P Consumer Sentinel Network Complaints

Reference A	Consumer Sentinel Network Compla 49442660	Originator 0 Reference Number:	6540094473518
Language:	English	Contact Type: C	Complaint
Courses	Organization	DNC?	
	Organization On November 28, 2012, I purchased credit for two Standard TEFL Courses, one for me and one for my boyfriend, (b)(6) The advisor I worked with, Brian Kruk, told me he would temporarily place us in a course, but we could take our time to make a decision. He told us we would not be officially enrolled in a couruntil our paperwork was turned in. I verbally discussed this with Mr. Kruk in early December. To my surprise I received an email stating I was enrolled in a course. My email reply on February 11, 2013: To whom it may concern: I am not enrolled in this course, neither is (b)(6) (cc'd on this email). We spoke to our advisor and let him know we will be taking a course in the future (date to be determined). I also spoke with a representative at TEFL Institute last week to confirm we are not enrolled in this course. We will turn in our registration paperwork once we have decided on a date. Please contact us with questions. TEFL Institute's Reply:Hi (b)() I'm so sorry for the mix-up. I have made a note of your situation.Just let us know when you wall to enroll in the course. Best regards, KristenStudent Servicesstudentservices@teflinstitute.comAfter this, my boyfriend, (b)(6) and I received another email about said course. (b)(6) s reply:Hi Nate,I am not enrolled in this course, neither is (b)(6) and I received another email about said course. (b)(6) s reply:Hi Nate,I am not enrolled in this course, neither is (b)(6) (cc'd on this email). We spoke to our advisor and let him know will be taking a course in the future (date to be determined). We also spoke with a representative at TEFL Institute to confirm we are not enrolled in this course. Let me know if you have any questions or if there is anything else we need to do.Thank you (b)(6) apologize for the mix-up. I will update the information. Thank you!Nate SantanaStudent Services RepresentitiveStudentservices2@teflinstitute.comI have contacted Gema Alonso, Director of Student Services RepresentitiveStudentservices2@teflinstitute.comI have conta		
Was the complaint	full Additional Comments: I would Yes	Complaint Resolution:	full (\$2,200 USD) . ADMINISTRATIVELY CLOSED. The response from the business addresses the
resolved?: Data Reference:)	complaint to the BBB's satisfaction.
	BBBCHIC-USER	Entry Date:	10/22/2013
	BBBCHIC-USER	Updated Date:	
	t BBB IL Chicago	Product Service Code:	Education: Trade\Vocational Schools
Amount Requested:		Amount Paid:	
Paymen Method:		Contact:	External Agency
Complain Date:	t 10/22/2013	Transaction Date:	
nitial Contact:		Initial Response:	
		Law Violation:	
Statute/Rule:		D'	
Statute/Rule: Topic:		Dispute with Credit Bureau?:	

Member of armed forces or dependent?:			
	Co	nsumer Information	
Consumer			
Complaining Company/Org:			/b\/6\
First Name:	(b)(6)		(b)(6)
Address 1:		Address 2:	
City:	LAGUNA NIGUEL		California
Zip:	-		UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
		Subject	
Subject: View Similar Complaints	Tefl Institute		
Address:	1906 W Irving Park Rd		
City:	Chicago	State/Prov:	
ZIP:			United States
Email:	service@teflinstitute.com	URL:	www.teflinstitute.com
Area Code:	773	Phone Number:	8805141
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

	Consumer Sentinel Netw	ork Complaints		00540004407040
Reference Number:	48426889		Originator Reference Number:	06540094467318
Language:	English		Contact Type:	Complaint
	Organization		DNC?	N
	requirements, made all pa Institute has failed to resp Upon calling TEFL Institu money to be refunded	yments, and submitte ond to my e-mails or te, their numbers are	ed classroom hour send me the cert now out of servic s: A final certificate	ute. I have completed all of my course rs. Upon submitting these hours, TEFL ificate, a certificate for which i paid \$1050. e. I would like receipt of my certificate or my e or refund in the amount of \$1050.
Was the complaint resolved?:			Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:				
	BBBCHIC-USER		Entry Date:	9/4/2013
	DDDOI 110-00LIX		Updated Date:	0/1/2010
Updated By:	BBB IL Chicago			Education: Trade\Vocational Schools
Source:			Code:	
Amount Requested:			Alliount Paid.	
Payment Method:			Agency Contact:	External Agency
Complaint Date:	9/4/2013		Transaction Date:	
Initial Contact:			Initial Response:	
Statute/Rule:			Law Violation:	
Topic:			Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:			Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:				•
		Consumer	Information	
Consumer				
Complaining Company/Org:				
First Name:			Last Name:	(b)(6)
Address 1:			Address 2:	
City:	EGG HARBOR TOWNSH	IIP		New Jersey
Zip:	(b)(6)			UNITED STATES
Home Number:			Work Number:	(b)(6)
Fax Number:			Ext:	
	(b)(6)		Age Range:	
Military Service Branch:			Soldier Status:	
Soldier Station:				-
		Sub	ject	
Subject: View Similar Complaints	Tefl Institute			
	1906 W Irving Park Rd			
	Chicago		State/Prov:	Illinois
ZIP:			Country:	United States
Email:	service@teflinstitute.com		URL:	www.teflinstitute.com

