



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

JAN 0 2002

[REDACTED]

Re: FOIA Request No. 2002-257
Physicians Health Care

[REDACTED]

This responds to your November 30, 2001 facsimile, requesting information about Physicians Health Care and Development and Electronic Medical Billing. We are responding to your request under the provisions of the Freedom of Information Act ("FOIA"), the law that gives citizens the right to access government records. Pursuant to the FOIA and agency policy, we have searched our records as of December 03, 2001 for the records you requested.

We have located one hundred eight pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Sixteen pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

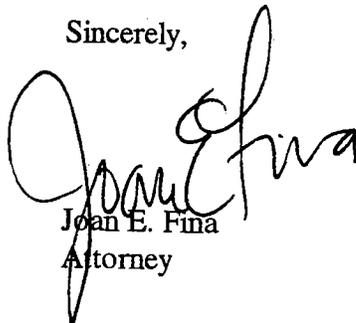
I am withholding sixteen responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C. § 57b-2(f), *See Kathleen McDermott v. FTC*, 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981). Additionally, two pages of responsive documents have been put on hold, pending approval of release from another government agency.

Enclosed are ninety two pages of responsive consumer complaints. You should know that the enclosed complaints have not necessarily been verified by the FTC, therefore, you should make you own judgement about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information.

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of your receipt of this letter. Please enclose a copy of your original request and a copy of this response. If you believe that we should choose to disclose additional materials beyond what the FOIA requires, please explain why this would be in the public interest.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact David Ciarametaro at (202) 326-2016.

Sincerely,

A handwritten signature in black ink, appearing to read "Joan E. Fina". The signature is fluid and cursive, with a large initial "J" and "F".

Joan E. Fina
Attorney



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1649671 Contact Type: Complaint Source: Consumer TCS? N

Comments: The consumer states she contacted this company after seeing an ad in her local newspaper. The company informed the consumer that she would need to get her license and make brochures for herself before they could work with the consumer. The consumer did all the things the company requested of her. The consumer paid for a program from the company. When she received the disk she found out that it did not work, they sent the consumer an updated disk. The company informed the consumer she would not need to solicit herself and that they had doctors waiting for. When it came time for the consumer to work she found her self soliciting herself to find work. The consumer contacted the company to see if she could get her money back but, they refuse to give the consumer her money back. The consumer wanted to know what she could do to get her money back from the company.

Created By: MHOLLIDAY Created Date: 11/08/01
Updated By: MHOLLIDAY Updated Date: 11/08/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 300.00

Amt Paid: 300.00 Payment Method:

Agency Contact: Phone Complaint Date: 11/08/01

Initial Contact: Print Transaction Date: 11/08/01

Initial Response: Phone: 800/888
number

Product/Service: Health Care Provider Billing

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Salem State: OR Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Physicians Health Care Developments

Address: 3111 West Burbank blve
ste 201

City: Burbank

State: CA Zip: 91505-9914

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1615841 Contact Type: Complaint Source: Consumer TCS? y

Comments: When I spoke with the Sales rep. regarding their company, I was told if I decided to work with them my service would allow me free internet access, free E-mail and free long distance. They also promised Software training in 5-6 hours, I would then take a test and receive my certificate. They said they had 24 hour a day tech support, and they would give me addresses to send to for possible work. I received the software, samples and letter of intro. I worked hard and spent much time and money sending letters to all the addresses that were in MI. I then proceeded to go through the phone book and sent numerous letters out. When I called the company to state that I was getting "tons" of letters returned to me with the wrong address, they stated that they regularly update their lists. At the time, I was unemployed and looking for work at home business. I proceeded to send more letters out, from the lists they sent me. On February 23, 2001 I sent the company a letter stating my disappointment in their company. I told them that none of their promises were kept (repeated phone calls were ignored, no updates of lists were given and once they got my money...they didn't care what happened). On February 27, 2001 there was a message on my answering machine, I called them back on February 28, 2001 and spoke with a gentleman who stated his supervisor wanted him to call regarding the letter, and that they were concerned, they would "get back with me". On March 2, 2001 I called them again, Lisa at customer service is who I talked to at this time. I told her my gripes. She stated she will let her supervisor know, and I may receive a possible refund. I then called Lisa on March 23, 2001 and left a message...no return phone call. On March 26, 2001 I spoke with Lisa, and she stated she will speak to supervisor again...and I was to wait to here from them...no return phone call! Here it is 10/18/01 and I have never heard from them again.

Created By: JBLAND Created Date: 10/18/01
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 325.00
Amt Paid: 325.00 Payment Method: Check (Personal)
Agency Contact: Internet Complaint Date: 10/18/01
Initial Contact: Print Transaction Date: 10/15/00
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Davison

State: MI Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Electronic Medical Billing, Inc

Address: 28752 Marguerite Pkwy. Ste 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 291-4683

Ext:

Company Representative

Rep Name: Johnson, Craig

Title:

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1601557 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I ordered a service which allowed me to do medical billing at home for approx 400-600 per week with one doctor, I was to be trained and certified through them and they would offer me a list of doctors ordered by them from the government. I was sent a disk which was faulty and the proper training was not included. They sent me the test and the certificate all in one envelope. I was told that I would have extensive tech support and what I was given was a voice mail service every time I called and I sked for a refund on the machine and was never given a call back. Once they got my name no matter what I called for they never called back.

Created By: FTUCKER Created Date: 10/09/01

Updated By: Updated Date: .

