

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 09/01/2015



Phone:

Email

Name/Firm/Company: Jeunesse zglobal, LLC

Subject/Category: Fraud/theft of debit card info/ Fraudulent charges on my checking account

Street Address: 659 Douglas Ave

City: Altamonte Springs, FL 32714 Seminole

Phone: (497) 215-7414

Date of Transaction: 08/31/2015

Questions/Comments:

These fraudulent charges were made on my bank account using my debit card information.

\$281.12

\$281.12

\$281.12

\$938.64

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PAM BONDI
ATTORNEY GENERAL
STATE OF FLORIDA

OFFICE OF THE ATTORNEY GENERAL

Office of Citizen Services
The Capitol
Tallahassee, Florida 32399-1050

Telephone: (850) 414-3990
Fax: (850) 410-1630

August 20, 2013

Dear Mr. [REDACTED]:

Florida Attorney General Pam Bondi received your correspondence regarding your concerns with Jeunesse Global. Attorney General Bondi asked that I respond. I am sorry for your difficulties.

The Attorney General's Office is concerned with all potentially unfair and deceptive trade practices. Often it is only through correspondence from concerned and responsible citizens that our office becomes aware of widespread consumer problems. We will continue to monitor complaints we receive on this company, and will retain the information you shared in our consumer files. In the meantime, I hope you find the following information and suggestions helpful.

I am forwarding your correspondence to the Florida Department of Agriculture and Consumer Services (DACS). DACS administers provisions of the Sale of Business Opportunities Act, and also serves as the state's main consumer complaint clearinghouse. The telephone number is (850) 410-3800, or toll-free within Florida (800) 435-7352. In addition, I am enclosing helpful information from the Federal Trade Commission about business opportunities.

Finally, Florida's Deceptive and Unfair Trade Practices Act provides individuals with a private remedy to bring an action for damages, attorney's fees and court costs. Please consult a private attorney for any legal help you need. The Florida Bar offers a Lawyer Referral Service toll-free at (800) 342-8011.

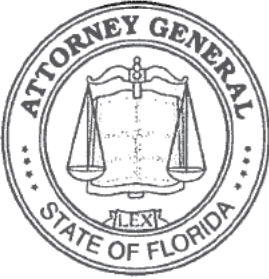
Sincerely,

Gregory Powell

Gregory Powell
Office of Citizen Services

Enclosures

cc: Florida Department of Agriculture
and Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, Florida 32399-6500




Office of the Attorney General

Please return completed consumer contact form to:
Office of Attorney General Pam Bondi
State of Florida
PL-01, The Capitol
Tallahassee, Florida 32399-1050

cd consumer
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PP SZ

The contact information MUST be provided as we correspond via U.S. mail. Incomplete forms cannot be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

<u>Person Making Complaint:</u> 	<u>Complaint is Against:</u> <u>JEUNESSE GLOBAL</u> Name/Firm/Company <u>650 DOUGLAS AVE SUITE 1020</u> Mailing Address <u>ARIZONA SPRINGS</u> City, County <u>FL 32714</u> State, Zip Code <u>407-862-9100</u> Business Phone, including Area Code Business Email or Web Address
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Product or Service involved: nutrition & skin care products Amount Paid: \$ 3,132.19

Date of Transaction: 9/22/12 I was contacted by: ☒ Telephone ☐ Mail ☒ Other

Have you retained an attorney? ☐ Yes ☒ No

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☐ Yes ☒ No

If you filed complaints with any other governmental and/or consumer agencies about this matter, please list those agencies:

(ATTACH COPIES. DO NOT SEND ORIGINALS.)

Note:

1. All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, Florida Statutes.
2. Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 837.06 Florida Statutes.

Please indicate if you are over the age of 60. Penalties can be enhanced for victimizing senior citizens. Over 60 ☐ Yes ☒ No

(PLEASE USE OTHER SIDE OF THIS FORM TO DESCRIBE YOUR COMPLAINT & ATTACH YOUR SIGNATURE)

Please explain your complaint. Attach additional sheets, if necessary.

see attached page

My signature authorizes the Attorney General's Office to take any action deemed necessary for purposes of investigation or enforcement. I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint to notify your office of the activities of this company so that it may be determined if law enforcement

Signature:



Date: 8/6/13

In Sept 2012, I was contacted by telephone by John Keller and Bill Richard, who were to be my sponsors in a nutrition and skin care company called Jeunesse Global. Within a few days I met John Keller in person. I was told by both about this fantastic ground floor opportunity to make riches in this company that was changing thousands of people's lives across the globe. They told me that they would help me every step of the way in this endeavor and that all I had to do was buy a package of these "wonderful" products to share with others and after these people experienced the benefits of these products they would want to purchase them and then get their friends and families to purchase as well.

