

Complaint Info Comments

ICCC Ref # b(6). DEAR, COMPANY STANSBERRY & ASSOCIATES INVESTMENT RESEARCH IS ONE COMPANY SALE STOCK. I PAID 500\$ FOR STOCK S & A DIVIDEND GRABBER IN DATE 07/06/2008. THIS IS ONE STOCK OIL. I COULD REQUEST REFUND EVERY TIME OF DATE TRADE. THEY WROTE YOU BUY STOCK 1000\$ BY 500\$ IN TRADE. THEY WROTE 665% BENEFIT FOR 12 MONTH IN TRADE. THEY WROTE 500\$ BENEFIT FOR REGISTER SOON IN TRADE. THEY WROTE IS MY MONEY AND MY BENEFIT GUARANTEE IN TRADE. BUT PROMISSES ABSURD. I REQUEST REFUND, BUT THEY REPLY YOU HAVE NOT STOCK. NOW IS 19 DAY. I REQUEST MY 500\$. PLEASE YOU HELP TO ME. THIS IS MY CUSTOMER ID : b(6) I CAN NOT SPEAK ENGLISH. PLEASE YOU SEND EMIL FOR ME. TANKS FOR COOPERATION

Complaint Type: - Refund or Exchange Issues

Complaint Type: - Guarantee or Warranty Issues

Complaint Type: - Delivery Issues

Complaint Type: - Advertising Issues

Complaint Type: - Refund or Exchange Issues

Complaint Type: - Billing or Collection Issues

located at: [http://www.stansberryresearch.com/pro/b\(6\)](http://www.stansberryresearch.com/pro/b(6)) The page in question offers, and links to a payment portal for, a USD 39.00 ("discounted from \$99.00") subscription to a website which is referred to only by its title, "Black Market Income" (no url is given), which purportedly includes (note that all the immediately following within quotation marks is a quotation of the page): "access to the following reports: Loophole #1: The Dividend Boost. I'll learn how to fill out a 1-page application, and get potentially 5 to 10 TIMES bigger dividends directly from top U.S. companies... Without going through Wall Street brokers. Loophole #2: Use 'IRS Code 550' to Quadruple Your Income. I could get steady income checks from dozens of cash-rich companies that normally never pay a penny in dividends. Loophole #3: The 24% 'CD.' I'll learn about a secret government-created 'CD' – used by bankers and money managers – that could safely pay me 16% to 24% per year. Loophole #4: The Secret of 'Fed Trades.' Made possible by the Federal Reserve in economic downturns, this investment could pay me \$2,000 per month. Loophole #5: The Monthly Dividend Trust. I'll learn about a savings 'loophole' that gets me 5 TIMES more money than a regular bank account." Also included in exchange for the \$39.00 payment are apparently a subscription to "The 12% Letter", which is apparently an investment advice newsletter, and a daily email publication titled "DailyWealth" which presumably contains finance-related news and information. The foregoing info is quoted from the first payment portal / contract page, which was located at:

<https://order.stansberryresearch.com/TWP/PTWPL628/location.html> While the page makes many statements that are arguably misleading but unfortunately probably not actually illegal, I do believe that the following paragraph is in one or more respects factually untrue and consequently fraudulent: "But did you know, you can get 10% to 12% annual income checks from a group of companies that normally pay little or no dividends? Just use what we call 'IRS Code 550.' Quite simply, around 200 businesses across the country have a special deal with the U.S. government... specified in Publication 550 of the Internal Revenue Service (IRS). The government lets these businesses raise money from the public, just like regular stocks and bonds. The difference is, 'Code 550' companies do NOT have to account for this money on their balance sheets the same way as stocks and bonds." I have consulted the document that is ostensibly being referred to when the term "Publication 550 of the Internal

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Complaint Type: - Advertising Issues

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Complaint Type: - Refund or Exchange Issues

Consumer reports company advertising to furnish, "loopholes" in Social Security, which should allow a recipient to receive increased benefits.

Complaint Type: - Billing or Collection Issues

Complaint Type: - Service Issues

Complaint Type: - Sales Practice Issues

Complaint Type: - Sales Practice Issues

On your website you list under government actions- none known. Since an SEC complaint case since 2002 with a 1.5 million dollar fine in 2007, I think you and your reputation should update this section.

Here is the link to the SEC case <http://www.sec.gov/litigation/complaints/comp18090.htm> ---

Additional Comments: Update your website for the sake of those who rely upon you.'