Org Name: PUBLIC USERS - CIS

Amt Requested: 300.00

Amt Paid: 300.00 Payment Method: Wire Transfer

Agency Contact: Internet Complaint Date: 10/05/01

Initial Contact: Print Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED]
Address: [REDACTED]

First: [REDACTED]

City: Marietta State: GA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, EMB, INC. , Caducci's, Esoft

Address: 28752 Marguerite Pkwy

Suite 1900

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL: www.esoftbilling.com

Phone: (800) 291-4683

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1596977 Contact Type: Complaint Source: Consumer TCS? y
Comments: Company claims to be a work at home service. I tried to cancel the program, I cancelled the card they were going to use, and they charged my account as an electronic check. Now no one will return my calls to refund on their "Gaurantee". They send you software and nothing else, their customer service is pretty much non existing.
Created By: EJONES Created Date: 10/03/01
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 325.00
Amt Paid: 325.00 Payment Method: Bank Account Debit
Agency Contact: Internet Complaint Date: 10/03/01
Initial Contact: Mail Transaction Date:
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)
Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Arvada State: CO Zip: [REDACTED]

Country: UNITED STATES

Work phone [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing

Address: 28752 Marguerite Parkway Suite 1900

City: Mission Viejo

State: CA Zip: 92324

Country: UNITED STATES

Email:

URL:www.esoftbilling.com

Phone: (800) 291-4683

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1592103 Contact Type: Complaint Source: Consumer TCS? y

Comments: Consumer access Electronic Medical Billing for info about work-at-home plan, this company has a solicitation where they requested consumer personal info, consumer submit his info, and this company withdraf \$170. without the consumer authorization, consumer contacted the bank the company returned the draf and credited the consumer acct but consumer wanted to reported this fraudelent practices, they taking advage of people looking for work-at-home jobs.

Created By: MVASQUEZ Created Date: 10/01/01

Updated By: MVASQUEZ Updated Date: 10/01/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 170.00

Amt Paid: 170.00 Payment Method:

Agency Contact: Phone Complaint Date: 10/01/01

Initial Contact: Phone Transaction Date: 09/19/01

Initial Response: Phone: 800/888
number

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Greenboro State: NC Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing Inc.

Address: 28752 Marguerite Parkway

Suite 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:esoftbilling .com

Phone: (800) 2914683

Ext: 8767

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing Inc.

Address: 28752 Marguerite Parkway

Suite 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914683

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1517363 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I filed a complaint about 2 weeks ago with the BBB. The initial reason for my complaint was I had not received the product promised nor had I received any information from anyone despite my constant attempts to reach a human. I received a followup, only after my complaint from a representative who called leaving a message on my voice mail telling me that my complaint was "quite graphic". I did call her back (didn't get her name, unfortunately) & she was not helpful at all. I was told by her that Electronic Medical Billing, EMB, eSoft Medical Billing, Caducei's Medical Billing & all the other names that they use, were not the same companies & that I filed a complaint with BBB that I shouldn't have. She gave me a number to call which was disconnected. So I called another number that I had & spoke to Nicholas who sounded very willing to help. He was supposed to contact me the next day to let me know what would happen to the money I've paid; I still have not heard from anyone.

Created By: ABANKS Created Date: 08/09/01
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 300.00
Amt Paid: 75.00 Payment Method: Bank Account Debit
Agency Contact: Internet Complaint Date: 08/07/01
Initial Contact: Phone Transaction Date: 07/13/01
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Plaquemine

State: LA Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Electronic Medical Billing, eSoft Billing

Address: 28752 Marguerite Parkway Suite 1900

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:www.esoftbilling.com,
www.billingclaims.com

Phone: (949) 364-8758

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1514188 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer stated that Electronic Medical Billing offered a home based business doing electronic billing. Consumer gave company \$325 via electronic check, and company mailed consumer a list of doctors who were looking for medical billing. Consumer stated that about 50% of the doctors on the list were not at the address listed, phone # was incorrect or some other problem. Consumer was not able to make any money. Consumer called the company several times and was told to try this or try that, but nothing ever worked out.

Created By: JMCGLONE Created Date: 08/07/01

Updated By: JMCGLONE Updated Date: 08/07/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 325.00

Amt Paid: 325.00 Payment Method: Check (Personal)

Agency Contact: Phone Complaint Date: 08/07/01

Initial Contact: Print Transaction Date: 12/07/00

Initial Response: Phone: 800/888
number

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Galloway State: OH Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing

Address: 28752 Marguerite Pkwy

Suite 1900

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914683

Ext:

Company: Caducei's Medical Insurance Billing

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company: California Electronic

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company: EMB Inc.

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Rep Name: Miller, David

Title: Principal Contact

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1501745 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I was trying to get into a home based medical billing business when I contacted this company from an ad in my local newspaper. I called them and they said the company was just ranked in Entrepreneur magazines top 10 for home based businesses. After looking in my local BBB website for anything bad on the company I found nothing and decided to purchase the software. From the moment I recieved the software I had trouble loading it only to have to wait for support to call me back (it is long distance to call their support line). Once I got it loaded and passed the so called training test, which was a joke, I started to send out the 100 letters they suggest to do from their 350,000 doctor database. Not only did I hear nothing from anyone, I began getting most of the letters back marked undeliverable. Now all of the money I spent on postage, professional envelopes, labels,printing ink, and logo stamp all wasted on letters that is now coming back to me!!!! I am still getting letters back. I have called the company and told them that I did not get what I paid for, such as an updated, legitimate database of doctors just for starters and they said they would put in a request for my money back but they couldn't guarantee anything. Now someone called me back and left a message saying that all sales are final.

Created By: HBUCKMON Created Date: 07/30/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 325.00

Amt Paid: 325.00 Payment Method: Check (Personal)

Agency Contact: Internet Complaint Date: 07/27/01

Initial Contact: Print Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Nashville

State: TN Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Electronic Medical Billing /ESoft Software

Address: 28752 Marguerite Pkwy. Suite#19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:www.esoftbilling.com

Phone: (949) 364-8758

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1499876 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Dee explained the electronic medical billing from home as an easy and affordable way to make money. However, upon receiving the software, I realized that actually getting business was nearly impossible. They already took \$175 out of my bank account using electronic check withdrawal. On August 19, 2001 they are supposed to take another \$150. I would like my money back because I ordered the software under false pretenses. Also, their customer service number which Dee assured me would help me along my way has an answering machine and no one has telephoned me back.

Created By: CWALLACE Created Date: 07/27/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 325.00

Amt Paid: 175.00 Payment Method: Check (Personal)

Agency Contact: Internet Complaint Date: 07/27/01

Initial Contact: Phone Transaction Date: 07/19/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: Telemarketing Sales Rule

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: St. Louis State: MO Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Parkway
Suite 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (949) 3648758

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1498419 Contact Type: Complaint Source: Consumer TCS? Y

Comments: company gave list of perspective doctors who were looking for medical billers. the list was supposed to be updated, i sent out the letters as they suggested but they were returned with no forwarding address which means the list was not updated for at least a year. i called to request a refund but i was told they do not give refunds even after i told them about the list problem they told me to keep trying, i was told i was not putting out enough effort in trying to find a doctor.

