E-mail Address		
[REDACTED]		

COMPLAINT AGAINST

Name of Business Entity	Daytime telephone number	Other telephone or facsimile
MySupplierSource.com	866-221-8309	
Street Address		
City	State	Zip Code
Salt Lake City	UT	
E-mail Address	Web Address (URL)	

TRANSACTION INFORMATION

Amount of Transaction	Date of Transaction	Method of payment for transaction
\$3600.00	10/23/13	Visa Credit Card
Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> via phone 10/23/13		
Was the product or service advertised? If yes, give location and date		
NO <input type="checkbox"/> YES <input checked="" type="checkbox"/> on line don't remember where 10/24/14		
How would you like to see your complaint resolved?		

I would like to see a refund of my money because they did live up to there contract.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☒ YES ☐

10/22/2014 WED 12:14 [JOB NO. 6889] 0000

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached"). Please limit faxed complaints to ten total pages or less. Complaints totalling more than ten pages should be mailed to the Division.

On 10/12/13 I purchased Supplier Source Dropship Program. I was told I needed to purchase this to go along with my Emblem Instructor Program. I was told I could use this Program so I could find products cheaper than other companies. I was not informed that I would have to pay these Dropships to be a customer. I only recieved 2 weeks of ~~the~~ coaching not the 7 weeks. I was also never showed how to be affiliated. I have since tried repeatedly to get in contact with these people via E-mail and phone to the answer of no replies. I feel I was scammed and I am left with no choice but to dispute this charge. I do not have a website, or the coaching I was promised. I am hoping you will review this case to see I was scammed and bring some justice to my case.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE

DATE: 10/22/14



State of Utah

Department of Commerce

Division of Consumer Protection

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JUL 11 2014

DIVISION OF

CONSUMER PROTECTION

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

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CONSUMER INFORMATION

Home telephone number

Daytime or Work telephone

State

COMPLAINT AGAINST

Name of Business Entity

Daytime telephone number

Other telephone or facsimile

Supplier Source LLC

866-496-1166

Street Address

1491 W 500 N

City

State

Zip Code

London

UT

84042

E-mail Address

Web Address (URL)

support@icranchmail.com

TRANSACTION INFORMATION

Amount of Transaction

Date of Transaction

Method of payment for transaction

\$ 4,000

12/28/2013

Credit card

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date

NO ☐ YES ☒

Was the product or service advertised? If yes, give location and date.

NO ☒ YES ☐

How would you like to see your complaint resolved?

A complete refund of all funds charged to my credit card

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number

NO ☒ YES ☐

SUMMARY OF COMPLAINT

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This was a package I bought once again through the coaching department and this was to include the building of my website which was supposed to be up and functioning within two-three weeks and it took 5 to 6 months and several different coaches before I had a functioning website. Also they were supposed to help with finding a supplier that would work with my niche and I still don't have a working supplier. Also they were supposed to help with making my website appear on the first few pages of Google and again 7 months later that has not happened. Also they were supposed to help with marketing for my website and instead I continually receive phone calls to purchase the same services I have already purchased.

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE

DATE:

7/11/14



State of Utah
Department of Commerce
Division of Consumer Protection

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Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
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CONSUMER INFORMATION

Your Name

Home telephone number

Daytime or Work telephone

Street Address

City

State

Zip Code

E-mail Address

COMPLAINT AGAINST

Name of Business Entity

Daytime telephone number

Other telephone or facsimile

eBusiness Solutions-Supplier Source Division

866 850-4871

866 915-2094

Street Address

1411 W 1250 S, Suite 101

City

State

Zip Code

Orem

UT

84058

E-mail Address

Web Address (URL)

james@mysuppliersource.com

mysuppliersource.com

TRANSACTION INFORMATION

Amount of Transaction

Date of Transaction

Method of payment for transaction

\$12,500.00

12/13/2013

2 ACH from personal checking

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc)? If yes, give location and date

NO ☐

YES ☒

User agreement with eBusiness Solutions

Was the product or service advertised? If yes, give location and date.

NO ☒

YES ☐

How would you like to see your complaint resolved?

I would like to get a refund of \$12,500 plus interest.

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☐

YES ☒

FTC reference #52058001

SUMMARY OF COMPLAINT

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I had been working with Taylor Covington of eBusiness Solutions Coaching department setting up sales on ebay but that proved too much work, since I am retired and just wanted a way to make a little extra money and I was recommended to talk to James Ryan December 12, 2013 about a method of drop shipping. I agreed to the plan and paid \$12,500 in two ACH payments one for \$7140.00 (12/19/2013) and another for \$5360.00 (12/13/2013).