On 2/12/2011 I watched the hour+ video that this company provided. There was no pause button so if you wanted to find out the details you HAD to sit and listen and watch. They kept saying your free books, free this and free that. Needless to say finally at the end you had to agree to \$49.50 payment fee that has a 90 day guarantee. At any reason you can be fully refunded. I find out afterwards you have to PRINT your own books. I do not have a printer working at this present time. I have tried to keep up with all the emails and its just too much and I will not benefit from this at this time in my life. I emailed them asking to get a refund. 3 days later they email me and tell me to call the 888 number. I called and yesterday a girl answered and said high volume calls they will have to call back. I gave my number and information.. I called back today and got the same thing. Still have not heard back from them.. I think this is a BIG scam and I see how he has MONEY now.. I want my money back as stated it The complaint is against YOU, THE BBB. Researching Stansbury & Associates' Stansbury & Associates Investment Research, your web page lists no complaints against Porter Stansbury, a scam artist posing as an investment advisor. --- Additional Comments: Get your act together, BBB, and do your job -- 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 "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: This guy is peddling some sort of currency scam. Many of his statements are leading and false, while others are true, but out of context. For instance, he quotes the 'Marshall Plan' as being responsible for the 70s recession in Bought A Subscription To a Magazine With A promise of refund If Not Satisfied. I Am Not Satisfied and Requested Refund by Mail FIVE Times And Received no Response. Is This A Scam Company? --- Additional Comments: A 60.00 Refund Plus Postage And Stationary '

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I was promised by this group that upon signing up for a reduced membership to their financial services, that I would receive free material and be able to cancel at any time for a refund. After a few days of studying their material, I realized that it wasn't for me, so I attempted to terminate the membership and have my cost refunded. Every time I call to cancel, the Customer Service department is always in a 'brief meeting.' It doesn't matter what time or what day I call, they are always in a meeting and can't answer the phone. I did get someone to answer one day about two weeks ago, only to be told they would have to take my name and number and call me back. I have yet to hear back from them. I sent emails, and was told that I cannot cancel via email, but only over the phone. It seems clear that they are never going to take my call so I can cancel my membership and get my
Complaint Type: - Refund or Exchange Issues

I signed up and paid a subscription fee. How they are asking thousands more to receive the information that was supposed to be in my subscription. The whole thing looks like a scam. ---

Additional Comments: Refund of \$49.50 subscription fee and removal from their email list..'

Please see attached --- Additional Comments: '

Additional Comments: '

Please see attached complaint against Stansberry & Associates --- Additional Comments: '

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 "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: Porter Stansberry advertises newamerica9.com, a scare tactic on a television advertisement. He asks to view his video which is a very, very, very long power point and ends in scamming people to buy his video or books on a get rich quick scheme about gold and silver and other commodities. A scammer with a video power point. Stansberry & Assoc did not send the first newsletter for at least 2 - 3 months AFTER they charged my credit card. On the phone their representative said it took that amount of time to get me in their system. So I assumed the year subscription would run up to the month that their first newsletter arrived. Almost a year after they charged my card, they automatically renewed the subscription again. When I called them to let them know I would not renew, they credited my card; however, I told them I still had 2 or 3 months remaining of the previous subscription because it started late, well after they charged my credit card last yr. However they did not continue to send the newsletter, cheating me of

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 "More Information on Data Contributor Complaints" link for further details on IC3 data. --- Incident description: Yesterday I watch CNN and it advertised this website that took me to this website <http://www.stansberryresearch.com/> b(6) The message on this web site is nothing good and it must be evaluated and I would like to receive a constructive message from this video. I am a person with disabilities and I take care of my child. I just want to provide the information that will keep her and me safe. It is really sad that financial institutions venture this way, without taking into consideration those who are in precarious situations. As I said this commercial was on CNN yesterday and although I cannot remember the web site on the commercial it takes you to <http://www.stansberryresearch.com/p> b(6) It had to do with something of America but my Multiple Sclerosis did not help me to write it down. I just want to protect my child. I do not drive anymore and she does not have a cell phone. I used to live in Puerto

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A TV commercial on MSNBC advertised the site www.newamerica3.com. I believed that the commercial was for a legitimate company because I viewed it on MSNBC, so I went to the site. After viewing a video that featured quite a lengthy "introduction", which was a complete waste of time, I finally realized that the company was not legitimate and was not offering, as far as I could tell, any legitimate products. When I searched for the company name online, I discovered many, many it is normal to be able to unsubscribe to an email. It is not right for a company to email me and not give me a way of unsubscribe. I never asked to get their emails. They didn't give me a way to unsubscribe. Please stop this illegal activity. Their right to email service should be suspended for a year or more, they are spamming with no way to opt out. --- Additional Comments: Please stop them from spamming and please get them to unsubscribe me forever. take my email off their DAILY WEALTH and This financial services advisory alleges to provide knowledgeable investment advice. After paying \$2000 for lifetime services 5 years ago, their advice has cost me over \$60,000 in losses. Many of the companies they purported to have carefully researched went bankrupt or had significant fraud issues that arose shortly after Stansberry's recommendations. Even with my almost daily portfolio monitoring and tight stop orders, I have been confronted with overnight stock plunges time after time, that I could do nothing about. Several months ago one of their recommendations plunged almost 90% overnight. I don't know if they are driving up the prices with recommendations and then shorting these stocks themselves, or what, but the coincidences are extraordinarily strong that all is not on the up and up. They have refused to refund my lifetime subscription fee, and ON TOP OF THAT they have advised me that if I don't pay an annual renewal fee that they will cut me off. Double jeopardy This is about: Stansberry & Associates Investment Research, 1217 St. Paul St., Baltimore, MD. I subscribed to several newsletters as they promised to honor trial periods, and refund the monies if not satisfied: 'No Questions Asked' I canceled newsletter called Tru-Wealth, and was refunded. I also called and talked with a 'Chris' to cancel newsletters S&A Resource Report and 'Investment Advisory'. \$90 was to be credited to my Visa. Chris promised that shall be done as I had called prior to trial expiration. Today I found out that I he had not cancelled the last two newsletters as he said he would and supposedly they had kept sending them to my computer every month. One of the newsletters; S&A Resource Report had come to my mail box. I didn't think anything of it as they were cancelled and I thought I was receiving the balance of them free. The second monthly news letter; 'Stansberry Investment Advisory', I received only 3 issues (2/11, 7/20, 8/12), even though they had charged me for the missing months and even though it was supposed to have been cancelled. Upon calling them today, 10/11/2011, a Amanda said may be my ISP had blocked the rest of them. I searched my entire computer, I called the ISP, a big company, and she said it is not possible for some of the newsletters come through and some not. They were not willing to accept any possibility of fault. I started trial I have tried to unsubscribe over ten times. Also sent an email with no results. Other-Other Update see attachment or go to case link --- Additional Comments: see attachment or go to case link'