Created By: FTUCKER Created Date: 07/26/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 325.00

Amt Paid: 175.00 Payment Method: Bank Account Debit

Agency Contact: Internet Complaint Date: 07/25/01

Initial Contact: Phone Transaction Date: 03/10/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: pittsburgh State: PA Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing

Address: 28752 Marguerite Parkway Suite 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (949) 3648758

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1474098 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Company did not return my calls. When I did get someone on the phone, they would not supply me with proper references, so I stopped payment of second payment portion of \$150. They will not refund \$175, would not supply me with others in my area doing this & making money. I told them i'd return softwr.

Created By: HBUCKMON Created Date: 07/10/01
 Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS
 Amt Requested: 325.00
 Amt Paid: 175.00 Payment Method: Bank Account Debit

Agency Contact: Internet Complaint Date: 07/09/01
 Initial Contact: Print Transaction Date: 06/12/01
 Initial Response:

Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining
 Company/Org.:

Last name: [REDACTED] First: [REDACTED]
 Address: [REDACTED]

City: Spanish Lake State: MO Zip: [REDACTED]
 Country: UNITED STATES
 Work phone: () Ext:
 Fax Number: ()
 Home Number: [REDACTED]
 Email: [REDACTED]
 Age Range: [REDACTED]



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing Inc.

Address: 28752 Marguerite Pkwy.
suite 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:www.esoftbilling.com

Phone: (949) 364-8758 Ext:

Company Representative

Rep Name: ?, Brian@800-291-4683

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1473211 Contact Type: Complaint Source: Consumer TCS? Y
Comments: Consumer says that she sent money to this company for a medical billing business. She says that she was told that they provided the doctors. Well when she got the software package she discovered that they do not provide names of doctors.
Created By: PSTREETS Created Date: 07/09/01
Updated By: PSTREETS Updated Date: 07/09/01
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 175.00
Amt Paid: 175.00 Payment Method: Bank Account Debit
Agency Contact: Mail Complaint Date: 05/22/01
Initial Contact: Print Transaction Date:
Initial Response: Phone: 800/888 number
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)
Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Santa Clara

State: UT Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing

Address: Unknown

City: Unknown

State: NK Zip:

Country: UNKNOWN LOCATION

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1464003 Contact Type: Complaint Source: Consumer TCS? y

Comments: I called the company advertising in the PGH City Paper. The information supplied over the phone was not what I received in the mail. When I called to get my money back they said "sure, no problem" took my name several times or forwarded me onto customer service. Nothing ever happened. With the 5th phone call they said my money was not guaranteed returned.

Created By: JBLAND Created Date: 06/29/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 325.00

Amt Paid: 325.00 Payment Method: American Express Credit Card

Agency Contact: Internet Complaint Date: 06/28/01

Initial Contact: Print Transaction Date: 06/20/01

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Pittsburgh State: PA Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED] Ext: [REDACTED]

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguirite Parkway

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:www.esoftbilling.com

Phone: (949) 3648768

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1437491 Contact Type: Complaint Source: Consumer TCS? Y

Comments: The consumer answered an ad in her local newspaper for medical billing. She contacted the company and they told the consumer they would give her money back if she no longer wanted to do the job. She purchased the software and it did not work, they gave her a list of doctors to contact but have of the number was not accurate. The company will not give the consumer her money back for the software she purchased from the company.

Created By: MHOLLIDAY Created Date: 06/13/01
Updated By: DSSMITH Updated Date: 06/14/01
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 325.00
Amt Paid: 325.00 Payment Method: Bank Account Debit
Agency Contact: Phone Complaint Date: 06/13/01
Initial Contact: Phone Transaction Date: 06/13/01
Initial Response: Phone: 800/888
number
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)
Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Louisten State: ID Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing Incorp.

Address: 28752 Magret Pkw

Suite 19

City: Mission Biejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (949) 364-8758

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1410759 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I answered a newspaper ad for medical billing help. This is their actual advertisement.1
 DATA ENTRY, Expanding company needs medical billing assistance immediately. If you have a PC earn \$25,000-\$50,000. Info call 1-800-291-4683 x.210.1
 I called and was completely misled. Thomas led me to believe that I needed to buy the medical software in order to get work. When I got the software it spoke of owning your own business. Which is not what I was told during my phone call. When I called the 800 number the operator I spoke with, Natalie, was extremely rude and aggressive when I told her that their ad was misleading. She slammed the phone down in my ear.1

Created By: SMBAILEY Created Date: 05/23/01
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: 325.00
 Amt Paid: 175.00 Payment Method: Check (Personal)
 Agency Contact: Internet Complaint Date: 05/23/01
 Initial Contact: Print Transaction Date: 05/09/01
 Initial Response:
 Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining
 Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]
 City: Kent State: WA Zip: [REDACTED]

Country: UNITED STATES
 Work phone: () Ext:

Fax Number: ()
 Home Number: [REDACTED]

Email: [REDACTED]
 Age Range: [REDACTED]



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Parkway

Suite 1900

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:www.esoftbilling.com

Phone: (800) 291-4683

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1399251 Contact Type: Complaint Source: Consumer TCS? y

Comments: I first saw the ad for EMB's software/business opportunity in a small local paper. I started calling each one and EMB appeared to be the least expensive and I felt comfortable with their website and sales staff. When I gave them my account information over the phone, I was still unsure about my decision because it was going to cost us so much money, but Natalie, the salesperson, assured me that I could cancel before the date of the debit transaction. This made me feel more confident to go ahead with giving her my account information. Two weeks later I called in and cancelled my order, again I talked to Natalie and she assured me she would take care of it. Two weeks later, the debit went through our account, and this of course put us in a bind. This week the second debit is to go through our account. When I try to get information from the company they avoid me and give me the run-around. They have sent the product, but I want my money back. If I send the product back, then I will be left with nothing. Nothing was given to me in writing before I paid the money, I know they have violated the law. Please help.