I kept working with Taylor Covington until 02/12/2014, my calls to the coaching department were forwarded to a message that said the company was shut down and hoped to be open soon. I found out later that the Federal Trade Commission had shut them down and they were no longer in business. The web site builder Dan contacted me to start getting content for the website so I set an appointment for 02/13/2014 and he never called back. After finding this out I contacted my credit union to request a check back on the two transactions listed above and they researched it and told me since it had been more than 60 days there was nothing they could do and that I should contact a lawyer and press charges. On 3/10/2014 I filed a complaint with the FTC and now filing a complaint with Utah Division of Consumer protection.

The two ACH transaction are

12/13/2013 Withdraw (CO: SUPPLIER SOURCE ACH ECC WEB ACH Trace 021000022500353) \$5360.00

12/19/2013 Withdraw (CO: SUPPLIER SOURCE ACH ECC WEB ACH Trace 021000029185306) \$7140.00

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE _____

DATE: _____

3/10/2014

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State of Utah

APR 29 2014

 Department of Commerce
 Division of Consumer Protection

DIVISION OF

CONSUMER PROTECTION

 Send to:
 Utah Division of Consumer Protection
 Attention: Complaint Processor
 Heber M. Wells Building, 2nd Floor
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 Salt Lake City, UT 84114-8704
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CONSUMER INFORMATION

Your Name

Home telephone number

Daytime or Work telephone

Street Address

City

State

Zip Code

E-mail Address

COMPLAINT AGAINST

Name of Business Entity

Daytime telephone number

Other telephone or facsimile

Apply Knowledge, Coaching Department

866-850-4871

801-960-4976

Street Address

222 East 860 S

City

State

Zip Code

South Orem

Utah

84058

E-mail Address

trevor@icoachmail.com

Web Address (URL)

www.thecoachingdepartment.com

TRANSACTION INFORMATION

Amount of Transaction

Date of Transaction

Method of payment for transaction

\$9,200 / \$12,200.01

10/8/2012 / 10/29/2012

Credit Cards

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date

NO ☐ YES ☒ On phone & Internet 10/8/2012

Was the product or service advertised? If yes, give location and date.

NO ☒ YES ☐ Phone call to home.

How would you like to see your complaint resolved?

Full refund of all money paid to Apply Knowledge and Coaching Department

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

 NO ☐ YES ☒ FTC, 600 Pennsylvania, NW Washington, DC 20580; Complaint Ref 51939343

SUMMARY OF COMPLAINT

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On Wednesday, February 26, 2014 after I read email from Website Dynamics I called the Coaching Department to find out what the matter was a recording came on. Then on Tuesday, March 5, 2014 I called the Federal Trade Commission and I spoke to Ms. Brenda and filed a complaint. she then advised me to contact consumer protection in the state the business operated.

PLEASE SEE ATTACHED PAGES

CONTINUE ON A SEPARATE PAGE IF NECESSARY

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SIGNATURE**DATE:** April 29, 2014

Complaint-Apply Knowledge, Coaching Department

April, 2014

October 8, 2012, my husband and I got a phone call at home from a representative of VIP Success Team. He said that there was a business opportunity they had for "couples" only. We were asked if we would like to start an online business. We said yes so that we could help out our family, in particular our grandchildren. He seemed excited to hear that. He said that he was going to tell his boss, Ken Sonnenberg. In a short time we got a call from Ken Sonnenberg, he gave his name. He said that we were accepted into the program. Ken Sonnenberg asked us to go on the BBB website. When I entered the Apply Knowledge in the search box on the BBB website 'A+' was by their name. He said that his company didn't need to pay the BBB to get that rating. There were no complaints of any kind. So my husband and I were interested. Sonnenberg said that we had to be committed to be successful. No promise of a specific amount of money to be made from the online business.

Soon after that same night a third call came from the account manager, Brandon Smith. Prepaid for Coaching package, total \$9,200, on 10/08/2012. The hosting fee of \$39.95 is charged monthly. On 10/29/2012 Brandon Smith calls to tell my husband and me that we need suppliers for our websites. We could have more than one online business so we needed suppliers. There were three types. The one we chose, Direct, was for a lifetime per Brandon. Drop shipping paid fee once, unlimited choices of products of different markets. It came in a package with marketing included with coaching. That cost us \$12,000.01. The Supplier Source had a lot of suppliers but most didn't have things that I wanted to sell. Those that I had an interest in didn't get back to me or turned me down because I wasn't in business long enough. You would think that a program I paid that much money for I wouldn't have these problems.