They told me if I bought the biggest package available, I would make the most money. So I did just that, I bought the so-called Ambassador Package. At first it sounded too good to be true, but they both told me if it didn't work out I could return my unused product for a full refund of my purchase price. However, it dawned on me that every time I shared and used the products, I was giving away money. Again they both assured me that I was doing the right things and would be successful in this business. About two months later, I came to find out that Richards was no longer with the company.

Meanwhile Keller was telling me that I would be making a minimum of \$3000 per month by Thanksgiving and when that came and went, it would be by the first of the year, then by March and when I started questioning him on it he became agitated. As time went on, he became harder and harder to contact and he seemed to be drifting away from the company. Now I could see what was happening, the products never really worked, the money making opportunity was a dream and everybody was lying and making false claims at the expense of the people they brought into the business. It was a classic Ponzi scheme and if you didn't lie to get more people to invest, you had no chance of making any money or even making back your investment.

I called Jeunesse Global to return my unused and unopened products and was told that since I had purchased a package of products and had used and given away some of them I could not return any unused and unopened products. Once again, I was lied to about a guaranteed return. Please help me get my money back as I still have over \$500 of product that they won't give me a refund for. Thank you.

Jeunesse Global LLC

650 DOUGLAS AVE SUITE 1020
ALTAMONTE SPRINGS
FL-32714
US

Ship To Name:

Ship Address1:

Ship Address2:

Ship City:

Ship State/County/Province:

Ship Postal Code:

Ship Country:

USA

Packed: _____

Checked: _____

Ship Method:

Ground UPS(TrackingNumber:1ZX1Y7294240518122)

Signature Confirmation Required

Order Number :

1319142

Date:

9/22/2012

Phone:

Email:

Payment Method:

CreditCard

Quantity:	Product Name:	Unit Product Price:	Product Price Total:
1	1 Year Jumbo Package (Promotional Best Value) 5 - LUMINESCE™ cellular rejuvenation serum 5 - LUMINESCE™ daily moisturizing complex 5 - LUMINESCE™ advanced night repair 5 - LUMINESCE™ youth restoring cleanser 120 - Réserve™ gel pack 4 - NutriGen™ AM Essentials 4 - NutriGen™ PM Essentials	\$1,799.95	\$1,799.95
1	Ambassador Package (Promotional Best Value) 3 - LUMINESCE™ cellular rejuvenation serum 3 - LUMINESCE™ daily moisturizing complex 3 - LUMINESCE™ advanced night repair 3 - LUMINESCE™ youth restoring cleanser 90 - Réserve™ gel pack 2 - NutriGen™ AM Essentials 2 - NutriGen™ PM Essentials	\$1,099.95	\$1,099.95

TrackingNumber:1ZX1Y7294240518122

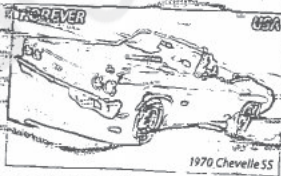
Order Weight(lbs): 29.39

Order Weight(gms): 13328.365

SubTotal:	\$2,899.90
Discount:	(\$0.00)
Taxes:	\$173.99
Shipping:	\$58.30
Total:	\$3,132.19

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Office of Atty General Pam Bondi
State of Florida
PL-01, The Capitol
Tallahassee, FL 32399-1050

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Nauk
Anonymous
NRA

The biggest illegal pyramid scheme in America is operating right under your nose in Orlando, Florida called Jeunesse by Randy Ray and Wendy Lewis. They have already defrauded over 30,000 people in the last few months and are continuing until the law stops them. Please protect your Florida consumers and those nationwide by stopping this illegal pyramid scheme now.