Created By: HBUCKMON Created Date: 05/16/01
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 325.00
Amt Paid: 175.00 Payment Method: Bank Account Debit
Agency Contact: Internet Complaint Date: 05/15/01
Initial Contact: Print Transaction Date: 03/19/01
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED]
Address: [REDACTED]

First: [REDACTED]

City: Medford
Country: UNITED STATES

State: OR Zip: [REDACTED]

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Pkwy. Suite 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email: URL: esoftbilling.com

Phone: (949) 3648758 Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/18/2001

JFINA

Transaction

Ref No.: 1378059 Contact Type: Complaint Source: Consumer TCS? y

Comments: On 04/16/01 I phoned EMB to inquire into their electronic billing services. I was informed by a representative by the name of Valentino that initially the company would locate doctors for me and contact me when they found a match. He claimed that I would not be representing myself since most doctors like working with someone who had been certified for a while. I have also made several calls to the sales department asking if there are any set up fees for a clearing house. Each time I call, I was told no, yet in the brochure that was sent to me it indicates that the clearing house costs \$50 per year and 39 cents per claim and EMB would pay this and then bill me. It was never disclosed to me that I would not get a refund of my money. Customer service is rude and lies about the actual number of times that I have contacted them

Created By: JBLAND Created Date: 05/01/01
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: 325.00
 Amt Paid: 175.00 Payment Method: Check (Personal)
 Agency Contact: Internet Complaint Date: 04/30/01
 Initial Contact: Internet (Other) Transaction Date: 04/16/01
 Initial Response:
 Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:
 Last name: [REDACTED] First: [REDACTED]
 Address: [REDACTED]
 City: Charlotte State: NC Zip: [REDACTED]
 Country: UNITED STATES
 Work phone: () Ext:
 Fax Number: ()
 Home Number: [REDACTED]
 Email:
 Age Range: [REDACTED]



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 marguerite parkway, suite 19

City: mission viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:www.esoftbilling.com

Phone: (949) 364-8758

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1375071 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I read their add in a newspaper and called the 800 number. I asked specifically if I had to find MD's to work for and she said no they would give me a list. The deal didn't sound too bad. When I received the information the disk didn't work. I tried several times to call customer service and my message never got returned. On Jan. 24, 2000 I returned the disk asking for a refund. I received another disk and letter explaining that the money was nonrefundable and I was stuck. I have sent out their stupid brochures but no work has ever come my way. What a rip off still trying 1yr. later.

Created By: JBLAND Created Date: 04/30/01
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: 315.00
 Amt Paid: 315.00 Payment Method: Bank Account Debit
 Agency Contact: Internet Complaint Date: 04/30/01
 Initial Contact: Print Transaction Date:
 Initial Response:
 Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Homosassa State: FL Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 marguerite parkway, suite 19

City: mission viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:www.esoftbilling.com

Phone: (800) 291-4683

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1363129 Contact Type: Complaint Source: Consumer TCS? N
 Comments: Took money off credit card without notifying me first.
 Created By: EJONES Created Date: 04/18/01
 Updated By: Updated Date:
 Org Name: PUBLIC USERS - CIS
 Amt Requested: 325.00
 Amt Paid: 175.00 Payment Method: Other Credit Card
 Agency Contact: Internet Complaint Date: 04/17/01
 Initial Contact: Phone Transaction Date:
 Initial Response:
 Product/Service: Other (Note in Comments)
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]
 Address: [REDACTED]
 City: Livonia State: MI Zip: [REDACTED]
 Country: UNITED STATES
 Work phone: () Ext:
 Fax Number: ()
 Home Number: () [REDACTED]
 Email: [REDACTED]
 Age Range: [REDACTED]

Company

Company: Electronic Medical Billing, Inc.
 Address: 28752 Marguerite Pkwy., Suite 19

City: Mission Viejo State: CA Zip: 92692
 Country: UNITED STATES
 Email: URL:
 Phone: () 1-2914683 Ext:

Company Representative



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1318305 Contact Type:Complaint Source: Consumer TCS? Y

Comments: I purchased this software for medical billing, I made my 1st pymt. of \$175, the 2nd pymt. of \$150 was to be drafted on my bank acct. on 3/16/01. I was told on the phone by Dave & another sales person, Sandra, that I would have 30 days to examine & use the software; if I was not satisfied for any reason I could return it for a full refund. I mailed 300 marketing letters & approached personal physicians as instructed. My personal doctor informed me on my last visit that his office had called the number on the letter to get more information/hire me for his billing, but was told this was not where to get information, he was given another number and was not given any information. He was disappointed in the fact that the representative was unprofessional & no help. He called me to see if I could explain. Dave told me to put the 800 # listed above on my letters so they could negotiate my pay, but they never negotiated anything on my behalf. In fact, they did not even admit to representing me. My doctor was approached to purchase his own billing software which he said would cut me out of the entire deal. EMB never contacted me about this inquiry for my services & I don't know how many others they have gotten. They deny ever speaking with my doctor. So, on 3/12/01 I called to return the software & get a refund, as my 30 days was not up. They denied making that guarantee, and refused. I then stopped payment on the final pymt. of \$150.00. But I feel I was taken advantage of & I want the \$175 I have already paid refunded, as I was promised.

Created By: HBUCKMON Created Date: 03/14/01
Updated By: Updated Date:
Org Name: PUBLIC USERS - CIS
Amt Requested: 325.00
Amt Paid: 175.00 Payment Method: Bank Account Debit
Agency Contact: Internet Complaint Date: 03/13/01
Initial Contact: Print Transaction Date: 02/16/01
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Gulfport State: MS Zip: [REDACTED]

Country: UNITED STATES

Work phone [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range: [REDACTED]

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Parkway
STE 19

City: Mission Viejo State: CA Zip: 92692

Country: UNITED STATES

Email: URL:www.esoftbilling.com

Phone: (800) 2914683 Ext:

Company Representative

Rep Name: not given, Dave Title:

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1249412 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Company promise the consumer \$2,000 per month income for puttin in 15 hours of time per week. They sent the consumer a computer software that did not work and did not replace it. They promise to send an extra software value up to \$800, but she never received it.

Created By: ASELLERS Created Date: 02/01/01
 Updated By: ASELLERS Updated Date: 02/01/01
 Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
 Amt Requested: 1,129.00
 Amt Paid: 1,129.00 Payment Method: Visa Credit Card
 Agency Contact: Mail Complaint Date: 10/12/00
 Initial Contact: Print Transaction Date: 05/01/00
 Initial Response: Phone: other
 Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Berlin State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing Inc.

