

## Sample Debt Settlement Complaints<sup>1</sup>

### Example 1

Complaint #: 255 [REDACTED]

Amount Lost: \$ 8,238

Location: Franklinton NC

#### Reported Details:

April 25, 2020 Good morning, My wife [REDACTED] and I recently filed a Chapter 13 bankruptcy. We were forced into filing this chapter 13 because we had signed into a contractual agreement approximately a year ago with a company by the name [REDACTED]. They did nothing to remotely even begin resolving our debt. This company is a debt resolution company, or so we thought when we signed on. They promised to pay our creditors, reaching out to them and agreeing to a settlement. One year later, we have no settlement agreements with our creditors, we have had the sheriff's department come to our home twice with summons from two of the different creditors, and we have paid this company \$8,238 in one year. We have called this company numerous times over the past few months asking to speak to an attorney, only to be told that they didn't have one that we could speak with. Each time we called they made a point to ask us for more money, anything more we could offer so that they could address these creditors more quickly. We finally demanded to have our file, showing all of the work and correspondence they had accomplished on our behalf. Surprisingly, we then got a call from an attorney claiming to be the attorney representing our case, and his name was [REDACTED]. Even more surprisingly, during that call he stated that they could move our negotiations along more quickly if we could send them more than the \$686.00 we were already sending them each month, as prescribed by the contractually agreed-upon fee schedule. I spoke personally with [REDACTED] in April 2020 regarding the monies we had paid to his company, and requested a full refund. [REDACTED] stated he had no control over that process, and offered me no further information. What this company is doing is a scam; if you visit the Better Business Bureau's website, you will see all the negative comments by persons who have also been scammed by this company. My wife and I feel as though we have been "duped" and would like to have the money back that we paid to this company who did absolutely nothing for us except request more monies that were not listed on the agreed-upon fee schedule, while stating each time that they could then assist us more effectively if they received more money. We are now in far worse a situation than when we decided we would trust these people, as we owe not only our full original debts, but we also have to suffer further the short and long-term consequences of bankruptcy. Thank you for your attention and time, [REDACTED]

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<sup>1</sup> Personal identifying Information has been redacted to protect the privacy of debt settlement victims

## Example 2

Complaint #: 557 [REDACTED]

Amount Lost: over \$4,400

Location: Dallas NC

### Reported Details:

They just took our money each month, over \$4,400 and didn't do a thing for us, it was supposed to be a debt consolidation service, but made it worse. They was supposed to negotiate with the creditors and we pay them a lower amount than our debt. And in turn we get a deal they make a profit. The better (lower) the agreement with creditors the higher the profits for them. Sounds good for everyone right? But no, they negotiated with 1 creditor, (I think so they can say they actually did something) but that's 1 out of 12. At first nothing was happening they said add more money if we wanted faster results, we did because it made sense. But now a year later and \$4,400 paid so far, nothing has happened. The only thing happening is the sheriffs are coming to our house serving us legal papers, the creditors are suing us, and when we told them they said send us the paperwork and we will file responses..... guess what? They never filed responses!!!!!! So in turn we now have judgements against us, they are threatening to take our paychecks our house, and our car. All we have done is what [REDACTED] has told us to do.. this week we contacted a real lawyers office and they told us they have fixed the problems , [REDACTED] has caused people over 30 times. Over 30 different people or groups of people, over 30 cases and all the same story... they take your money and do nothing, it's false advertising, it's deceiving, it's fraud!!!! Willingly fraudulent, on purpose, taking hard earned money from poor people because poor people doesn't have the money to sue!!!! And they are getting away with it!!!! And on top of all they have taken from our family, we called in today just 4 days after the last monthly payment, to cancel the service and get what's left of our money back, there was \$767.88 when we canceled, that's the money we are supposed to be getting back, now they take another administration fee and some other fee out and we're left with \$583.00... what type of xxx is this????? Have they not taken enough from us?? Now on the way out they kick us one more time for the xxxx of it... they cannot be backed by the better business bureau any longer because when people see the BBB sticker on their website we trusted them. Because the BBB logo means a standard, and quality. Now it means nothing. We want our \$700 back that they are supposed to give us!!! We asked the guy on the phone, "how much are we getting back?" He told us the \$700 and something that was listed online in our account... we really want the over \$4,400 back but we all know it's gone forever. And we NEED the BBB's certification/logo off their website so this doesn't happen to not 1 more personal or family that can't even buy groceries some weeks.

### Example 3

Complaint #: 557 [REDACTED]

Amount Lost: \$ 8,466

Location: Greensboro NC

#### Reported Details:

Hired them to help with debt relief. I am in a worse place now with my creditors than when I started. I am 67. I wanted to start working part time. I thought debt relief would be a good way to make it happen. I went with the lawyers because I thought they would do the best job for me. They told me to stop paying on the accounts THEY chose to work on. They set the monthly payment which I thought the majority would go to settling my debt. My payment to them is 498 a month. Out of that they take more then half in fees. I was told there would be a flat fee of 995 and 10.95 monthly for clerical work. I have received several judgements via Sherriff deputies at my front door. So embarrassing, When I tried to discuss this with them they asked for more money. I am in a worse place now then when started. I have also received a exempt application. Called them and was told I need to fill it out and send it back. No guidance what's so ever. I feel I have gotten scammed by a office I thought would help me. These guys are thieves. Would not recommend them to anyone. I want out of this contract along with a refund of my monies. I also need a detailed summary of everything that has taken place so I know what I need to do with any accounts they may have worked. How much has been paid to my creditor's out of the 8466.00 they have taken.

### Example 4

Complaint #: 554 [REDACTED]

Amount Lost: \$ 12,464

Location: China Grove NC

#### Reported Details:

I have paid [REDACTED], over the last year, \$12,464.40 for Debt settlement of 8 accounts. I have held up my end of the agreement, which was 1.038.70/month for 48 months and paid my payments on time every month. I was told from the beginning this would accomplish my debt settlement. [REDACTED] has only created settlements with 3 accounts. I had received 3 summons from 3 other accounts. I immediately sent these summons to [REDACTED], through their process and was never contacted back except for automatic text message saying I would be contacted in 48 hours. This NEVER happened. The attorney [REDACTED] only contacted me once and told me not to worry about them. He also asked for MORE money to be deposited in my account. The attorney did NOT do anything on my behalf and I am now faced with 2 court filed Judgements against me and one motion to file Judgement. In regards to the summons, [REDACTED] made no attempts to respond to the court for extensions or agreements in the allowed 20 days. Which caused the filing of the Judgements against me. Now not only do I have credit card debt to settle, I also have judgements that can lead to liens against my property AND there will be court costs that I will be responsible to pay. What started out, to me, as a solution to help consolidate my debt has turned into a scam to take as much money from me as possible with no results in diminishing my debt.

