

ELLEN F. ROSENBLUM  
Attorney General



MARY H. WILLIAMS  
Deputy Attorney General

**DEPARTMENT OF JUSTICE**  
CIVIL ENFORCEMENT DIVISION

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Salem, OR 97301-4096  
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TTY: (800) 735-2900

August 22, 2013

PENN FOSTER CAREER SCHOOL  
PO Box 1900  
Scranton, PA 18501

Re: FF6542-13  
MALCOLM STRAND

We have received the enclosed consumer complaint about your business. We understand that there are often two sides to a problem, and we would appreciate your prompt review of this matter.

We do not represent the complainant. We do, however, review all complaints to determine whether grounds exist to warrant action by us. Your response to the allegations in the complaint would help us to make that determination.

In the interest of efficiency, we prefer that you respond directly to the complainant and email a copy of your response to our office. Please include the file number shown above on the subject line of your email. Alternatively, you may respond to us by regular mail. The response you send regarding this complaint will be part of the public record maintained by the Department of Justice.

Preferred Email Address: [alicia.suarez@doj.state.or.us](mailto:alicia.suarez@doj.state.or.us)

We would appreciate receiving your response within fifteen (15) days of receipt of this letter. Please feel free to attach any documents which you think are relevant in explaining your position. If after your response you hear nothing further from us, you may consider this matter closed.

Alicia Suarez  
Enforcement Officer

Enclosure:  
Consumer Complaint  
EZ-E1



## Oregon Department of Justice Consumer Complaint Form

**Please Note The Following:**

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney.

By submitting this complaint, I understand a) this complaint will become part of DOJ's permanent records and is subject to Oregon's Public Records Law; b) this complaint may be released to the business or person about whom I am complaining; c) this complaint may be referred to another governmental agency. By submitting this complaint, I authorize any party to release to the DOJ any information and documentation relative to this complaint.

**Date of complaint submission:** 8/18/13

**Information About The Complainant**

**Name:** Malcolm Strand  
**Address:** 5107 SE Stark #B  
**City:** Portland  
**State:** OR                      **Zip:** 97215  
**Phone Number:** (day) (503) 9305237 (eve) (503) 9305237 (cell) (503) 9305237  
**Email Address:** mjstrand72@gmail.com

**E-MAILED**

**Information About The Business Or Person About Which You Are Complaining**

**Name:** Penn Foster *Career School*  
**Address:** 925 Oak Street  
**City:** Scranton  
**State:** PA                      **Zip:** 18508  
**Phone Number:** (800) 2321243

**Information About The Transaction**

**Date of Transaction(s):**  
**The amount of money you think you lost:**  
 **Attorney:**  
 **Business:** Penn Foster  
 **Other:** Pennsylvania Attorney General Office  
 **No Action has been requested.**

**See Attached For Transaction Details**

**FOR OFFICIAL USE ONLY**

FF #: 6542-13                      Rec'd From: \_\_\_\_\_  
Comp. Code: C106                      Bus Code: 61130                      Ref'd To: \_\_\_\_\_  
Comp. Code: \_\_\_\_\_                      Bus Code: \_\_\_\_\_                      Uncheck:                       Cons.Comp.                       Websrch  
Closing Code: \_\_\_\_\_                      Ltr Type: E1                      Notes: \_\_\_\_\_  
Rtn to: \_\_\_\_\_                      Notify: \_\_\_\_\_  
Cc: \_\_\_\_\_                      \$\$Amt: \_\_\_\_\_

-ADS    -HJM    -MML    -GJD

*820*

## Transaction Details

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I am currently in a battle with Penn Foster over my tuition that is owing. I quit paying when I found out that my credits from Penn Foster were not recognized by my current college in Oregon. I am currently going to Portland Community College. Also the University in my state that I plan to go to for my 4 year degree does not accept Penn Foster credits, but if you go to Penn Foster website it sounds as if everyone accepts their credits. I was foolish and didn't do more investigating before I signed up. When I found out it was too late. So basically I was paying on credits from a college that were not accepted. Penn Foster needs to make clear statements so other students like myself do not fall victim to false advertising. They need to be upfront and state that not all colleges accept their credits. When they promote themselves as "nationally accredited" one is led to believe that everyone accepts their credits. So now they are forcing me to pay for credits that I can't use.

Thank you Malcolm Strand

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**Thank You!**