Address: 28752 Marquerite Parkway ste 1900

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (949) 3648768

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 marguerite parkway, suite 19

City: mission viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:www.esoftbilling.com

Phone: (800) 2914683

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1202061 Contact Type:Complaint Source: Consumer TCS? Y

Comments: This company supplied only dead leads for doctors, or non existent address for doctors it said I could start a company with. I also had another friend that tried this service and got the same results. When I tried to contact this company by phone they would not answer the phone.

Created By: SMBAILEY Created Date: 12/27/00

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 350.00

Amt Paid: 350.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 12/23/00

Initial Contact: Internet Web Site Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Nashville State: AR Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Parkway, Ste. 19

City: Misson Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email: www.esoftbilling.com

URL: Electronic Medical Billing

Phone: (800) 2914683 Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1170613 Contact Type: Complaint Source: Consumer TCS? N

Comments:

Created By: YRICHBURG Created Date: 11/24/00

Updated By: FTUCKER Updated Date: 11/27/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date:

Initial Response:

Product/Service:

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: [REDACTED]
Address: [REDACTED]

First: [REDACTED]

City: Berlin State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:

Company

Company: Electronic Medical Billing

Address: 28752 Marguerite Pky

Ste 19

City: MISSION VIEJO State: CA Zip: 92692-

Country: UNITED STATES

Email: URL:

Phone: () Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1138376 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Consumer responded to an ad that stated she could get into a medical business opportunity venture. They promised help in setting the business up and promised to find doctors as clients for the consumer. They have neither provided help nor doctors. The computerized billing system does not work and she has been unsuccessful in contacting the individuals tha got her involved in this endeavor.

Created By: FTUCKER Created Date: 10/27/00

Updated By: IBOLEN Updated Date: 11/24/00

Org Name: Planning and Information- BCP

Amt Requested: 367.00

Amt Paid: 367.00 Payment Method: Other Credit Card

Agency Contact: Mail Complaint Date:

Initial Contact: Print Transaction Date:

Initial Response:Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Marshall State: WI Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Pkwy.

Ste. 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2919582

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1137128 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Consumer requesting information about a work at home business based in California. She is doing research before she ventures in the company.

Created By: SHIEP Created Date: 10/26/00

Updated By: SHIEP Updated Date: 10/26/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Pheonix State: AZ Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:

Company

Company: Electronic Medical Billing Inc.

Address: 28752 Marguerite Parkway
Suite 19

City: Mission Viejo State: CA Zip: 92692

Country: UNITED STATES

Email: URL:

Phone: (800) 2914683 Ext:

Company Representative



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1112941 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I recieved the software on 08/28/00. Since the day I got it I have never been able to log onto the program. I was able to install it, but that was as far as I got. I called the support line many times. They actually did call me back several times. Although I think they were stalling for time. I downloaded, upgraded, I was also accused of not having Windows 95. Finally after days of frustration and dissapointment I asked for my money back within the 30 days. I've called many times, but have got only one response. I asked for my money back, but they stopped returning my calls. They told me all sales were final, but at the time I purchased it they told me I had 30 days.

Created By: SMBAILEY Created Date: 10/04/00
 Updated By: IBOLEN Updated Date: 11/27/00
 Org Name: PUBLIC USERS - CIS
 Amt Requested: 325.00
 Amt Paid: 325.00 Payment Method: MasterCard Credit Card
 Agency Contact: Internet Complaint Date: 10/03/00
 Initial Contact: Mail Transaction Date: 08/28/00
 Initial Response:
 Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name:

First:

Address:

City: Peralta

State: NM Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing

Address: 28752 Marguerite Pkwy, Ste 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email: support@esoftbilling.com

URL: esoftbilling.com

Phone: () Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1096488 Contact Type: Complaint Source: Consumer TCS? y

Comments: The problem is that they guarenteed my customer service and they also guarenteed me to make a lot of money that i needed to do is receive the package in the mail study the information that they sent me and then take this test to be certified and that all the infor,mation that i needed to take the test would be in the package well the information was not there i called them for a week and e-mailed them also i never got a call back or a response to my e-mail so i called the sales office where i bought the package from they told me that they could not help me that i had to keep trying to contact customer service so i did and still no answer and no call back so after a week of this on 9/14/00 i called back to the sales office and told them wanted my money back they told me that there were no refunds and then they gave me the number to customer service that someone finally answered at then i told them i wanted my nmoney back he (otto) told me that someone would call me back and to my amazement they called back in less than 10 minutes. then they told me that there accounting department would have to get back with me and that was almost a week ago and no one has called me back. they guarenteed that i would have customer service no where on there web site does it say all sales are final and no-one on the phone told me that all sales are final. i did not receive what they told me i would recieve and i want them to refund my money they sold me a product that they did not hold up to there end of the obligation. if i caould not get customer service from them them the product is of no use to me.

Created By: SMBAILEY Created Date: 09/20/00
Updated By: IBOLEN Updated Date: 10/26/00
Org Name: PUBLIC USERS - CIS
Amt Requested: 325.00
Amt Paid: 325.00 Payment Method: Check (Not Classified)
Agency Contact: Internet Complaint Date: 09/19/00
Initial Contact: Print Transaction Date:
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Spring State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Pkwy.

Ste. 19

City: Mission Viejo State: CA Zip: 92692

Country: UNITED STATES

Email: URL:www.esoftbilling.com

Phone: (949) 3648758 Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1095903 Contact Type: Complaint Source: Consumer TCS? y

Comments: The consumer called file a complaint against a medical billing company for deceptive advertising. The consumer was told before the purchase of the software that she would be able to work with the software designer to work through her first batch of claims. The account was supposed to be set up immediately but it wasn't and still isn't. The consumer was informed that several accounts have been established but during the process of having her account set up she found out that this was the first time.

Created By: VLAW Created Date: 09/20/00

Updated By: VLAW Updated Date: 09/20/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 09/20/00

Initial Contact: Print Transaction Date:

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: West Manchester State: OH Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing Inc.