Area Code: 773	Phone Number: 8805141
Ext:	Subject ID Type:
Subject ID Issuer State:	Subject ID Issuer Country:
Representative Name:	Title:

Record #3 of 9 /	Consumer	Sentinel Network Complaints		
Reference Number:			Originator Reference Number:	06540094463809
Language:	Fnalish		Contact Type:	Complaint
	Organizatio	in .	DNC?	
	3			FL Institute advisor named Aaron DeMay to
	enroll as ea Boston Star electronical for the cour me that the the advisor the courses cover the co (http://www Institute'. It original cou attempts to woman I wa 'list' but she abroad and Comments: on August '	arly as possible because supposedly and ard Course (order #(b)(6)) offer ly, and it was set to start April 8th a se for \$83.10 on March 4th. On Ma class had been cancelled. I becam assured me that I would be given now to the difference came to \$405 and sot of the book. According to the TE at also states in Section C., 'All refundances that I would be given now to the start date was April 8th. It is no contact the agency until a week agas finally (very rudely) told to contact the does not know when my refund with she does not believe it will be process. I want my refund amount totaling \$100.	y classes filled up red by this agency and end May 3rd. I rch 6th, I was content e hesitant about to refund quickly for the advisor told meFFL Institute Term of the properties are issued with a Wagust 8th and to had been ignored is named Maria. If he issued. I am gressed by then. It heself was a soon as possible to the properties of the soon as possible to the soo	quickly. On March 1, 2013, I enrolled in the The total cost was \$1300, I paid purchased the textbook online (order #(b)()) tacted by the same advisor, who wanted to tell aking an alternative online course, however, or both the book and the difference between e that the refund would be adjusted to \$480 to so of Use on their website d whenever a Course is cancelled by TEFL in 90 days from your Course Start Date. 'The I still have yet to receive my refund. All d or re-routed to a voicemail system. The She told me that I am the next person on the going to be leaving the country soon to teach has been about 122 days Additional possible, preferably before I leave the country
Was the complaint resolved?:				RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:				
Entered By:	BBBCHIC-I	JSER	Entry Date:	8/8/2013
Updated By:			Updated Date:	
Complaint Source:	BBB IL Chie	cago	Product Service Code:	Education: Trade\Vocational Schools
Amount Requested:			Amount Paid:	
Payment Method:			Contact:	External Agency
Complaint Date:	8/8/2013		Transaction Date:	
Initial Contact:			Initial Response:	
Statute/Rule:			Law Violation:	
Topic:			Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:			Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	E.			
		Consumer	Information	
Consumer				
Complaining Company/Org:		Α		
First Name:	(b)(d)		Last Name:	(b)(6)
Address 1:			Address 2:	
	BEDFORD			Massachusetts
Zip:	(b)(6)		Country:	UNITED STATES
Home Number:			Work Number:	
Fax Number:			Ext:	
Email:	(b)(6)		Age Range:	

Military Service Branch:		Soldier Status:	
Soldier Station:			
		Subject	
Subject: View Similar Complaints	Tefl Institute		
Address:	1906 W Irving Park Rd		
City:	Chicago	State/Prov:	
ZIP:		Country:	United States
Email:	service@teflinstitute.com	URL:	www.teflinstitute.com
Area Code:		Phone Number:	8805141
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	* /