Complaint Info Comments

I authorized Stansberry to charge my credit card in october 2010 in the amount of aprox. 49 dollars. During the year period nov 2010 - oct 2011 I received as promised email financial and economic information and advice. I was not aware that renewal was automatic. However, when Stansberry sent me an e mail in october 2011, before the end of contract, announcing that my subscription was to be renewed automatically, I sent an e mail to their address telling them I did not wish it renewed. The email bounced, so I sent one mail after another and all of them conveniently and suspiciously bounced back without reply from Stansberry. Needless to say, I checked very carefully not to have made any mistakes in the forwarding e-mail address. However, one of the mails apparently went through since I stopped receiving all information from Stansberry the very next day after the one-year subscription ended. I was therefore very much surprised and annoyed to find out that my credit card had been debited in an amount close to 100 dollars some time during the first days of november 2011. I immediately wrote to Stansberry complaining about this irregularity and - surprise!!!- right after I sent my complaint I again started receiving the financial and economic information which I had stopped receiving nearly one month before, even though I had already been charged without my knowledge. The next day I also received an answer to my complaint simply stating that cancellation requests or removals of automatic renewals should be made by phone to 1-888-261-2693 or 443-839-0986. No one had mentioned this limitation before, but their e mails (info@stansberrycustomerservice.com and customerservice@stansberryresearch.com) appear in all of Stansberry company communications to their customers nowhere stating that these addresses are no good for cancellations. In order to identify myself in Stansberry's databases, here follows my personal data as it appears in my Stansberry's Order Confirmation of October 2010: First Name: b(6) Last Name: b(6) Se-mail: b(6) Temporary Username: b(6) Temporary Password: b(6) ordinarily would I have tried to contact stansberry and associates investment research repeatedly and I get no response. they will not respond to their customer service number. In fact as I type this complaint I have been on hold with their number for 45 minutes. I want my subscription canceled immediately and I do not want my credit card billed as their recent mailer to me indicates it will be. My account with stansberry is b(6) and my name, again, is b(6). I frankly find their mailer to be quite close to the borderline regarding what is legal concerning continuing subscriptions. They provide zero information on how to cancel a subscription and give no options as to how to say 'NO' to ongoing billing to my credit card. I have tried to tell them I expect immediate termination and if I do not receive notice of such that I will be contacting my congressman, John Sullivan and my Senator Thomas Coburn and issuing a report likewise to the Better Business Bureau. I am not happy with this company. It appears to me that they are dancing so close to the line of acceptable marketing practices that it is not only distasteful but potentially illegal. Can you help me with my cancellation immediately? I cannot get anyone at this company to respond and their promotional material does not give me the necessary information to 'say no' to ongoing billing and subscriptions. They will not answer their phones. And in fact when I type the organization's name into your search line I can't find that they

Complaint Info Comments

Since 8/11/2011 I've been receiving Emails from Stansberry & Associates with unsolicited general investment advice which was very sensible, A month or so ago they said that, for \$750.00, they would enroll me in a plan providing very direct advice and I decided to enroll. I gave them my bankcard number for payment, since I don't have any credit cards at present. They called me a week or so ago to tell me that the bankcard didn't work. I went over the numbers again with a young lady and thought nothing of it. On 12/1/11 I went to the bank to get some cash and found that my account was in arrears almost \$800, when I should have had more than \$2000 there. I talked with the bank and found that Stansberry had made two withdrawals on 11/25/11 of \$1500 each. I called Stansberry on 12/1 and talked with a 'Dan' in sales who told me I had authorized the withdrawal of \$3000. When I assured him I had not, he told me they'd put it back in my account and it should be there in two days. Advertising implies important information regarding investing strategies will be supplied with basic level of subscription. The information that follows is of little use, but tries to lure you into a much higher subscription level in order to obtain meaningful information, i.e. \$79 for basic and \$2,500 for actual! --- Additional Comments: Give me my money back and expose these people as 'Bernie I did not sign up for autorenew subscription. I have been charged without my knowledge on my credit card. --- Additional Comments: Refund \$99 for annual subscription'

Unauthorized auto-renewal of investment service on March 12, 2012. Charge appears on my account as: PSV*Porter Stansberr POS b(6) MD US 480018 -99.00 --- Additional Comments: I am requesting my account with Stansberry Associates be cancelled and the charge to my credit card reversed.'