Jeunesse
650 Douglas Avenue
Altamonte Springs, Florida 32714

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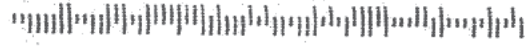
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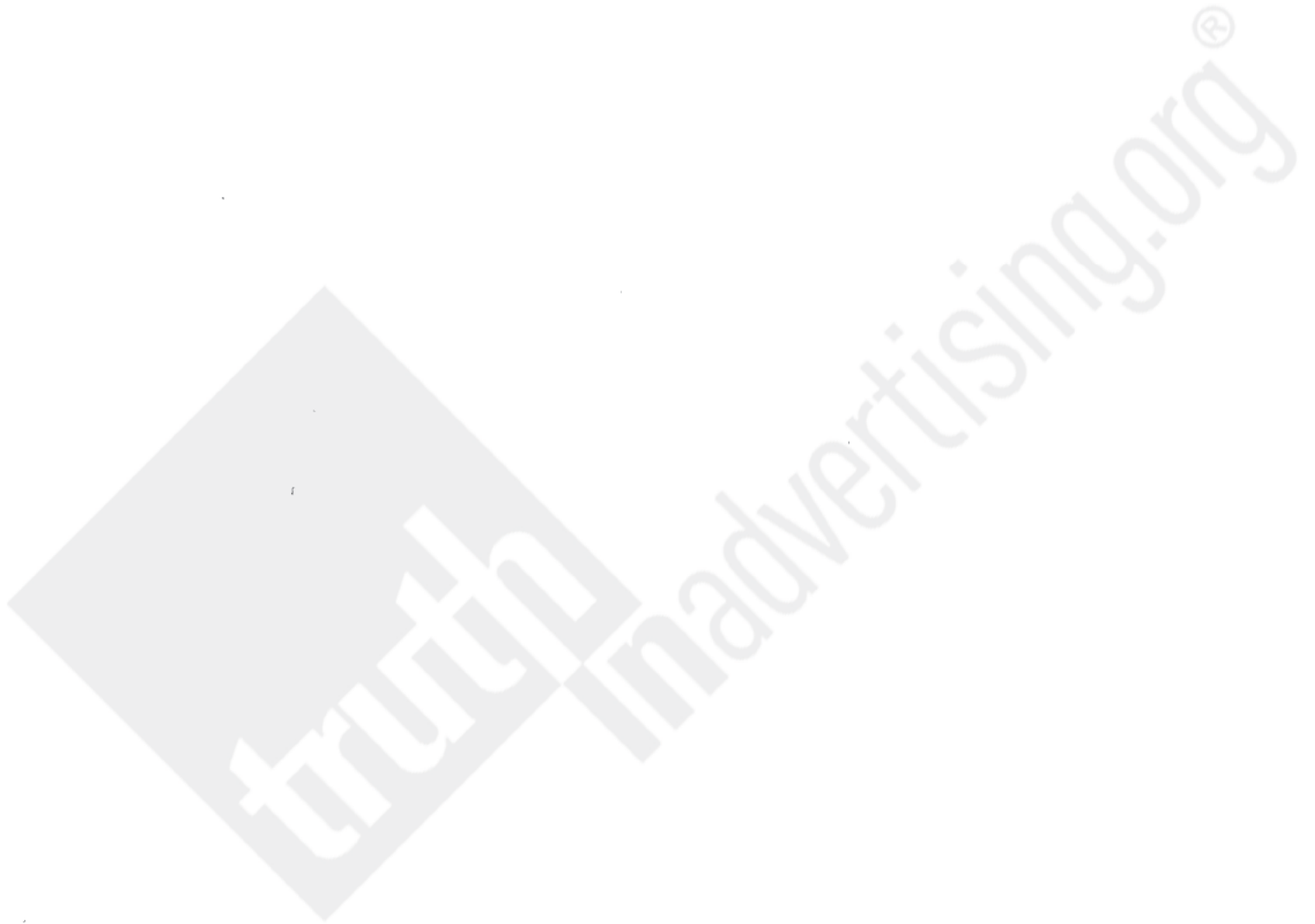
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The biggest illegal pyramid scheme in America is operating right under your nose in Orlando, Florida called Jeunesse by Randy Ray and Wendy Lewis. They have already defrauded over 30,000 people in the last few months and are continuing until the law stops them. Please protect your Florida consumers and those nationwide by stopping this illegal pyramid scheme now.

