

March 2009

My name is XXXXXXXX and I am a retired manager of the US Department of XXXXXXXX of XXXXXXXXXXXXX, currently XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX.

I wish to report an interstate, telecommunications and internet scam. It involves fake substance abuse rehab referral websites which refer people by telephone fraud to only one organization to be ripped off. In an attempt to locate services for my adult daughter who came to me for help I became a victim of this scam. I was referred to what was found to be an unlicensed Residential Drug Treatment facility which then ripped me off for \$12,500. I have since found out by internet research that there are many others who have been victims of this scam and something needs to be done about it. People have been ripped off for up to \$33,000 by this scam.

I have since found out that the referral websites are run by an organization called Narconon and or by representatives of Narconon. The facility I was referred to is located in Caliente, NV and is owned and operated by Narconon Southern California, a CA & NV non-profit organization and managed by Narconon West US. Narconon is a franchise type of set up, with trademark and other licensing fees going from a number of facilities across the US up to Narconon International & ABLE International, both front groups for the Church of Scientology.

The director of the Nevada facility claims on the internet in several places to be a licensed drug counselor but I have since been informed by email from Wendy Lay, Executive Director of the Board of Examiners For Alcohol, Drug & Gambling Counselors that "Chris Marino is NOT licensed or certified in any way by this State Board of Licensing and never has been." and "I do not believe there are any counselors licensed/certified by this Board working at that facility. You will need to check with the Substance Abuse Prevention & Treatment Agency (SAPTA) to determine if this facility is certified by them - to the best of my knowledge, it is not." A check with SAPTA previous to receiving the above reply found that Narconon's Nevada facility license was revoked in 2005.

Additionally, I have come to find out that the NV corporation for Narconon Southern California, a non-profit organization, was revoked last December. This is an organization which is listed with the Nevada Workforce as being one of the top ten employers in Lincoln Co, NV and yet they are in violation of multiple state and federal telecommunication, licensing, and fair trade statues. How could this be allowed to go on?

Before I go into the specifics of what happened in our situation, please note that attached here you will find a list of agency contacts for verification of this information as well as a copy of the correspondence verifying the lack of counselor licensure.

In addition to the above, it appears that this is an interstate scam, where victims are told (as I was originally) to send the money Narconon Southern California 41743 Enterprise Circle N Suite 102 Temecula, CA 92590 and ship the patient over to the Las Vegas, NV airport to be transported to their Caliente, NV facility. In my case, their greed for a large percentage of the fee up front was such that the Narconon representative changed her mind and had me then give the check for \$12,500 to my other daughter who escorted her sister to NV by plane, thereby receiving payment at the airport in NV and cashing it in that state.

Here is what happened to my daughter and I and, undoubtedly, to other victims across the USA:

In the later part of January 2009 my daughter Melissa XXXXXXXX (XX yr old single mother of three) came to me asking for help with her addiction to drugs. Being a loving family we immediately started a research for the best possible treatment.

This was accomplished by doing a global search for drug rehab referrals on the internet and by

contacting what seemed to be Washington State drug referral agencies. Melissa's sister who lives in Spokane likewise started a local search for Meth rehabs in Spokane, WA. The vast majority of web sites (both within Washington and world wide) are controlled by "Narconon" entities. Several referral entities in Washington and on the internet referred Narconon as the best possible drug treatment facilities world wide. This is patently false. Attached is a copy of a document downloaded from one of these sites along with a list of links we saw and visited.

Of them, I called the Spokane referral number 1-866-668-3784 from this page:
<http://www.drug-rehabs.org/Washington-Spokane-drug-rehab-treatment.htm>

I asked about locating a licensed facility in Spokane to treat my daughter's addiction and one which had professional medical and drug counselors on staff.

The male spokesperson told me that he would look over the choices available where my daughter could get immediate care and would have someone call me for an interview. Later that day I received a call from "Micki Allen" who represented herself as an admitting counselor for Narconon Southern California. The number she called me from is 702-994-8627, a NV number.

