

Final Agreement – Thank you

Human Services Spotlight Series #11

In October of 2018, the Complainant provided the Subject with a payment of \$10,000.00 via credit card for a strategy methods presentation. The presentation was to be scheduled within a couple of weeks of payment being made. The Complainant requested a specific well-renown and respected presenter with a high level of subject matter expertise. Due to internal conflicts within the Subject's business, the requested presenter left the company shortly afterwards. The new management offered to provide the Complainant with the services utilizing a lesser experienced presenter. The Complainant declined the offer and requested a full refund.

The Subject explained to the Complainant the financial difficulties they were currently experiencing and agreed to refund the payment in its entirety by Christmas. The Subject asked the Complainant not to dispute the charge with his credit card company; doing so would jeopardize the Subject's merchant account. The Complainant agreed and decided to allow the Subject until Christmas to refund the total payment. The Complainant never received the refund as was promised.

For the next ten months until October of 2019, the Complainant and the Subject remained in contact regarding the promised refund. The Subject would consistently promise to provide a refund check as soon as business improved. The Complainant was willing to accept payment through a payment plan agreeable to both parties. The Subject, however, never followed through with his promises to refund the Complainant. The allotted time for the Complainant to dispute the charge with his credit card company had also passed. After losing patience with the Subject and tiring of all the

broken promises, the Complainant filed a complaint with the Pinellas County Consumer Protection.

The Consumer Protection (CP) Investigator contacted the Subject and discussed the matter seeking to assist both parties in achieving a resolution. The Subject informed the CP Investigator the company was still experiencing financial difficulties. He also stated he had a couple of services scheduled and, hopefully, he would be able to refund the Complainant soon. The Subject stated he would contact the Complainant to set up a payment plan. Soon afterwards, the Complainant contacted the CP Investigator and informed a payment plan was in place with payments beginning the following month. Due to the CP Investigator's efforts, both parties were able to reach a mutually acceptable agreement.

Protect

Regulate

Investigate

Educate

Sometimes, it is hard to spot fraud when it is happening. Scams can be large or small, sophisticated or simple, but the people behind them have two things in common: they want to steal your money and avoid being caught. The reality is anyone could fall victim to a scam, no matter your age, intellect or economic status. Most consumer transactions are completed satisfactorily. On occasion, however, any consumer could experience unresolved problems such as defective products, erroneous bills or non-delivery of goods or services.

When you are confronted with such a situation, the dedicated employees of Pinellas County Consumer Protection are here to assist you. Investigators are available to speak with you regarding a consumer transaction at (727) 464-6200.

www.pinellascounty.org/consumer



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