Address: 28752 Marguerite Parkway

Suite 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (949) 3648768

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 1010276 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I WAS TRYING TO START A HOME BUSINESS. SO I CHECKED OUT SEVERAL OFFERS OF SOFTWARE. EMB CONTACTED ME SEVERAL TIMES BEFORE I RESPONDED. WHEN I TALKED TO THE LADY SHE TOLD ME THE PRICE. AND SAID THAT WHEN I RECEIVED THE SOFTWARE TO TAKE THE TEST AND I WOULD BECOME CERTIFIED. THEN THEY WOULD PLACE ME ON THEIR ROSTER FOR DOCTORS. TALK TO THEM FOR ME AND CONTACT ME. SHE SAID THAT I WOULD NOT HAVE TO TALK TO THEM. WELL, I TOOK THE TEST AND MAILED IT IN. I HAVE WRITTEN TO THEM WITH NO RESPONSE. I HAVE CALLED AND NO ONE WILL RETURN MY CALLS. SO I AM OUT 4,000.00 ALTOGETHER FOR THE SOFTWARE AND THE COMPUTER TO USE IT ON. ANYTHING THAT YOU CAN DO WILL BE A GREAT HELP. IF YOU NEED MORE INFORMATION, PLEASE CONTACT ME. OR IF YOU HAVE AN ANSWER TO MY PROBLEM. THANK YOU VERY MUCH. IDA ROBERTS

Created By: HBUCKMON Created Date: 07/13/00
 Updated By: IBOLEN Updated Date: 11/27/00
 Org Name: PUBLIC USERS - CIS
 Amt Requested: 320.00
 Amt Paid: 320.00 Payment Method: Visa Credit Card
 Agency Contact: Internet Complaint Date: 07/11/00
 Initial Contact: Phone Transaction Date: 06/13/00

Initial Response:
 Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining
 Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: BURGIN State: KY Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: ELECTRONIC MEDICAL BILLING. INC.

Address: 28752 MARGUERTIE PARKWAY

STE. 19

City: MISSION VIEGO

State: CO Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914684

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 1008611 Contact Type: Complaint Source: Consumer TCS? Y
 Comments: Bought medical software with option of returning it as long as it was not open, when consumer contacted company to return product company told them there was a no return policy.
 Created By: SXBOLDEN Created Date: 07/12/00
 Updated By: IBOLEN Updated Date: 11/27/00
 Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
 Amt Requested:
 Amt Paid: Payment Method:
 Agency Contact: Phone Complaint Date: 07/12/00
 Initial Contact: Unknown Transaction Date:
 Initial Response:
 Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining Company/Org.:
 Last name: [REDACTED] First: [REDACTED]
 Address: [REDACTED]
 City: Poynette State: WI Zip: [REDACTED]
 Country: UNITED STATES
 Work phone: () Ext:
 Fax Number: ()
 Home Number: [REDACTED]
 Email:
 Age Range:

Company

Company: Electronic Medical Billing Inc.
 Address: 28752 Marguerite Parkway
 Suite 19
 City: Mission Viejo State: CA Zip: 92692
 Country: UNITED STATES
 Email: URL:
 Phone: (800) 2914683 Ext:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 981823 Contact Type:Complaint Source: Consumer TCS? Y

Comments: Dear Sirs:I am sending this info anonymously to avoid being harassed by my previous employer or subjected to a forced court appearance or subpoena. Hopefully, I can offer some useful information. For a relatively short while, I worked for Mr. John Moore selling medical-billing business opportunities. I soon learned that very few customers were successful. There was much pressure placed upon me to make sales quotas. Most of the sales agents lied to the customers to make a sale.We were instructed by Mr. Moore to promise that we would assist the customers to obtain clients and that we helped them market the ir services, which I later discovered is not so. The last straw for me was when Mr. Moore started a new company to sell an expensive medical-billing e-commerce package for \$2,800. The sales agents are telling customers that they must have this web site so that they can accept contract payment from the doctors.It is absolutely ridiculous as most doctors won't want to make payroll using a credit card. They are selling this expensive package with a long term financing contract. It is shameful. I left the company in disgust. The software they are selling is terribly inadequate and not professional. It's really awful what this company is doing. Please accept my apology for remaining anonymous, but I've had enough with this man and his business.John C. Moore

Electronic Medical Billing28752
Marguerite Pkwy, Suite 19Mission Viejo, CA 92692800-291-
4683www.esoftbilling.comUnisonCommerce.com949-2 34-0573800-
498-
8793http://www.unisoncommerce.com/http://www.hitechmeia.com/

Created By: HBUCKMON Created Date: 06/14/00
Updated By: IBOLEN Updated Date: 11/27/00
Org Name: PUBLIC USERS - CIS
Amt Requested: 2,800.00
Amt Paid: Payment Method:
Agency Contact: Internet Complaint Date: 06/09/00
Initial Contact: Unknown Transaction Date: 06/08/00
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Law Violation: Deception/Misrepresentation

Consumer

Complaining

Company/Org.:

Last name: Anonymous

First: Anonymous Please

Address: Anonymous

City: Anonymous

State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email: Anonymous

Age Range:

Company

Company: Electronic Medical Billing

Address: 28752 Marguerite Pkwy.

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email: customerservice@esoftbilling.com URL: <http://www.esoftbilling.com/>

Phone: (800) 2914683 Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 955137 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer contacted a work at home company to to billing. They were to send consumer the name of the doctor he would do billing for. Consumer did send software, but no doctor to do billing for.

Created By: MMARION Created Date: 05/16/00
 Updated By: MMARION Updated Date: 05/16/00
 Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
 Amt Requested: 350.00
 Amt Paid: 350.00 Payment Method: Bank Account Debit
 Agency Contact: Phone Complaint Date:
 Initial Contact: Internet/E-mail Transaction Date: 04/13/00
 Initial Response:
 Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining Company/Org.:
 Last name: [REDACTED] First: [REDACTED]
 Address: [REDACTED]
 City: Pace State: FL Zip: [REDACTED]
 Country: UNITED STATES
 Work phone: () Ext:
 Fax Number: ()
 Home Number: [REDACTED]
 Email:
 Age Range:



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing

Address: 28752 Marguerite Pky

Ste 19

City: MISSION VIEJO

State: CA Zip: 92692-

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914683

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 948769 Contact Type: Complaint Source: Consumer TCS? y

Comments: I contacted this co through a ad in my local newspaper about medical billing. I spoke with a man by the name of Dino & assured me that if I bought this software I would not be responsible for getting my own clients. When I recieved the software it plainly stated I had to get my own clients. I called & complained & they said to return the software & they would refund my money . well I returned the software but I have never gotten my money back. Now just yesterday same add appeared int he paper same co but using this name. Same scam just different town.