In first speaking with Micki Allen, I was told that she would have to first interview Melissa but was positive that Melissa could be admitted to their Nevada facility in Caliente. Micki told me that the up front fee was \$29,000 and asked me to forward it to Narconon's Southern California office in Temecula, which is in Riverside county, CA. I told her that I did not have that kind of money up front and would have to try alternative sources for the funds. She then asked me to use credit cards to get the funds. I told her that I did not have that type of credit approved. She asked how much I could come up with and when I could raise the rest. I told her I could probably raise \$12,500, and would use alternative means to raise the balance in a week or two.

Besides the 702-994-8627 cell phone number, I received calls from her from 1-866-684-2382 and 1-877-437-8422, the last being the actual phone number number of the web site I had visited and contacted, who referred me to Narconon!

I also sent and received numerous emails to/from Micki@drug-rehabs.org .

After this exchange of several E-mails and telephone conversations she notified me that my downpayment of \$12,000 would work. I have attached copies of these emails.

She told me she worked at the above Temecula, CA address and told me that her fax is 951-252-9819. Micki's cell # is a Nevada phone number and it is my belief that she is actually a resident of North Las Vegas, NV.

During this period of transaction, neither my daughter nor myself were ever provided any type of contractual agreement to sign nor did Micki ever state that funds paid were non refundable. During initial discussion with Micki I asked if Narconon and the Caliente facility were fully licensed and had professional medical and drug counselors on staff. Micki stated that Narconon was a world wide fully accredited drug rehab organization with fully accredited medical and drug counselors on staff 24/7.

With those assurances, I wrote a check on my Washington Mutual account for \$12,500 to Narcocon Southern California (copy enclosed), with the intent of sending it overnight certified on February 1, 2009 to the Temecula, CA address I'd been instructed to send it to. However later that day Micki informed me that since Melissa's sister was going to accompany Melissa on her flight to Las Vegas on February 3, 2009, it would be best for her sister to hand carry the check and give it to the Narconon representative who would pick Melissa up at the airport.

The check was deposited at a Wells Fargo Bank in Nevada, where it was then sent on to another Wells Fargo Bank in AZ for processing, according to the check endorsement & routing information & order of the routing #s on the check, copy attached:

Routing Number New Routing Number Bank Name Address City State Zip ACH Services Telephone
Date Of Last Revision
321270742 WELLS FARGO BANK NA (NEVADA) 255 2ND AVE SOUTH MINNEAPOLIS MN
55479-0000 (800) 745-2426 110205

Routing Number New Routing Number Bank Name Address City State Zip ACH Services Telephone
Date Of Last Revision
122105278 WELLS FARGO BANK NA (ARIZONA) 255 2ND AVE SOUTH MINNEAPOLIS MN
55479-0000 (800) 745-2426 122204

Melissa is very upfront and does not lie to me. Therefore when she called me the second day of her stay at Narconon and told me that the program and facility were not what it was represented to be, I started to have second thoughts. Here is why:

Melissa's calls were being monitored in that after her call to me, a staff member called afterwards and said that I needed to know that Melissa was going thru detox and it was common for clients to try and get out. Afterwards, when she called again, I asked how it was going and she'd quietly say " I can't talk about it now" meaning someone was sitting near her and would report her for reporting to me what was going on.

When Melissa called yet again and told me that they were prescribing high doses of vitamins and minerals and forcing her to take them even though it was were making her violently sick, I began to get worried. She has a pre-existing gall bladder ailment which if agrieved could result in severe pain and possible emergency surgery. I told her to insist on getting medical treatment and I would contact Micki again in the morning. Melissa then called me on February 9, 2009, and explained to me that when she had sought medical assistance for her gall bladder condition she was told that Narconon was not a medicating facility and to "get over it". She said she was confused and hurting and her illness was being ignored by the staff. She also told me that her counselor was a meth addict who claimed to be "clean" for three months. It was then that I decided it was time to take action and get her out of there.