Additional Comments: '

When I first paid for the Stansberry subscription they had indicated there would be a trial period in which I could get my money back. Within that period of time I sent them several emails asking for my money back. They did not respond nor refund my money. Now at the end of the subscription period, I received some communication from them asking for a renewal. I had no trouble at this point communicating with them. They clearly have a rigged system. They will probably claim they did not receive my initial emailed request for refund. Perhaps the email addresses they made available to me were not for cancellation use. Their set-up is dishonest. Mr. Stansberry will have to answer for this no later than judgement day. Please do what you can to help him and his potential victims out. Thank

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I ordered 4 'free' reports and 4 sample reports (monthly), with the guarantee that if I was not satisfied, I could cancel my subscription at any time within that 4 months and receive a full refund. After looking at the free reports, I called their customer service phone line and cancelled my order. on 5/29/2012, I then received this email:(customer name, address), Account # (supplied) Order # (supplied) Amount Due: \$49.50 Dear (customer),As we promised when you subscribed to Porter Stansberry's Investment Advisory, we will be providing you uninterrupted service through our Auto Renew program. At this time we are unable to process your latest credit card payment. It is possible that this is an error on our end, but we'd like to get this issue resolved right away. To ensure that you continue to receive uninterrupted service, we ask that you either click on the secure link below or call us to verify your credit card number and expiration date. If you call, please be sure to let the operator know your account number, listed above.We apologize for any inconvenience this may cause and look forward to resolving this matter for you. For a fast and secure method for updating your credit card records, please click on the link below. We advise that you do not send your credit card information to us via email, as that is not secure. If you have any questions please contact our Customer Care Center at 1-888-261-2693 or 443-839-0986.Thank you again,Stansberry & Associates Customer Service TeamClick About 3 years ago I had purchased a newsletter from them but canceled, received the refund but they continue to send out emails & Snail Mail. I requested them by email to stop all this Spam but they said I had to call. So I called and every time I called I received a Voice Mail stating they were too busy to answer my call. I once again tried to email them but only to receive a reply stating I needed to call to opt out. Well, I have been in this Spam circle for a long time and can't stop them. Please help. They refuse to accept my request to cancel my subscription and give me a full refund. I started the subscription by email and they refuse to cancel the subscription by email, even though I have told them that I have a fear of telephones.Subscription started January22, 2012 and original request for a refund was sent on June 1, 2012. --- Additional Comments: Full refund as per their 6 month guarantee Company email advertised Retirement Trader newsletter at \$99, a 98 discount off \$4,000 normal price for orders placed by p.m. of 071912. Upon calling to place order I was advised the price was \$99 for first 30 days then a one time charge of \$2,901 for balance of 1 yr. subscription. I spoke to 2 customer service representatives seeking the advertised \$99 price and I complained about the misleading advertising. At best, the email promotion would be extremely unclear and of borderline legitimacy. I did not order subscription due to high price. I sent an email reply pointing out the advertising is misleading and clearly inferred the price to be \$99 not \$3,000. Your review of the Companys Ordered 10% Letter June 23rd. Never received. They charged my credit card \$39; I want it refunded and order cancelled.See previous answer. --- Additional Comments: I want my \$39 refunded'

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Note to the Public to beware of Stansberry & Associates 'No Questions asked Full Refund Trial Policy' for their One Year Newsletter 4-Month Trial signed up in good faith for their One Year Newsletter because I liked their bold 4 month Trial Full Refund policy. After 60 days, I decided that the Newsletter was not for me and requested twice for my 'No Questions asked Trial Subscription Refund' to be credited as they promised in their offer (They actually use the words I have quoted here in their offer and on their confirmation order email they send to you after purchase). I was told twice that they would not give me the refund without calling into them. So much for the 'No Questions asked' policy. I recommend that potential Investors/Buyers avoid using this Newsletter Service. If an Investment Company cannot be honest with such a simple thing as their promised Return Policy....what can you trust with the remainder of their products? Not good business practice. I recommend not purchasing The Douglass Report and the Stansberry & Associates Resource Report both come from the same PO box 969, but are nearly identical. They are sending similar newsletters as The Douglass Report from the same Post Office Box 969 Frederick, MD as of Jan-Aug 2012, despite the 2007 Fraud conviction listed in this news article, and their listing on Attempts to Extract Money From The Elderly blog:http://sunshine-for-seniors.blogspot.com/2010_06_01_archive.html 2007 SEC Fraud Lawsuit:<http://briandeer.com/vaxgen/stansberry-fraud.htm> The Stansberry & Associates newsletter seems to be the same as the Douglass Report, and Stansberry is listed as associated to many other direct-mail efforts directed at senior, who probably don't realize it's all coming from the same place, see attachment or go to case link --- Additional Comments: I would like to cancel my subscription to your publication as of this notice. ',

