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To: Vermont Senate
Committee on Health and Welfare

From: Charity R. Clark, Chief of Staff
Vermont Attorney General's Office

Date: February 14, 2020

Re: Consumer complaints made to the Attorney General's Office's Consumer Assistance Program in 2018-2019

I have attached a spreadsheet summarizing complaints concerning stem cell centers received by the Vermont Attorney General's Office's Consumer Assistance Program in 2018 and 2019.

Attachment

**Consumer Assistance Program
Complaints re: stem cell centers 2018-2019**

Opened Date	Matter Summary	Claimed Losses
8/22/2019	Consumer went to business to receive treatment and has not had relief. Consumer wants reimbursement.	\$10,000.00
8/22/2019	Consumer went to business to receive treatment for medical problems to no avail. Consumer wants the state to left elders know this is a scam and requests reimbursement.	\$15,000.00
8/13/2019	Consumer alleges they were scammed out of 12k for stem cell relief that does not work. Consumer wants reimbursement and to not be responsible [REDACTED] for alleged fraudulent stem cell treatment.	\$12,000.00
4/8/2019	<p>Consumer received two stem cell treatments and had an adverse reaction to the second one. The business is charging her for a third treatment that she did not undergo and [REDACTED].</p> <p>I had 2 stem cell treatments at the Williston office. August and September 2018. At the September treatment I had a terrible reaction [REDACTED]. There was a third and final treatment which I did not do in October. I was treated at my primary care Drs office [REDACTED]. I have called SCC in Williston twice about not charging me and I was told by the receptionist she would have someone get back to me. Her name is Brigitte Frazier. I have not heard from anyone. [REDACTED]. I appreciate any help I can get. Thank you.</p>	\$7,500.00

**Consumer Assistance Program
Complaints re: stem cell centers 2018-2019**

2/25/2019	<p>Consumer received treatment at a stem cell clinic costing \$15,000.00. Consumer has not seen improvements rather the condition of consumer has worsened. Consumer cannot cover the costs. Consumer worries business prays on the vulnerable.</p> <p>I paid \$15000 for stem cell injections [REDACTED] [REDACTED] The first injection was mid July/2018, the 2nd 7/27. I did have some relief [REDACTED] for about 6 weeks. Then they gave me another treatment called ectoplasty 8/3 which I had a very bad reaction to; so they were unable to complete that treatment. It was rescheduled for the next week 8/10/18. From that time on, I've steadily gotten worse then when I initially was given the treatment.</p> <p>My rehab doctor, Scott Benjamin. was disappointed that I didn't talk to him about getting involved with this clinic beforehand. As he believes that there is not enough research on stem cells to determine whether there is any scientific data to justify the validity of their claims.</p> <p>I believe, now, more than ever, that they play on the people who are so desperate to not hurt anymore; to have days that they can live NOT WITHOUT PAIN, but just enough relief so as not to be prisoner to your bedroom or house confinement.</p> <p>This treatment was financed through Green sky. [REDACTED] [REDACTED] [REDACTED]. [REDACTED] [REDACTED] [REDACTED] This makes no sense when people [REDACTED] [REDACTED] have so little to pay out of pocket.</p>	\$15,000.00
2/7/2019	<p>Consumers state that they attended a free seminar on stem cells in St. Albans. Signed on for plan for 24 units of stem cells in increments of 8 at \$15,000 total. Did no realize it was so expensive.</p> <p>I believe it was Stem Cell Centers of Williston, confirm if that is the case.</p>	\$5,000.00
1/3/2019	Consumer wants treatment from business and demands that she receive her booster that she paid 10k for.	\$5,000.00
11/28/2018	An [REDACTED] year old patient gave the business \$15,000 for a stem cell injection that she was rushed into and misled about the 80% benefit it claimed. The doctor who filed the complaint and her colleagues all believe this business to be a hoax.	\$5,000.00

Consumer Assistance Program
Complaints re: stem cell centers 2018-2019

7/24/2018	Consumer found business after searching for therapy to relieve pain. Consumer did not want to pay for business' ploy tactics.	\$5,000.00
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