Created By: HBUCKMON Created Date: 05/09/00
 Updated By: IBOLEN Updated Date: 11/27/00
 Org Name: PUBLIC USERS - KNOW FRAUD
 Amt Requested: 315.00
 Amt Paid: 315.00 Payment Method: MasterCard Credit Card
 Agency Contact: Internet Complaint Date: 04/27/00
 Initial Contact: Print Transaction Date: 04/05/99
 Initial Response:
 Product/Service: Work-At-Home Plans
 Statute/Rule: FTC Act Sec 5 (BCP)
 Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED]
Address: [REDACTED]

First: [REDACTED]

City: Jackson State: MO Zip: [REDACTED]

Country: UNITED STATES

Work phone [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: electronic Medical billing / formerly Nationwide

Address: 28752 Marguerite pkwy ste 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914683

Ext:

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 935942 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I replied to newspaper ad. Researched Medical billing after speaking w/sales rep. BBB report showed negative. Read the FTC report on Medical Billing. Spoke w/Steve at Elec. Med. Billing again so he could respond. Very Rude. Asked for a list of recent purchasers. He said illegal. Advised not correct statement. Called me a fat cow and said because I looked into the company that I thought he was a liar. He also stated that the software (program) is \$325 by check & \$350 if using a credit card. When asked why: he stated to cover credit card fees. (I already reported them to Visa/Mastercard). Please look into this company. They go by 7 diff. names. Thank you.

Created By: HBUCKMON Created Date: 04/26/00

Updated By: IBOLEN Updated Date: 11/27/00

Org Name: PUBLIC USERS - CIS

Amt Requested: 350.00

Amt Paid: .00 Payment Method: Unknown

Agency Contact: Internet Complaint Date: 04/24/00

Initial Contact: Print Transaction Date: 04/20/00

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Forest Grove State: OR Zip: [REDACTED]

Country: UNITED STATES

Work phone [REDACTED] Ext:

Fax Number: () [REDACTED]

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing

Address: 28752 Marguerite Parkway Ste 1900

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL: esoftbilling.com

Phone: (800) 2914683

Ext:

Company Representative

Rep Name: Mitchell, Steve

Title:

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 927104 Contact Type: Complaint Source: Consumer TCS? y

Comments: Company lied when saying they will certify you as a medical biller. The certificate they give you is invalid. They give you an extremely unrealistic idea about how easily and quickly you will get work after using their program. The support they offered is very minimal, if they even answer the phone. 9 out of ten times I will get the voice mail, which they very rarely respond to. The software is very substandard. I returned the software for a refund, which used to be available about 4 months ago. The money has still not been refunded. I call almost every day to speak to the accounting office about this, when I'm able to reach an actual person, they say the guy in accounting isn't there, then they take a message that is never returned. This company goes by other names: Esoft Esoft Caducei Eclaims

Created By: DJOHNSON Created Date: 04/17/00

Updated By: IBOLEN Updated Date: 11/27/00

Org Name: PUBLIC USERS - CIS

Amt Requested: 350.00

Amt Paid: 350.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 04/15/00

Initial Contact: Print Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Westfield State: NJ Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing Inc.

Address: 28752 Marguerite Parkway

Suite 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email: customerservice@esoftbilling.co URL: <http://esoftbilling.com/m>

Phone: (800) 2914684 Ext:

Company Representative

Rep Name: Richards, Dennis

Title:

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 926575 Contact Type: Complaint Source: Consumer TCS? Y
Comments: Consumer purchased a medical work at home program from a company that is refusing to issue the consumer his refund back after he requested because they falsely advertised the merchandise.
Created By: JGAFAR Created Date: 04/17/00
Updated By: JGAFAR Updated Date: 04/17/00
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested:
Amt Paid: 315.00 Payment Method:
Agency Contact: Phone Complaint Date: 04/17/00
Initial Contact: Unknown Transaction Date:
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)
Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED]
Address: [REDACTED]

First: [REDACTED]

City: Clairaton State: PA Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company

Company: Electronic Medical Billing

Address: 28752 Marguerite Pkwy

suite 1900

City: Michin Viego

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914683

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 910352 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer states that she authorized this company to take money out of her account, because she wanted to sign up for the home medical billing insurance training program. Consumer states that it was explain to her that she would pay the required fee and receive computer software and manuals that would assist her in getting certified for medical billing. Consumer states that they also provide a job after you complete the training. Consumer states that after she gave her money she contacted the BBB and discovered that they have an extensive report on them, so when they shipped the kit to her she sent it back with a request for a refund. Consumer states that she was granted the refund but never has received the money. Additional Information: owner- David Miller, addtl names used - EMB Inc., Caducei's Medical Insurance Billing, ESoft Medical Billing, California Electronic, eSoft Caducei's Software. Company ID# (from BBB) 13122436. Addtl. phone numbers (800) 291-9582, (800) 291-4684, (800) 294-4684, (949) 364-8773, (949) 364-8775, (949) 364-8777, (949) 364-8750, (949) 364-8774

Created By: DDONALD Created Date: 03/29/00
Updated By: BBELTON Updated Date: 04/14/00
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 165.00
Amt Paid: 165.00 Payment Method: Bank Account Debit
Agency Contact: Phone Complaint Date:
Initial Contact: Print Transaction Date:
Initial Response:
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Porterville

State: CA Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Electronic Medical Billing Inc.

Address: 28752 Marquerite Parkway ste 1900

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914683 Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 910075 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Saw adv in paper. Electronic Medical Billing. Wants to know if company legitimate.

Created By: LGROSS Created Date: 03/29/00

Updated By: IBOLEN Updated Date: 11/27/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address:

City: Wisconsin Rapids State: WI Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Electronic Medical Billing Inc.

Address:

City: Mission Viejo State: CA Zip:

Country: UNITED STATES

Email: URL:

Phone: () Ext:

Company Representative



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 905733 Contact Type: Complaint Source: Consumer TCS? Y
Comments: Medical Billing
Created By: GFONDOW Created Date: 03/23/00
Updated By: GFONDOW Updated Date: 03/23/00
Org Name: Northwest Region
Amt Requested: 315.00
Amt Paid: 315.00 Payment Method: American Express Credit Card
Agency Contact: Mail Complaint Date: 01/09/00
Initial Contact: Print Transaction Date: 01/03/00
Initial Response: Phone: 800/888 number
Product/Service: Work-At-Home Plans
Statute/Rule:
Law Violation: Deception/Misrepresentation
Failure to Honor Refund Policy

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Howell

State: NJ Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Parkway, Ste 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2919582 Ext:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 905714 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Medical Billing - Consumer is unable to get refund for defective software.