Harassment via email. Company continues to email me after I've clicked many times to unsubscribe; spoke with Rep named Krystal on Aug 29. Over 90 days ago I began clicking UNSUBSCRIBE at bottom of email and received many emails confirming. There are 4 components for email thru the offer I previously signed up for. Dailywealth ceased to email ONLY AFTER I threatened to report to the BBB. Stansberry refuses to stop bombarding me to renew my service. On Aug 29 I spoke with Rep named Krystal, she canceled ACTUAL SERVICE then said the emails would stop as well. I conveyed to her that emails and subscription are separate and emails should have stopped IMMEDIATELY when I clicked unsubscribe. Today is Sep 23 and I have more, more, more emails from Stansberry and have continually received correspondence via my PO Box. Stansberry is extremely unprofessional and there is NOWAY their financial advice could be sound, seeing that they do not even adhere to simple LAWS

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Determined the(2)year agreement/product was not right for me and attempted to cancel several times, but received no response from the business. Opened the account on Oct.11, 2011; understood I would receive a(2)year subscription of the product at a cost of \$69.00 total. After receiving the product for (8) months, I determined it was not suitable for me and wanted to cancel. On June 29, 2012, I called the customer service numbers provided both on my credit card statement and on the website, but connected to voice mail only and left a detailed message stating I wanted to cancel the account, in addition, I sent a detailed email to the email address provided on the website stating the same and to date, have received no response whatsoever. Meanwhile, my email is continually inundated with the subscription product. In addition, I went on line to see if there were any complaints concerning this business and immediately found another individual who stated this business does not respond to request for cancellation. My complaint is that, my requests for cancellation and refund for the unused portion have been ignored, and I need to ensure that this business does not attempt to extend this account beyond the(2)year agreement. In addition, I am apprehensive about any business that will not respond to a clients concerns and/or request. In my opinion, this is not good business practice and prefer not to continue to do business under these tryin to break least on he 30 of novemeber. please contact me or the office to make payments number is b(6) i would like to make a payment of 100 a month --- Additional Comments: breaking least', Stanberry makes it very difficult to find contact information, and then makes it almost impossible to cancel services in a convenient manner. See above; I want to cancel my subscription and be removed from all Stansberry mailing lists; after searching for how to do this online, and finding no information, I finally found their telephone number on the Maryland Better Business Bureau Website. After calling this number numerous times, I received a recording that told me I could only cancel my subscription by telephone; after finally reaching a person, I was transferred multiple times, with each person, including finally a Mr. Anthony Thomas in Customer Service, indicating that they were not authorized to cancel my subscription, and that the hold times were very long to be transferred to the correct office. This is unscrupulous business practice, at the very least. --- Additional Comments: I request full I was promised a refund of 90% of \$2901.00 or \$2610.90. The actual refund was \$2512.00 or \$98.90 short.I subscribed to Retirement Trader and paid by credit card \$99.00 to start.I could cancel before August 31,2012 and receive a full refund of the \$99.00. Then if I did not cancel,my credit card would be charged an additiional \$2901.00 for a one year subscription. I was told that I try out the service and if it was not for me, I could cancel before December 1,2012 and I would receive 90% of \$2901.00 or \$2619.90. I cancelled on November 12,2012 by email to Michael Cottet. He called me on November 13,2012 to ask me to continue, but I told him the service was not for me. He then again said I would receive a refund of 90% of \$2901.00 or \$2610.90 By December 2,2012, I had not receive the credit so I emailed him and asked for the credit. The credit finally was posted to my account on on December 5,