I later found out what was going when she could not tell me what was going on the 2nd day, out of fear of reprisal. She was made to sit for increments of 30 mins, on and off all day, in front of and 'staring comfortably' at her "counselor", who would berate her if she moved or laughed or wanted to get up. This was the therapy.

I called the facility and told them to take her to the Las Vegas airport because I wanted her out of there. There were several telephone conversations and in the end they finally agreed to take her to the airport after I told them that if they did not I would be there ASAP, and they did not want me to come there.

After we got Melissa out and immediately transferred to a valid and legal program, I came to find that Narconon was teaching my daughter and other patients in this program the fundamental drills of scientology. There was no drug education, no individual or group therapy whatsoever. The sauna and vitamin regimen.

So we find out that there are no real counselors there, only recent graduates who are not are not licensed counselors at all. To support this absurd fact, I have the good fortune of having obtained a copy of a letter written by a staff member from Narconon West US office to another victim trying to get their money back, admitting how they use other students in their "therapy" instead of therapy in the traditional sense. This is a far cry from what the state of Nevada requires. As well, there is documentation on the internet to support the claims that this program is absolute rubbish, falsely

claiming at different Narconon sites to have anywhere from 70- 76% success rate without any scientific proof.

In the meantime Melissa's sister and I began looking for another drug rehab facility that would accept Melissa on the terms we would work with. We were referred by Samhsa.gov to a facility named A Better Tomorrow in Temecula, California. I followed up by researching information they provided to make sure that they were a fully licensed and accredited drug rehab facility, although at this point I did not know all the details about the lack of licensing of the Narconon NV program. I bought an airline ticket from Las Vegas to San Diego for Melissa after the admitting agent for A Better Tomorrow stated that they were fully aware of the Narconon scam and that Melissa was accepted and would receive the medical care and counseling she required. One of their representative picked her up at the airport that night and the next morning she received a full medical and psychological analysis. Melissa is well into her 90 day recovery program now, and doing just fine according to her psychologist, no thanks to Narconon.

Attached is a copy of the original Invoice, program description, and document entitled 'Responsible Party Payment Agreement' which I received by mail on February 6, 2009 - 3 days after payment was received and Melissa was admitted to Narconon Nevada. I never signed or returned these. I received them on a Friday afternoon and wanted to have time to study them before returning them but by the time I reviewed them, I had received the multiple calls from my daughter that gave me concerns about the facility and the program, prompting me to get her out of on the following Monday. It should be noted that Melissa said that she was awakened on her first night there and made to sign papers, which she wanted to read first but was refused. She was then told they were admitting papers and they had to be signed. Feeling pressured to sign them while in a detox state, she gave in. She does not know what she signed and she was never given a copy. As she was leaving the facility to get to the airport, again she was told she needed to sign papers but she refused. She does not know what they wanted her to sign at that time.

Now, my basis for filing this complaint is two fold. The first is to get a refund of the moneys unlawfully defrauded from me by Narconon. The second is that I would like to see an investigation of and legal action taken against Narconon so that other families do not fall victim to their scam.

There are multiple victim stories on the internet about this organization, mainly from vulnerable parents who were duped via this internet and phone scam while seeking drug and alcohol rehabilitation help for their loved ones. I have attached some links to consumer and other informative websites which contain other victim's reports. What you will find is that Narconon is a franchised type of organization with a national network of "admitting counselors" working with "rehab referral websites" as well as Narconon websites. It is my belief that Narconon Southern California runs their management operations out of the Temecula, CA office managing their facilities in Newport Beach, CA, San Diego, CA and Caliente, NV. Narconon Southern California owns property in Caliente, NV and is listed as an employer for Lincoln County under names NARCONON RAINBOW CANYON, NARCANON RAINBOW CANYON, & NARCANON SOUTHERN CALIFORNIA.

In closing, I ask that you look over the attachments and this investigate this matter. I would appreciate whatever assistance your office can provide in helping me get my money back and getting this facility closed or operating within the law.