Record # 4 of 9 /	Consumer Sentinel Network C	Complaints	
Reference Number:		Originator Reference Number:	06540094463820
Language:	English	Contact Type:	Complaint
	Organization	DNC?	
Comments:	Tiron Gibbs took \$3,000 from m	people need to know about him e \$3,000 he owes me. I do not uno	ill not pay me. He is hiring teachers and not Additional Comments: DesiredSettlementID: derstand how the law could be on the side of
Was the complaint resolved?:	No	Resolution:	INFORMATION ONLY. This consumer communication does not require a business response.
Data Reference:			
Entered By:	BBBCHIC-USER	Entry Date:	8/8/2013
Updated By:		Updated Date:	
Complaint Source:	BBB IL Chicago	Product Service Code:	Education: Trade\Vocational Schools
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	8/8/2013	Transaction Date:	
Initial Contact:		Initial	
		Response:	
Statute/Rule:		Law Violation: Dispute with	
Topic:		Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:		<u> </u>	
		Consumer Information	
Consumer			
Complaining			
Company/Org: First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
	DARIEN	State:	
	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
		Subject	
Subject: View Similar Complaints	Tefl Institute		
The second secon	1906 W Irving Park Rd		
	Chicago	State/Prov:	
ZIP:		Country:	United States
	service@teflinstitute.com		www.teflinstitute.com
		oountry.	I

Area Code: 773	Phone Number: 8805141
Ext:	Subject ID Type:
Subject ID Issuer State:	Subject ID Issuer Country:
Representative Name:	Title:

Record # 5 of 9 /	Consumer Sentinel Netw	ork Complaints	
Reference Number:			06540094448246
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	N you a TEFL Advisor who answers questions
	and asked her some quest dates in Los Angeles, CA. going to wait until February did not feel the need to sig there were almost ten peo sign up with my sister and 2013. After thinking about paid for myself and my boy Annie gave us a \$100 disc course, there were only tw Annie had lied to me about not get further discounts. It was trying to sell seats sin in early February, the cour discount for having three pupon speaking to others in and that she was also ups the class was almost full. It for me to purchase one bot to the professor, but was a insistence, but my sister al login to the course on 2/19 website, so it was NOT mariddled with spelling and g brought my complaints to complaints that I had had. inquire about our online in complaints, since nothing I had signed up for them b instructor's participation wany further. — Additional of	ions about jobs. I was planning on sigr I work for a school district, so I only ge I work for a school district, so I only ge I to sign up and pay for the course. Then up any earlier than sometime close to be signed up for the Los Angeles cours boyfriend, I would need to sign up by the course and finding Annie to be very friend and signed up my sister (she ga ount for signing up together, so we ear to other people in the class besides my thow many people were signed up in contract where were only five students out of the ce there weren't a lot of people signing se had been discounted to \$1100, whice the earlier was further and surprised that there were so few When it came to ordering the textbook, ok and for my sister, boyfriend and I to idamant about the fact that we should and boyfriend didn't get around to buying 1/2013 (a day later than the advertized andatory to purchase in the first place, a rammatical errors, thus in my eyes, it we TEFL Institute and was told that people After three weeks with no new informatical errors. At this time, I told them that it that been done. They offered me a free efore finding out about my TEFL Advis as in the course. After that offer, nothing comments: I just want the money I course.	Inted to sign up with my boyfriend and sister along up for the February course with onsite to paid once per month. Because of this, I was a course also didn't start until 2/18/2013, so I to that date. Unfortunately, Annie told me that see (ten was the capacity), so if I wanted to the following Monday, which was January 21, whelpful, I decided to take the plunge and I we me her credit card and paid herself). The paid \$1200. When I got to the Los Angeles sister, boyfriend and I, which means that order to get me to pay for the course early and then allowed, so it was also obvious that Annie up. When I looked at the course information to the was \$100 less than what I had paid with the ther discounted to \$900 later that month. The at her TEFL advisor had used the same tactic of students in class, since she was also told that I asked my TEFL advisor if it would be alright share it. Annie told me that that would be up all purchase the book. I bought the book at her of their copy. When we were finally able to start date), the entire book was on the course as my advisor had said. The book was also was not worth the \$74.99 that I had paid for it. I we were 'looking into them' among other tion, I had to email TEFL Institute again to was obvious that they didn't care about my emini-course, but I had already taken all three or's lies and before figuring out how our online g else was done and no one contacted me lid have saved, if I had not been lied to, told was mandatory even though it turned out
Was the complaint resolved?:		Resolution:	RESOLVED. The consumer has verified that the complaint has been settled to his/her satisfaction.
Data Reference:			
	BBBCHIC-USER	Entry Date:	4/17/2013
Updated By:		Updated Date:	
Source:	BBB IL Chicago	Code:	Education: Trade\Vocational Schools
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	4/17/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to	