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I received a post card in the mail stating that I subscribed to 'Small Stock Specialist' magazine and that I would continue to receive it through their auto-renew program. This 'Stansbury Research' company as stated on their answering service when I called them today said on this card that my Mastercard would be charged \$79.00 next month. I have never ordered or received this magazine and refuse to pay for it. I called them and after getting hung up on twice by their automated answering I got to speak to an operator and they claim to have cancelled my account. I told the operator I have never ordered this and I have no idea how you got my name or debit acct. number but if I am charged at all for a subscription you will hear from my lawyer! I'm afraid this is a scam and people are paying for this. They acknowledged the refund after a wait of a while and I should receive the refund by the end of the week. I sent in a complaint about the refund practices and they have contacted me and stated that they intend to honor the refund. --- Additional Comments: A refund. I was worried that they would not. I purchased a newsletter and requested a refund. My refund amount is \$1700, but I have only been refunded \$1000. I. Want the remainder of my refund. In September, I bought a newsletter and was not satisfied with the letter. The salesman recommended an upgrade. I upgraded thinking I would get a better product in October and broke the payment into three installments of a thousand dollars each for a newsletter. I asked for a refund and was given the run around. I live and work in the Middle East and made multiple calls being told that the sales representative was out of the office, trying to upsell a higher priced product, etc. I requested a refund on the phone from the secretary of the company and the salesman, Jason, said that he had to speak to me for a refund. I told him to process the refund and that I had spoken to the secretary about the refund and said that I would report that a refund had not been made. My refund came, but was not the correct amount. I made two payments of one thousand dollars for the newsletter at the beginning of October and November. I am entitled to a 90% refund. I have not gotten but \$1000. They claimed that the 90% was not ninety percent of funds paid, but of the amount of the product. I can forward emails to a representative of the transactions, if necessary. Charged credit card without authorization. I purchased and cancelled a membership/subscription in 2011/12. In November of 2012 I noticed a charge for \$99 from Stansberry. I had cancelled this subscription, yet this company continues to automatically charge peoples credit cards even if they do not wish to be a member/subscriber. These practices should be punishable by law. --- Additional Comments: I called the number listed on my credit card statement and requested a credit to my credit card. The request was granted without an argument or sales pitch. The practice of automatically charging people's credit card (after they have cancelled) should be punishable by law. Where do they Company was called to cancel service. They acknowledged cancellation and then charged my credit card. On December 18, 2012 I call Stansberry & Associates to cancel services from them (account number b(6)). They acknowledged the cancellation and then charged my credit card on December 19, 2012. I did not find out about this until today, December 31, 2012. I tried to call them and waited over ten minutes on the phone only to be disconnected. I tried to contact them on the internet but was unsuccessful. These people are crooks and should be exposed as such. --- Additional Comments: I am seeking a full refund and have filed a disputed billing with my credit card company, but this will take at least 10 days. In the meantime my account will go over my limit when the monthly interest is applied. I believe that Stansberry & Associates should be charged for the penalties that will occurred because of see attachment or go to case link --- Additional Comments: see attachment or go to case link

Complaint Info Comments

Unauthorized Credit Card Charges Stansberry charged my credit card with unauthorized renewal. --- Additional Comments: Fair business practices. Credit my account for the \$99 fee that I will dispute with Charged my credit card \$1095.00 for a trial subscription that I thought I had cancelled within 30 days. On 10-17-12 I responded to Stansberry Investment Research advertisement for a trial subscription to Daily Wealth Trader and Advanced Income. This was order # b(6) and promo code b(6). By 11-16-12 I decided cancel by calling the customer service at 888-261-2693. On 12-28-12 my credit card was charged \$1095.00 for the Advanced Income Subscription. I called customer service again to get the charges reversed. On 01-26-13 my credit card was only credited \$796.50. After calling customer service again they claimed I went over the trial period and could not be given the full refund. Again, I was under the impression I had cancelled within the trial period on 11-16-12 and had not logged in to their website or used the subscription since that time. I believe I should be entitled to the full \$1095.00 refund to my credit card. This company does not notify you when a trial subscription Unauthorized debit from my checking account Debited \$99.00 from my checking account on 2/12/2013 without my authorization --- Additional Comments: I would like the money returned to my I've been trying unsuccessfully to get questions answered about billing and what subscriptions I have. Im getting automated messges that don't apply. My subscription was up to renew in January. Ive been calling your customer service number a couple times a week. EVERY TIME I call, no matter what time it is, I get the 'we are closed for the evening please call back out next business day' message. I tried emailing for help and all I recieved was an automated message that said my issue will have to be discussed over the phone. Well my comments in my email question was how else can I talk to someone besides the number (and I listed it) that didnt work, and it referred me to the same number. Ad said that if you were not satisfied, the \$39.00 subscription would be reimbursed. I have email 3 times - no refund!! I subscribed to their newsletter and downloaded to pamphlets. After reading, I realized that I was not satisfied with the product. Their advertisement stated that if you were not satisfied, your monies would be reimbured. I have emailed them 3 or 4 times, to no avail. I want a refund of my premium \$39.00. Maybe filing a claim will help me get my money back. --- Additional Comments: As stated, they have not responded to my various emails - leaving me no other choice but to file a claim. I want a refund of the monies paid them - as I am not happy with their product. This Billed my credit card without authorization in the amount of \$99.00. This company charged my credit card without authorization or notification. The charge was in the amount of \$99. --- Additional Comments: I want this refunded and assured it will not happen again.