Other businesses started calling wanting to sell their services to help with my business. There were several. I emailed Trevor he knew them and told me there was no pressure. Yet neither he nor Brandon told me that more vultures would be trying to pick my bones so soon. I chose Business Development Services to try to get the business up and running making money sooner for \$2,795.00 plus monthly fees of \$19.99. It didn't work.

I emailed Brandon to ask if I could get a loan to consolidate the bills from the ones that I had put the payment for the business on. He gave me a website with just credit cards on it to apply for one. I applied for three and they all turned me down. I was in too much debt for them to consider me for credit.

I did a lot of reading, webinars, assignments (now all of the work that I saved is gone), getting licenses (federal, state, city), assignments, adding products to website, writing articles, getting website security, domain name, learning how to use eBay and PayPal, etc! I never got my video for my website. I did the script myself, selected the music, and the actress who was to be in it. I always felt overwhelmed! I paid them for me to do the work for myself. I got sick and got behind because I wasn't getting much sleep. I was staying up late and had to get up to go to work the next day. If I didn't make contact they didn't contact me.

Complaint-Apply Knowledge, Coaching Department [REDACTED] April, 2014

I had to get a \$20,000 loan 12/03/2012 to pay back the money on the credit cards used to pay Apply Knowledge. It wasn't enough money. Just got another loan of \$11,300 on 03/27/2014 to try to keep up with the credit card payments. My husband and I have to work overtime, pay our bills late, and called our creditors to change due dates on bills so we could pay them on time. We still are doing that to try to keep up with the credit card payments.

When I had difficulty with putting images on my computer I told my coach, Trevor. He gave me some info that didn't help. My computer was too old to do the things that is necessary to do that task. Trevor made a statement that I should buy a new computer. He said that I could when I started making money.

When I needed help with assignments I called the support team and it would take days for them to get back to me. When someone did call me back they were of no help. I told Trevor and he said that was unusual. His team always helped his other clients. I would contact Trevor by phone and he seemed to always return my phone call with a very polite 'email'.

I asked my coach, Trevor Shipp, if they (Coaching Department) knew of a business tax preparer and he said that they don't do taxes or know of anyone who did them. I didn't pay my taxes in 2012 because I had no money to pay to get business taxes done. The free tax sites didn't business taxes. Just got 2012 and 2013 business taxes done free in another state. The IRS was of no help.

I haven't earned \$0.01 from my business because I can't afford for anyone to purchase anything and have to pay the shipping fees for some of the items. I still need bookkeeping software, a business checking account. I want to make a success of my business. But I need money to do that.

On Feb.10, 2014 Apply Builder charged \$39.95 as usual. I went to log on my website a short time later and couldn't do so. Then on Wednesday, Feb. 26, 2014 I received an email from Website Dynamics that ApplyBuilder.com was closed on Feb.11, 2014. The Federal Trade Commission shut them down. I called support and got a recording. I still have my website. The hosting fee \$39.95 paid to BuilderPages.com. They are from Canada. They leased the Apply Builder to Apply Knowledge. I have receipts for the fees from Apply Knowledge (Coaching Department), My Supplier Source, Invisus, Business Development Service, Go Daddy, Bangala, and Doba.

Finally Apply Builder set me back in doing what I needed to do to help my grandchildren. And I am very angry about the whole situation. It has been said that you don't get what you pay for and it is ever so true!



State of Utah

Department of Commerce

Division of Consumer Protection

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APR 08 2014

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CONSUMER PROTECTION

Consumer Complaint Form

Send to
Utah Division of Consumer Protection
Attention: Complaint Processor
Heber M. Wells Building, 2nd Floor
160 East 300 South, PO Box 146704
Salt Lake City, UT 84114-6704
(801) 530-6601 | (801) 530-6001 fax
www.consumerprotection.utah.gov

The Division of Consumer Protection is charged with enforcing consumer protection laws. We offer assistance according to those laws; however, you should not rely solely on the filing of this complaint to resolve your problem. You may need to consult an attorney to determine what remedies may be available to you and any statute of limitations that may apply to your case.