Created By: GFONDOW Created Date: 03/23/00

Updated By: GFONDOW Updated Date: 03/23/00

Org Name: Northwest Region

Amt Requested: 300.00

Amt Paid: 300.00 Payment Method: Unknown

Agency Contact: Mail Complaint Date: 02/09/00

Initial Contact: Print Transaction Date:

Initial Response: Phone: 800/888 number

Product/Service: Work-At-Home Plans

Statute/Rule:

Law Violation: Deception/Misrepresentation
Failure to Honor Refund Policy

Consumer

Complaining Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Brooklyn State: MN Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Parkway, Ste 19

City: Mission Viejo State: CA Zip: 92692

Country: UNITED STATES

Email: URL:

Phone: (800) 2919582 Ext:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company Representative

Associated Company



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Transaction

Ref No.: 905679 Contact Type: Complaint Source: Consumer TCS? Y
 Comments: Medical Billing - Consumer was lied to by sales staff and did not honor refund policy.
 Created By: GFONDOW Created Date: 03/23/00
 Updated By: GFONDOW Updated Date: 03/23/00
 Org Name: Northwest Region
 Amt Requested: 315.00
 Amt Paid: 315.00 Payment Method: Unknown
 Agency Contact: Mail Complaint Date: 01/21/00
 Initial Contact: Print Transaction Date:
 Initial Response: Phone: 800/888 number
 Product/Service: Work-At-Home Plans
 Statute/Rule:
 Law Violation: Deception/Misrepresentation
 Failure to Honor Refund Policy

Consumer

Complaining Company/Org.:
 Last name: [REDACTED] First: [REDACTED]
 Address: [REDACTED]
 City: North Bergen State: NJ Zip: [REDACTED]
 Country: UNITED STATES
 Work phone () Ext:
 Fax Number: ()
 Home Number: ()
 Email:
 Age Range:

Company

Company: Electronic Medical Billing, Inc.
 Address: 28752 Marguerite Parkway, Ste 19
 City: Mission Viejo State: CA Zip: 92692
 Country: UNITED STATES
 Email: URL:
 Phone: (800) 2919582 Ext:



**Consumer Information System
Complaint Detail Report**

12/17/2001

JFINA

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 892433 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer signed up with this company to do at home medical billing Consumer was told by the company that they would send him software and the software would contain all the information to get started and he was told that the company would set him up with the doctors Consumer received the software and it was a basic tutorial on how to do medical billing and now the company claims that he is supposed to find his own doctors and the 30 day money back guarantee that they offered in the beginning is no longer being offered

Created By: YFLEMING Created Date: 03/13/00

Updated By: IBOLEN Updated Date: 11/27/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date: 03/13/00

Initial Contact: Print Transaction Date: 01/04/00

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: Phil

Address: [REDACTED]

City: Arlington State: TX Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc

Address: 28752 Marguerite Prkwy

Ste. 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (949) 3648777

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 886819 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I we reading the thrify Nickel news paper and came across a ad saying ,needed Medical Billers, no experiance necessary. So I called, I talked to a woman named Tonya, who told me, how the medical industry needed medical billers really bad, most doctors are still doing there insurance billing through the mail and the doctors needed people who could do medical billing. I said great, but I have never been in the medical field. They said no problem we will train you. I told her I would think about it and call her back. So I called her back in January 2000, said okay im ready to order the software that is gonna make me a medical biller from home. I got the software and there is no training, no doctors want to hire a outsource, they can have the people who work for them do it in the office. These people at electronic medical billing lied to me.They told me I would be trained in medical billing which I am not. I have tried to return the product but they say No. I have tired to talk to supervisors but no one will let me talk to one. I have left messages, no one returns my phone call. These people wont even call me and talk to me about this.Anyway this is my problem thanks for listening.

Created By: JMOORE Created Date: 03/07/00

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 300.00

Amt Paid: 319.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 03/06/00

Initial Contact: Internet (Other) Transaction Date: 12/13/99

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Alamogordo

State: NM Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: Electronic Medical Billing, Inc.

Address: 28752 Marguerite Parkway, Ste 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:www.esoftbilling.com

Phone: (800) 2919582 Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 866646 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Saw adv in newspaper company stating would receive software and list of doctors to contact for medical billing. Gave her credit card number and they took out \$315. The list given was no good the doctors already have this service.

Created By: LGROSS Created Date: 02/17/00

Updated By: IBOLEN Updated Date: 11/27/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Contact: Print Transaction Date:

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)
Telemarketing Sales Rule

Law Violation: Misrepresentations/Deception (note in comments)

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: North Bergen State: NJ Zip: [REDACTED]

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing-

Address: 28752 Marguerite Pky

Ste 19

City: Mission Vejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914683 Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Transaction

Ref No.: 848220 Contact Type: Complaint Source: Consumer TCS? Y

Comments: The consumer said that a company did not state whether they had a refund policy or not, and when he did try to send back what he ordered, he said the company would not accept it, and they have no refund policy available.

Created By: ETHOMPSON Created Date: 01/28/00

Updated By: IBOLEN Updated Date: 11/27/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: 299.00 Payment Method: Bank Account Debit

Agency Contact: Phone Complaint Date:

Initial Contact: Unknown Transaction Date: 01/06/00

Initial Response: Unknown

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Jersey City State: NJ Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System
Complaint Detail Report

12/17/2001

JFINA

Company

Company: Electronic Medical Billing, Inc

Address: 28752 Marguerite Prkwy
Ste. 19

City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914683 Ext: 200

Company Representative

Associated Company



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Complaint Detail Report

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City: Mission Viejo

State: CA Zip: 92692

Country: UNITED STATES

Email:

URL:

Phone: (800) 2914683

Ext: 200

Company Representative

Rep Name: Unknown, Shelby

Title: Sslesperson at ext. 8772

Rep Name: Miller, David

Title: Owner

Associated Company