Stansberry and Associates charged \$99 to my credit card without authorization bottom line is Stansberry and Associates stoled my money Sometime in March or April of 2011 I subscribed to a year subscription of Stansbury and Associates investment newsletter for one year somewhere around March or April of 2012 I unsubscribed to their newsletter this morning there was a \$99 charge on my credit card from Stansbury and Associates I never gave consent or permission for Stansbury and Associates to charge my credit card for any reason so it's only logical for me to think that this organization is practicing unethical and dishonest business practices --- Additional Comments: not only am I demanding Stansberry and Associates return that money to my credit card I demand a letter of

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Submitted written requests to be removed from all Stansberry & Associates AND AFFILIATE COMPANY databases for over 10 YEARS. My request is simply to be removed from the database. I do not want to receive any of their mailings. I have received unwanted mail that I did not request for a period of 10 YEARS from Stansberry & Associates and their subsidiary companies. At this point it feels like harassment. --- Additional Comments: 1. I do not want to want to be contacted in any way by I thought I ordered a 1yr subscription for 49.95 and was billed 500.00 on my credit card. They say I must have clicked yes somewhere for the 500.00, I did not select anything for 500 dollars, there was a package for ~150. I believe this is a scam and that they are making \$ on interest from these fraudulent charges before they are challenged. they have potentially refunded my money - in 7-10 days they say - not immediately --- Additional Comments: I believe this business and its practices are purposely Stansberry was suppose to cancel the subscription as I am not satisfied. They continue to charge my credit card against my instructions. I want Stansberry and Associates to stop sending me materials and to stop charging my credit card. I also want a credit for the most recent charge of \$99.00. They charged my charged without my permission or authorization. They never contacted or notified me. Purchased service from Stansberry 4/29. Received password. Able to login once. Requested password from their site, still unable to login. Purchased this Retirement Millionaire order # b(6) and DailyWealth Trader order # b(6) on 4/29. Was able to log in to the Stansberry site at that time on 4/29. On 5/5 I had trouble logging in as my username password pair was not accepted. Site said I must have a username and password to login. Believing that I was at fault and had forgotten my password, I requested my password through their 'forgot password link'. I then retried logging in but failed each time. Tried 3 browsers, IE, Chrome, and Firefox. Tried upper and lower case on username and password. Still didn't work. I then submitted email requesting my money back. Response to my email of 5/6 said that I had to call back in person due to security issues. On 5/7 I called back at 8 CST which is 9 EST, the time that Stansberry opens and a recording indicated that the 'office is closed all day for a meeting'. I find it difficult to believe that there is no one to assist with customer service problems or to even attempt to resolve my problem. Their site should be available 24 hours/day. I understand internet and site issues but can not believe it has gone on this long and NO ONE is there to S&A charged my chase bank card 2,451.00 for PSV Retirement trader 888-2612693 MD. I did not want this transaction with them. S&A has charged my bank card 2,451.00 for PSV retirement trader 888-2612693 MD, I did not want this transaction. I Wish they would have contacted me by my phone. To be verified if I wanted this kind of transaction with them. My statement came 5/1/2013 when I found out what has happened they have it down on 2/3 2013 when I was charged. I did not give any one permission to apply any money to my card for this amount, I would not do this my self knowing what it would cost me. I have not received any thing about PSV in the mail. I do not know what its about and after this kind of charge I do not care after to day. To receive any transaction from S&A again. ---

Complaint Info Comments

Opened 'Independent Living News' in spam-listened to message by rep. re investments--quoted \$49.50 for several bulletins, but conf. showed \$1,000 owed Today, June 4, 2013, I listened to spiel about investment to protect your income, for \$49.50, a special price for some investing booklets, plus six months subscription to their Newsletter, which you could cancel within certain time if it was not what you wanted and get full refund. When I signed up on computer, I was asked twice if I wanted additional material, and I hit 'No Thanks' twice. Can't remember the exact amount for these two offers, but it was certainly out of my price range and something I did not want since I didn't know if the \$49.50 worth of material would be useful. This offer was prefaced by an unusually 'long spiel' about the condition of the U.S. and U.S. being on verge of bankruptcy because of printing more money and then suggested this info as a means of protecting your investments, etc. I thought it a bit strange when they did not confirm the amount at the end of my order, and I should have got the hint then, but they said I would receive confirmation by e-mail within 30 minutes. When I got the e-mail it was for \$1,000. I immediately called their phone 888-261-2693, and told them of their mistake. They apologized, but said the order had already been entered and could not be corrected, but they would refund it within 7-10 days. At this time, I realized I had been 'had', and called my credit card company (Visa) and asked them to stop payment. Visa advised Stansberry & Associates had checked to see if I had the money in the account but had as yet not taken it out, so Visa told me to call back in two days, and once it had been charged they could take action. I called Stansberry & Associates back again at the 888-261-2693, to ask them why my order could not be cancelled before it went through and got the run-around. At this point I told them to cancel the subscription in its entirety, as I did not want to do business with them and to remove me from solicitation. I do not know how they got my e-mail in the first place and usually I do not open things that go into my spam, but the headline drew my attention--it was something to the effect that the government did not want us to know what was

Dear Sir: Please help me convince Porter Stansberry of Stansberry Advisory Service, 1217 St Paul St, Baltimore, MD 21201, to live up to his promise to refund my fee of \$49.50 within 4 months. I ordered it on Apr 4, 2013. I have made five attempts to get him to release my fee of \$49.50, but he continues to ignore my requests. Please confer with him and pressure him to honor his commitment. Attached is my fifth request letter in an effort to recover my fee. Thank you for your assistance. Sincerely, b(6) ---