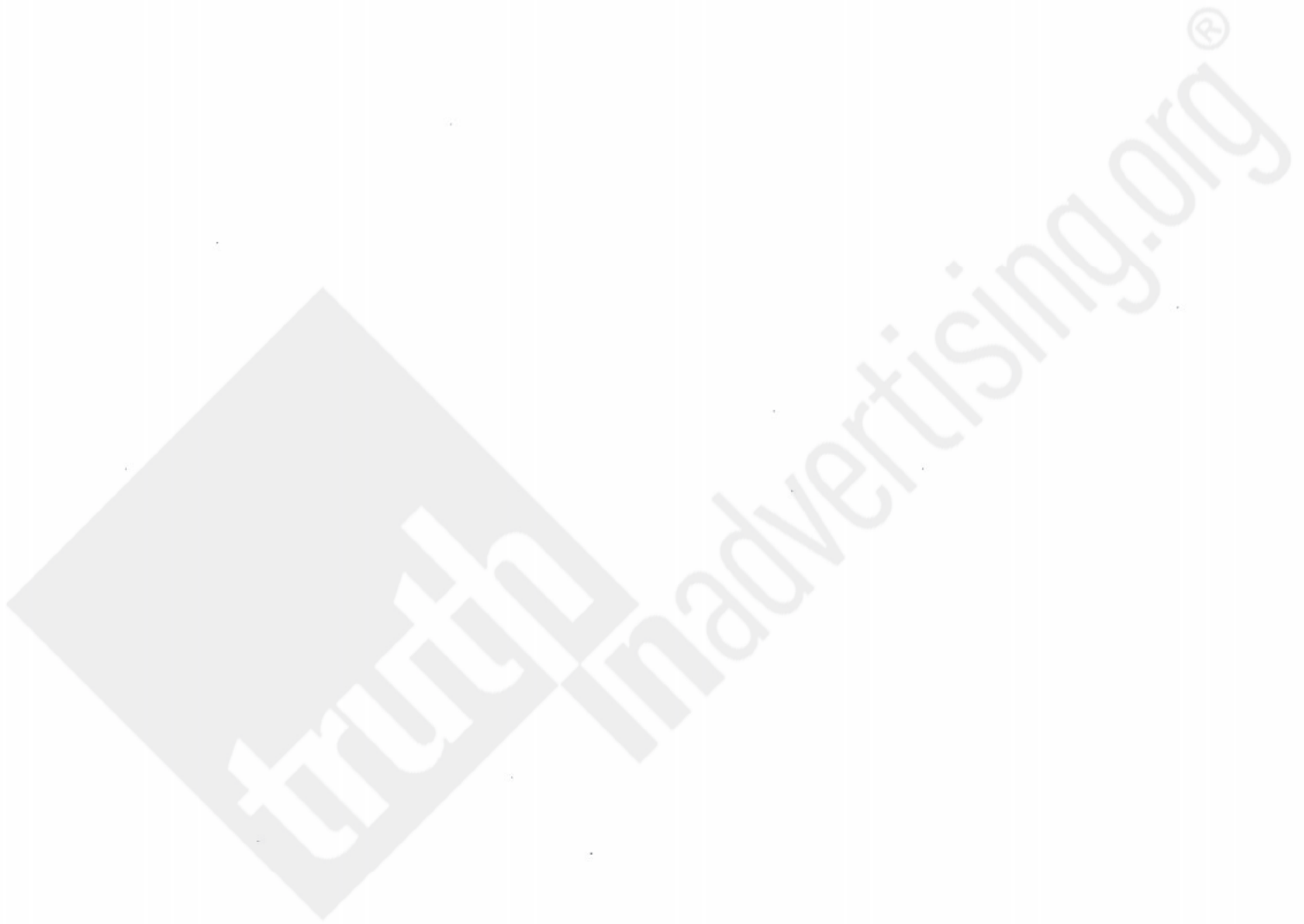
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The Capitol PL-01
Tallahassee, FL 32399-1050

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INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 03/13/2015

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Phone: [REDACTED]
Email: [REDACTED]

Name/Firm/Company: JEUNESSE GLOBAL
Subject/Category: FORCED ORDER EVEN AFTER CANCELLATION IN 24HRS
Street Address: 650 Douglas Avenue
City: Altamonte, FL 32714
Phone: (407) 862-9100
Date of Transaction: 01/30/2015
Amount Paid: \$648.88

Questions/Comments:

Please investigate JEUNESSE GLOBAL for their way of forcing customers to be stuck with their products even I told JEUNESSE GLOBAL customer service representative to cancel the order within 24HRS , instead JEUNESSE speed up the process & said the order will be sent to me anyway thru UPS. I immediately notified UPS to stop picking the order from JEUNESSE which UPS did & I appreciated UPS for their honest practices. I also let my American Express card to stop payment to JEUNESSE GLOBAL but till today 03/13/15 I'm still have to dispute the \$648.88 with JEUNESSE GLOBAL, please help me resolve this case & STOP Jeunesse Global to keep this kind of bad business practices . I'm sure I'm not the only victim with this company.
Thank you much for your attention in this matter,

[REDACTED]



Phone:

Email:

Name/Firm/Company: Jeunesse Global
Subject/Category: Multi-level marketing scam
Street Address: 650 Douglas Avenue, Suite 1020
City: Altamonte Springs, FL 32714 Seminole
Phone: (407) 215-7414
Website: www.jeunesseglobal.com
Date of Transaction: 09/23/2012
Amount Paid: 3132.19

Questions/Comments:

In Sept 2012, I was contacted by telephone by John Keller and Bill Richard, who were to be my sponsors in a nutrition and skin care company called Jeunesse Global. Within a few days I met John Keller in person. I was told by both about this fantastic ground floor opportunity to make riches in this company that was changing thousands of people's lives across the globe. They told me that they would help me every step of the way in this endeavor and that all I had to do was buy a package of these "wonderful" products to share with others and after these people experienced the benefits of these products they would want to purchase them and then get their friends and families to purchase as well.

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