CONSUMER INFORMATION

You [redacted] Home telephone number [redacted] Daytime or Work telephone [redacted]

Street Address [redacted] City [redacted] State [redacted] Zip Code [redacted]

City [redacted] State [redacted] Zip Code [redacted]

City [redacted] State [redacted] Zip Code [redacted]

City [redacted] State [redacted] Zip Code [redacted]

City [redacted] State [redacted] Zip Code [redacted]

City [redacted] State [redacted] Zip Code [redacted]

COMPLAINT AGAINST

Name of Business Entity [redacted] Daytime telephone number [redacted] Other telephone or facsimile [redacted]

My Supplier Source - James Ryan 661-148-0240

Street Address [redacted] City [redacted] State [redacted] Zip Code [redacted]

? coach dept. 1491 W 500 N 801-709-0142

City [redacted] State [redacted] Zip Code [redacted]

City [redacted] State [redacted] Zip Code [redacted]

City [redacted] State [redacted] Zip Code [redacted]

TRANSACTION INFORMATION

Amount of Transaction [redacted] Date of Transaction [redacted] Method of payment for transaction [redacted]

\$12,500.00 8/20/13 Ce

Did you enter into a contract with the supplier (including verbally, in writing, over the telephone, etc.)? If yes, give location and date.

NO ☐ YES ☒ Verbal telephone my home 8/13'

Was the product or service advertised? If yes, give location and date

NO ☐ YES ☒ Online

How would you like to see your complaint resolved?

See Enclosed
Refund - Prosecution
for unfair practice/trading

OTHER INFORMATION

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? If yes, give name, address, and telephone number. If a court action has been filed, include name of court, address, and case number.

NO ☐ YES ☒ BBB of Utah

SUMMARY OF COMPLAINT

In the space provided below, concisely and completely describe your complaint, including what you have done to resolve the problem, including dates and names of those you have contacted. Use additional sheet(s) ONLY if necessary (do not say "see attached") Please limit faxed complaints to ten total pages or less. Complaints totaling more than ten pages should be mailed to the Division.

See Enclosed

CONTINUE ON A SEPARATE PAGE IF NECESSARY

PLEASE ATTACH COPIES OF ANY DOCUMENTS RELATED TO YOUR COMPLAINT (i.e. contracts, warranties, bills received, cancelled checks – front and back, correspondence, etc.). DO NOT SEND ORIGINALS. Materials submitted with your complaint will NOT be returned to you.

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

In filing this complaint, I understand that the Division of Consumer Protection is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful practices. I further understand that if I have any questions concerning my legal rights or responsibilities, the Division cannot give me legal advice and I should contact a private attorney. I hereby give my consent to the disclosure of the contents of this complaint. The above complaint is true and accurate to the best of my knowledge and belief.

SIGNATURE

DATE: 3/29/14

3/29/14

Dear BBB of Utah and State of Utah Department of Commerce
Division of Consumer Protection,

I was told by the Utah Office of the Attorney General to contact this office
for my complaints.

I have completed the Consumer Complaint Form for the two stated
companies on the complaint forms per their recommendations.

Please see enclosed forms and all my copies of the paperwork, contracts that
I have in my possession.

I encountered Ebusiness Solutions in August 2013. I had been looking to
find an online business for my future and came across their company
information online after an extensive search.

I found their information on the web, stating BBB recommendations from
the state of Utah, professional organizations such as ABC, CBS and many
money manager funds that recommended their teaching style and product.

I contacted them, I spoke with multiple people and I have kept all my
contact information that you will find in my notes.

My first contact was with a Simon TousseAU x2514 Boise, Id. He directed
the call and informed me of my ability to make money on line listing
products and they would be my coaching service for as long as I needed
until I became successful.

Jason Waters was the next person I spoke with. He was with InternetBPbiz?
X2509. (208-954-8590). He stated it would take 15-20 week 10 hr min. to
learn the program.

I had to be open-minded to build a business.

3 mos I could make 1500 a mo, if serious in 6 mos 3000 mo and at 1 year 8-
10,000 mo.

I would receive with my education, webinars, ecommerce education, merchant license, paypal set up. I would also receive a website with coaching mgt. They would pay for hosting fee.

They charged me for this service 5895.00 which I charged on a cc ending in 5717, which I switched to a % fee card for future to minimize my output until my business was making money.

I was then contacted by a James Ryan regarding a dropship program that would guarantee my ability to get product for my website that was created by this company. They guaranteed me that the business owners that had product that I would use on my website were wholesalers and I would have 100% access to their products at wholesale prices. I paid them 12,500.00 for this product. "My Supplier Source" was the product I purchased to gain access to "thousands" of products to resale on my website, per their instruction.

James Ryan stated that the owners of these companies had been contacted and contracted per the E Business Solutions to provide these services to the new business owners for this cost of service. They had done all the "Leg work" and contacting to provide this to their students.

I then was contacted by my coach "Mike Wood", as you can see also provided many video programs for this program.

I had weekly meetings per telephone contact with him.