1		Satisfaction?:	
Member of armed forces or dependent?:		l. formation	
	Cons	umer Information	
Consumer			
Complaining Company/Org:			
First Name: (b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	SANTA MARIA		California
Zip:			UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:	(b)(6)	Age Range:	
Military Service Branch:		Soldier Status:	
Soldier Station:			
		Subject	
Subject: View Similar Complaints	Tefl Institute		
Address:	1906 W Irving Park Rd		
City:	Chicago	State/Prov:	
ZIP:			United States
Email:	service@teflinstitute.com	URL:	www.teflinstitute.com
Area Code:		Phone Number:	8805141
Ext:	79 1	Subject ID Type:	/
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

	Consumer Sentinel Network Compl	aints		
Reference Number:		Originator Reference Number:	06540094444491	
Language:	English	Contact Type:	Complaint	
	Organization	DNC?		
Comments:	We provided several custom print products to this entity and after trying to resolve the amount due to us for over a year, have not yet received the amount due of \$4663. These custom products were proviced with specific design and product specifications of which were used to provide to his students/customers. He has provided our product to his customers but has not paid us for our providing this custom product to him Additional Comments: We would like payment for the custom product that we provided - \$4663. We may be willing to negotiate some kind of settlement(80%?) since to-date, we have not received any payment at all ar we have many out of pocket costs. To do so, we will need a money order, cashiers check or credit card payment (proof that credit card will go through).			
Was the complaint resolved?:			BEYOND SCOPE. This complaint is outside the general BBB purview.	
Data Reference:				
Entered By:	BBBCHIC-USER	Entry Date:	3/21/2013	
Updated By:		Updated Date:		
Complaint Source:	BBB IL Chicago	Product Service Code:	Education: Trade\Vocational Schools	
Amount Requested:		Amount Paid:		
Payment Method:		Contact:	External Agency	
Complaint Date:	3/21/2013	Transaction Date:		
Initial Contact:		Initial Response:		
Statute/Rule:		Law Violation:		
Topic:		Dispute with Credit Bureau?:		
Dispute with Credit Bureau - Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:		
Member of armed forces or dependent?:		,	v	
	Co	nsumer Information		
Consumer				
Complaining Company/Org:			/h/6)	
First Name:	(b)(6)	Last Name:	(b)(6)	
Address 1:		Address 2:		
City: Zip:	GRAFTON	State: Country:	UNITED STATES	
Home Number:		Work Number:	(b)(6)	
Fax Number:		Ext:		
Email:		Age Range:		
Military Service Branch:		Soldier Status:		
Soldier Station:				
		Subject		
Complaints	Tefl Institute			
Address:	1906 W Irving Park Rd			

City:	Chicago	State/Prov:	
ZIP:		Country:	United States
Email:	service@teflinstitute.com	URL:	www.teflinstitute.com
Area Code:		Phone Number:	8805141
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

Record # 7 of 9 / Reference	Consumer Sentinel Network Con	Originator	06540094438219
Number:	43083023	Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Organization	DNC?	
	I have been waiting for payment for services since October 2012. I taught an online course for the TEFL Institute and was supposed to be paid my \$900 fee in November. I emailed and called my contact at TEFL Institute to ask about my paycheck, and I received no answer. In January I was finally contacted via email and told that I had a new contact who would give me details about my payment as it was processed by Accounting (I had been told in November that it had already been sent for processing). I spoke to my new contact and was told the matter would be looked into. Finally at the end of January I threatened to file a complaint if I was not paid. I was immediately called by my contact and assured that the check would be mailed out the next day, January 17. The check never came. I waited almost 2 weeks and contacted her again. She claimed that she had sent the check via overnight mail and that her bank showed that the money had already been paid from her account. A week ago, I contacted her again via phone and email to confirm that I had NOT received the payment and to verify my address and ask how she had sent the check. I have not heard back from her. ——Additional Comments: My \$900 payment plus interest.		
Was the complaint resolved?:			BEYOND SCOPE. This complaint is outside the general BBB purview.
Data Reference:			
	BBBCHIC-USER	Entry Date:	2/7/2013
	BBBCHIC-USER	Updated Date:	
	BBB IL Chicago	Product Service Code:	Education: Trade\Vocational Schools
Amount Requested:		Amount Paid:	
Payment Method:		Agency Contact:	External Agency
Complaint Date:	2/7/2013	Transaction Date:	
Initial Contact:		Initial Response:	
Statute/Rule:		Law Violation:	
Topic:		Dispute with Credit Bureau?:	
Dispute with Credit Bureau Responded?:		Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:			
C		Consumer Information	
Consumer Complaining			
Company/Org:			
First Name:		Last Name:	
Address 1:		Address 2:	
City:	LONE TREE		Colorado
Zip:			UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email: Military Service		Age Range: Soldier Status:	
Branch:			
Soldier Station:		Subject	
Cubia-ti		Junject	
Subject:	1		