Sincerely

E.K.

XXXXXXXXXX XXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX
XXXXXXX, WA XXXXXX

Attachments:

Copies of the original Invoice, program description, and 'Responsible Party Payment Agreement'.
Copy of Letter sent by Narconon to another victim, explaining their "therapy"
Copy of my \$12,500 check endorsed & deposited by Narconon in NV
Copy of email from the Board of Examiners For Alcohol, Drug & Gambling Counselors
List of Narconon NV addresses and phone numbers
List of Narconon links to report
List of related agencies complained to
List of Narconon entity contact information.
NV workforce info and info on Complaint on License
Narconon NV victim complaint sent to fed & multiple state agencies and AG's
FBI DOJ Internet Fraud website complaint form

WA state Office of the Attorney General

1125 Washington Street SE

PO Box 40100

Olympia, WA 98504-0100

Main Office:

(360) 753-6200

http://www.atg.wa.gov/ContactUs.aspx#By_mail

Bellingham, WA Consumer Protection Division

103 E. Holly Suite 308

Bellingham, WA 98225

Consumer Protection:

call centers are open M-F 10 a.m. to 3 p.m.

1-800-551-4636 (in-state only)

1-206-464-6684 (out-of-state callers)

1-800-833-6384 (for the hearing impaired)

http://www.atg.wa.gov/ContactUs.aspx#By_mail

<http://www.atg.wa.gov/FileAComplaint.aspx>

NV Bureau of Consumer Protection (Attorney General's Office)

The most appropriate BCP address:

Office of the Attorney General

Bureau of Consumer Protection

555 East Washington Avenue, Suite 3900
Las Vegas, Nevada 89101
Northern Nevada Fax: (775) 684-1170
Nevada <http://ag.state.nv.us/org/bcp/bcp.htm>
http://ag.state.nv.us/org/bcp/complaint_form_bcplv.pdf

Bureau of Health Care Quality and Compliance
Southern Nevada Office
4220 South Maryland Parkway
Suite 810, Building D
Las Vegas NV 89119
Phone: 702-486-6515
Fax: 702-486-6520
E-mail: BLCweb@health.nv.gov
<http://dhhs.nv.gov/Health/hcqc/healthfacilitiesquery/>
Health Facilities

The Bureau of Licensure and Certification (BLC) licenses medical and other health facilities in Nevada in accordance with NRS (Nevada Revised Statutes) Chapter 449 and with NAC (Nevada Administrative Code) Chapter 449.

<http://leg.state.nv.us/nac/NAC-449.html#NAC449Sec019>

BOARD OF EXAMINERS FOR ALCOHOL, DRUG AND GAMBLING COUNSELORS

Wendy Lay, Executive Director
625 Fairview Drive, Suite 124
Carson City, Nevada 89701-5402
Telephone: (775) 884-8922
Fax: (775) 884-8920
<http://alcohol.state.nv.us/>

Substance Abuse Prevention and Treatment Agency—SAPTA
4220 S. Maryland Parkway, Building D, Suite 806
Las Vegas, Nevada 89119
Phone: (702) 486-8250
Fax: (702) 486-8253

Secretary of State (Corporate status verification)

Nevada State Capitol Building

101 North Carson Street, Suite 3

Carson City, NV 89701

Phone: 775-684-5708

FAX: 775-684-5725*

Email: sosmail@sos.nv.gov

<https://esos.state.nv.us/SOSServices/AnonymousAccess/CorpSearch/CorpSearch.aspx>

State of Nevada Department of Employment, Training & Rehabilitation

Phone: 775-684-0450

Fax: 775-684-0342

E-mail : detrlmi@nvdetr.org

<http://www.nevadaworkforce.com/>

Mailing address:

State of Nevada

Department of Employment, Training & Rehabilitation

Research & Analysis Bureau

500 E. Third Street

Carson City, NV. 89713-0001

Lincoln County NV Assessor re: Narconon Southern California , property owner

Melanie McBride, Assessor

P.O. Box 420

Pioche, NV 89043

Fax: 775-962-5892

Telephone: 775-962-5890

<http://www.lincolncountynv.org/assessor.htm>

UNLICENSED COUNSELOR (see attached email copy letter from BOARD OF EXAMINERS FOR ALCOHOL, DRUG AND GAMBLING COUNSELORS - Wendy Lay, Executive Director:

Search for Chris Marino Narconon NV

<http://www.google.com/search?hl=en&q=%22Chris+Marino%22+Narconon&btnG=Search>

Narconon Nevada :Chris Marino quoted as saying: "Currently, my girlfriend and I are Executives at Narconon Nevada and my life could not be better! Together we work as Certified Chemical Dependency Counselors and have the opportunity to help students in our program on a daily basis.
www.nci.org.za/success1.htm

Again, Marino is quoted as saying the same thing but notice that omission of working for Nevada NN: "Currently, my girlfriend and I are Executives at Narconon and my life could not be better! Together we work as Certified Chemical Dependency Counselors and have the opportunity to help students in our program on a daily basis."
<http://www.narcononpalmsprings.com/graduates/Chris.html>

Shown here: Newly Released Narconon Website Challenges Inevitability of Relapse
Chris Marino shown at www.drugfreelives.org

Contact Information

MARCIA POWELL

Narconon International

<http://www.drugfreelives.org>

3239622404

http://www.ambosmedios.com/ebooknews/9954addiction_2008-06-11_digest.pdf

Cached page www.drugfreelives.org

<http://74.125.47.132/search?q=cache:I6zwX5ckXm8J:www.drugfreelives.org/+%22Chris+Marino%22+Narconon&hl=en&ct=clnk&cd=2&gl=us>

Important: That "Certified Chemical Dependency Counselor" title is a similar one Narconon uses at their other facilities and web sites, a licensing which is not accepted by many states and by the state of NV. Here is another Narconon site for their OK facility stating the same thing:
<http://www.stopaddiction.com/index.php/results/Accreditation-Credentials/Certified-Chemical-Dependency-Counselors.html>

Nevada Workforce Informer, Workforce online data 2008 & 2009 Narconon / Narcanon:

Lincoln County Private 623220 Residential Mental & Substance Abuse Care 20 to 29 employees
00000 2008 Qtr 3 NARCANON OF SOUTHERN CALIFORNIA

Lincoln County Private 623220 Residential Mental & Substance Abuse Care 20 to 29 employees
00000 2008 Qtr 3 HCR 64 #15

Lincoln County State Government 623220 Residential Mental & Substance Abuse Care 80 to 89
employees 00380 2008 Qtr 3 STATE OF NEVADA

Lincoln County State Government 623220 Residential Mental & Substance Abuse Care 80 to 89
employees 00380 2008 Qtr 3 US HWY 93 N

Nevada's top employees by County:Lincoln

7/7/2008 2nd Q 2008

NARCANON SOUTHERN CALIFORNIA HCR 64 #15 CALIENTE NV 89008 2.13% 30 to
39 Employees

2009 Directory

There are 1 employers matching your selection criteria. Page 1 of 1 (10 results/page)

Name	Address	City	Industry	Size Range
NARCONON RAINBOW CANYON HCR 64 BOX 15 CALIENTE Services			Vocational Rehabilitation	10-19 employees

<http://www.nevadaworkforce.com/?PAGEID=67&SUBID=167> (Employer Directory Main)
<http://www.nevadaworkforce.com/cgi/dataanalysis/AreaSelection.asp?tableName=Stfirms>
<http://www.nevadaworkforce.com/cgi/databrowsing/?PAGEID=4&SUBID=167>
<http://www.nevadaworkforce.com/aspdotnet/databrowsing/empResults.aspx?menuChoice=emp&searchType=Keyword&keyword=Narconon&geogArea=3204000017>