I started with the process of learning how to list things on Ebay to sell. I followed this process, not sure of why this was the beginning of the program. I followed all the steps and set up with them.

It was grueling and a long process. Apparently this was the way they taught you to make money while you were working the other part of the program.

With the contract, which I felt I was forced to buy, they stated the price included a website startup, and if I didn't purchase the 14,500 Supplier Source Product that the website would take a very long time to build. I also would not have access to the "millions" of products, Supplier Source offered and guaranteed to me.

I decided that I would go ahead and have that option since I knew nothing of website building.

They proceeded to build a website for me, I was forced to pick a product I wanted to sell and they used that product for my site. The product I picked was after contact with multiple "Supplier Source" wholesalers who agreed to let me use their products. But, I did much leg work and contact to find just one that would allow that, even after I did the multiple calls to find a business owner that agreed. I discussed this multiple times with my coach about the Wholesalers and the many different types of products and their restrictions to use their products. His response was that they as owners had the right to do as they wish, even though James Ryan stated he had done the legwork with the owners about dropshipping and they were all "onboard". I did not find that, I found business wholesalers that I contacted (which were many), that laughed at me, said "come back when I had a business going in 3 years", dropship fees, (even though this was originally stated that there were no more fees), only wholesale products, not dropship able etc.

I spend multiple hours contacting these so called companies for business that may or may not provide dropship service, added fees and would only do wholesale or wouldn't let me deal with them at all. I also had contacts with business' that only allowed retail pricing not wholesale until certain sales were made, etc.

So, needless to say, I did the legwork, the calls, the multiple hours of hoping for business owners to let me use their products, please see just the small list of companies I contacted. Some allowed me to use their products, some wouldn't and some had restrictions that I couldn't meet.

In the meantime, Ebusiness created a site for me. I had to contact Go Daddy, Authorize.net and Merchant Warehouse to set up accounts to allow credit cards to be used on my site and host of my site. Clearly in the beginning they stated the hosting fees for the website created was part of the product, yet I was charged for this all along after the site was created. In the meantime, I was charged for these products monthly and am still being charged by Merchant Warehouse, even though I stopped the account in Jan. 2014.

After the process was initiated, I was contacted by multiple people to make appts to discuss, legal fees, professional corp setup, money mgt, etc, it was unceasing. I was so inundated by calls, always representing themselves as the "Coaching dept", I finally told many I wasn't ready to speak with them at that point and they made appts, but I didn't after speaking with my coach do much about an LLC etc.

I was hounded by a man named Mike Legnese from the "coaching dept" that wanted me to pay another fee of 4000.00 to create a promissory like account to help me buy products form business owners. To create "An Account so business owners would be confident to allow me to purchase" he stated. His number is included in my notes, but I have 877-449-0180. This man hounded me so badly, I finally told him he was harassing me and he stopped, I reported him to Mike Wood my coach and he stated he would report him

Another person that wanted me to set up this account was a Chris Chambers "Credit Specialist - Financial Strategist".

I worked with Mike Wood until I couldn't take the process anymore, I was feeling significantly stressed and unable to complete the multiple legs of the process, etc. That was in December of 20-13. I told him I wanted to speak to an arbitration person, that I wanted to stop the program and speak with a supervisor.

I was given a person named Dave Seller who spoke with me and I had stated I was unsatisfied with the product and wanted my money b ack. He laughed at me and stated there was no way a refund was going to happen.

I spent a bit of time on the phone with him and resigned myself to continue with just doing eBay, but I was unhappy with the product in it's entirety.

After this, I cancelled the Merchant Warehouse account, the authorize.net and tried to cancel GoDaddy but they didn't cancel or return funds. I then found out I was being charged for the ebusiness website "hosting" since its' inception, which I didn't know. After I cancelled that, I was charged again and had to complain again.

I am enclosing all my notes, sign in account passwords, names and numbers.

On or around the first part of February, I no longer received any calls from my coach, which was switched to a Taylor for just eBay strategies.

I was coming home from Las Vegas and received a call from a Anthony Perinelli at bizcenter.com/. He stated to me he was calling to see if he could help me with my business.

I asked multiple questions of who he was, etc and finally after many questions he told me the business I had contracted with was shut down by some regulatory agency. I asked him how he got my name and he stated the regulatory agency sent him the names and numbers.

He did not easily come forward with he was or what his product was until I asked multiple questions, etc.

I of course was not going to purchase any further products.

So, I hope this information helps you investigate this business, I would like to as many I am sure, regain some funds for this business venture that was not truthful or come to fruition for many people I am sure.

Please keep me informed and I will help you as much as I can if you need more information.