View Similar Complaints	Tefl Institute		
Address:	: 1906 W Irving Park Rd		
City:	Chicago	State/Prov:	Illinois
ZIP:		Country:	United States
Email:	service@teflinstitute.com	URL:	www.teflinstitute.com
Area Code:	773	Phone Number:	8805141
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	

eir web-site has beer nstitute? itself is a BBB.They required been provided to me 2. As of right now, I've
nstitute / itself is a BBB.They required been provided to me? As of right now, I've
nstitute / itself is a BBB.They required been provided to me? As of right now, I've
nstitute / itself is a BBB.They required been provided to me? As of right now, I've
nstitute / itself is a BBB.They required been provided to me? As of right now, I've
Counsel\Overseas
ž.
2

	info@tefl-institute.com, course@tefl-institute.com	URL:	www.tefl-institute.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:	Sofia Morrison	Title:	

		Network Complaints		
Reference Number:	37599681		Originator Reference Number:	11205050307501621
Language:	English		Contact Type:	Complaint
	Organization		DNC?	N
	NOTE: To prevent interference with pending law enforcement action, prior to any investigative action, please contact the IC3 at SEARCH@IC3.GOV. Please check the "CSN Record Details page - Data Reference field" link for further details on IC3 data. — Incident description: > Sender's Message: I've signed up with this "TEFL Institute in Europe" last year, in October of 2011, to study TEFL Business Diploma course, paid about \$599.00 by credit card. This used to be a working web-site, but now it has been listed expired, as of 4/25/2012: http://tefl-institute.com/(b)(6) html. The domain doesn't exist on the Internet, and no others are provided to take the customer to the new site of the TEFL Institute. The e-mails sent to the addresses of course@tefl-institute.com; info@tefl-institute.com; accounting@tefl-institute.com and question@tefl-institute.com come back to the sender as "Mailer" error. Also, the life-time guarantee, and promises made to locate the TEFL graduates a teaching EFL job in Europe, and many other locations, or at least to print them a TEFL Business diploma, after they've paid all the money for an EFL Certificate, or Diploma, completed the required studies, and the exam, have not been kept, and there is no one to contact for the refund, and in regards to the fraud of consumers by that fictional TEFL Institute.			
Was the complaint resolved?:			Complaint Resolution:	
Reference:	More Information on Data Contributor Complaints?			F/5/2040
Entered By:	IC3-USER		Entry Date:	0/0/2012
Updated By:		1.1.101	Updated Date:	I Inneliaited Fernil
Source:	Internet Crime Comp	olaint Center	Code:	Unsolicited Email
Amount Requested:			Amount Paid:	
Method:	Other Credit Card		Contact:	External Agency
Complaint Date:			Transaction Date:	
Initial Contact:	Internet/E-mail		Initial Response:	
Statute/Rule:			Law Violation:	
Topic:			Dispute with Credit Bureau?:	
Dispute with Credit Bureau - Responded?:		,	Dispute with Credit Bureau - Resolved to Satisfaction?:	
Member of armed forces or dependent?:	1			
		Consume	r Information	
Consumer				
Complaining Company/Org:				/h\/6\
First Name:	(D)(O)		Last Name: Address 2:	(D)(O)
Address 1:	NEW HAVEN			Connecticut
	(b)(6)			UNITED STATES
Home Number:	(0)(0)		Work Number:	DIVITED STATES
Fax Number:			Ext:	
Email:	(b)(6)		Age Range:	30 - 39
Military Service Branch:			Soldier Status:	
Soldier Station:		Sı	ıbject	

Subject: View Similar Complaints	Tefl Institute Of Europe		
Address:	Unknown Unknown		
City:	Sheffield	State/Prov:	
ZIP:		Country:	United Kingdom
Email:	info@tefl-institute.com	URL:	tefl-institute.com
Area Code:		Phone Number:	
Ext:		Subject ID Type:	
Subject ID Issuer State:		Subject ID Issuer Country:	
Representative Name:		Title:	