Additional Comments: I have made five attempts to get him to release my fee of \$49.50, but he

NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Remove the 79.00 charge and he would like to know how they got his new credit card number. --- Topic Description: Consumer had a subscription with PSV a year ago. In the meantime he had other companies adding charges to his account so he had to cancel his credit card. Then PSV called him and he told them he did not wish to renew. However the supplier somehow found out what I believe that they front run their research and then wait until something has appreciated before they recommend it. This investment service has proven to be the all time worse I have ever purchased. They recommend a stop loss of 25% yet they have not come up with a single investment in the time I have subscribed which has gone up 50% which would enable someone to break even. In the great bull market of 2013 their recommendations have gone down. I find them to be fraudulent except for Jeff Clark. All others do not understand markets. They simply write about politics and the

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Refund was promised and never happens. They claim refund sent on 5/20/13 but hasn't shown up. They just say to contact my card co. I do and no refund. They did an automatic renewal that I didn't want. I filed a dispute back in Feb. 2013 with my card co. Stansberry then refused and charged my card again on 5/13/13. I have since been in contact with Stansberry and they agreed to refund me the \$99.00 but the refund has never shown up. I then got an e-mail from them saying the refund went through on 5/20/13 so I need to contact credit co. I did that and they said refund never came. I contacted Stansberry again and they then said the refund didn't happen because of the dispute. I explained that the dispute was already over at the time they agreed to refund me. Now I have been in contact with them again and I just got another e-mail from them on 7/5/13 saying once again that the refund was completed on their end on 5/20/13??? They also say that the credit would take 7 to 10 business days. It has been 6 weeks! I called my credit card co. and the refund has not been made and they can't file another dispute because it was too long ago. During my e-mails back and forth to Stansberry I have been telling them that if they did not take care of this that I would have to file a I have contacted this company several times to remove me from their distribution lists. Each time I was assured that I was. I have not. I keep getting emails from them. There is no way in the emails they send out for me to opt out. Please get them to comply with email rules. Other-Other Update Unable to contact them to cancel service. After making the mistake of reading their come-on, I did make the decision to try their trial offer at \$49.50 for 4 months, with the understanding I could cancel within 4 months for a full refund. That was June 19th, 2013. On July 15th I sent email to cancel. their second response was you have to call in to cancel, which I hate to call as they are trained to try to talk you into a bigger order and not cancel and you have no proof you filed to cancel; also if they can take an order by email, why can't they cancel by email? So, I finally, July 26th called to cancel, the recording said all associates were in a meeting, tho there info says they are always ther from 9-5. Today, July 29th, I called, 25 calls ahead...when I was answered it was someone taking names and Stansberry & Associates Investment Research have been publishing false & misleading information. Stansberry & Associates Investment Research has been publishing false & misleading information concerning various topics, whether it pertains to 'free' silver coins or the effects of the Affordable Care Act (ACA). The company has willingly & intentionally published information made solely to scare & intimidate consumers into making decisions that work against their best interests. --- Additional Comments: The settlement I am seeking is Stansberry & Associates Investment Research record an apology for their company's unprofessional conduct to the American people that will air on radio stations that have aired the company's false & misleading advertisements, as well as the company agreeing to cease operations immediately, the employees of S&A be fined for their actions, On August 11, 2013, a transaction/debit which I don't recognize as authorized was posted to my MasterCard(ending in b(6)) The entry on my online MasterCard statement read, b(6) *STANSBERRY&ASSOC 88. I don't believe I authorized this. --- Additional Comments: Credit of USD

Complaint Info Comments

I signed up for Stanberry & Associates for \$49.50 for booklet. I have been unable to speak with someone at Stanberry after trying a number of times. When I signed up for a booklet from Stanberry & Associates for \$49.95. Have been unable to speak with anyone at Stanberry to get my \$49.50 refund. I was told if I wanted to cancel I would have 4 months to do this. Then on 9/6/2013 they took (read stolen) \$1,000.00, then on 9/9/2013 they stole another \$1,000.00. I contacted my Bank regarding the \$2,000.00, and they are taking care of that problem. I still want my \$49.50 refunded. Thank initial payment. They now want maint fees. The subscription service for the Private Wealth Alliance was entered into on April 11, 2011 with the understanding from the clearly stated wording on the Stanberry advertisement that this was a lifetime membership and there would never be any additional payment required ever after the initial application fee. Now the company is trying to assess Maintenance Fees dating back to the start of the service. When challenged with this discrepancy, the reasoning put forth is that all of the Private Wealth Alliance memberships have a annual maintenance fee. They have not shown me any documentation that would substantiate that position over what they had stated in the original subscription solicitation. Stanberry's latest suggestion was that I could cancel my subscription but they make no offer to reimburse me for the cost of the subscription service or for their fraudulent extortion of their customer. --- Additional Comments: Adherence to the written documentation of the April 2011 subscription solicitation with a written acknowledgement that their