

# Exhibit D

**From:** "Mike Toth" <[mtoth@kech.com](mailto:mtoth@kech.com)>  
**Date:** January 16, 2009, 11:17:28 AM EST  
**To:** "Miriam Tenorio" <[miriamtenorio@yahoo.com](mailto:miriamtenorio@yahoo.com)>, "Claudia Arcabascio" <[locarcabascio@narconon.org](mailto:locarcabascio@narconon.org)>  
**Subject:** RE: Re: Wolverton BBB complaint and suggested response

Miriam'

What is the bottom line..... Any refund anticipated? I believe the response to the BBB should begin with the response to the specific allegations and conclude with the factual basis for him leaving the program. Use more "generic" terms for the technical aspects of the program. Claudia's suggestions are appropriate. Call me to discuss specifics.

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**From:** Miriam Tenorio [<mailto:miriamtenorio@yahoo.com>]  
**Sent:** Thursday, January 15, 2009 1:20 PM  
**To:** Claudia Arcabascio; Mike Toth  
**Subject:** Fw: Re: Wolverton BBB complaint and suggested response

Sorry - forgot to attach the file. Here it is! :)

--- On **Thu, 1/15/09**, **Miriam Tenorio** <[miriamtenorio@yahoo.com](mailto:miriamtenorio@yahoo.com)> wrote:  
From: Miriam Tenorio <[miriamtenorio@yahoo.com](mailto:miriamtenorio@yahoo.com)>  
Subject: Re: Wolverton BBB complaint and suggested response  
To: "Claudia Arcabascio" <[locarcabascio@narconon.org](mailto:locarcabascio@narconon.org)>, "Mike Toth" <[mtoth@kech.com](mailto:mtoth@kech.com)>  
Date: Thursday, January 15, 2009, 12:18 PM

Dear Claudia and Mike,

I have re-written the response to the Wolverton BBB complaine - see most recent attachment.

The actual complaint is found on

<http://www.westernmichigan.bbb.org/complaint/view/37013866/b/so2o9h4k>.

Please let me know if this is ok to send.

ML,

Miriam

--- On **Mon, 1/12/09**, **Claudia Arcabascio** <[locarcabascio@narconon.org](mailto:locarcabascio@narconon.org)> wrote:  
From: Claudia Arcabascio <[locarcabascio@narconon.org](mailto:locarcabascio@narconon.org)>  
Subject: Re: Wolverton BBB complaint and suggested response  
To: "Miriam Tenorio" <[miriamtenorio@yahoo.com](mailto:miriamtenorio@yahoo.com)>  
Cc: "PRODUCTION NNI" <[production@narconon.org](mailto:production@narconon.org)>, "John Walser A/ED NN FC" <[johnwalser@gmail.com](mailto:johnwalser@gmail.com)>  
Date: Monday, January 12, 2009, 4:36 PM

Dear Miriam,

Thanks for sent me this. I don't have a copy of the letter received from the BBB which makes difficult for me to see if the answer is appropriate.

However, I see the letter okay less than the comment of "hearsay". It is a generality.

I cannot reach Helena today to review this. Instead, I recommend the following:

1. Correct the letter (more ARC in the letter and change the expression of "hearsay" for specifics and do not say that we have 70% success (we do not have scientific evidence of it).
2. Send a copy of the letter received from BBB to Mike Toth along with the proposed answer (corrected by you).
3. Get okay from the attorney
4. Send the letter (preferably by certified mail return receipt request). Check out this point with Mike Toth first.

If you send to Mike Toth the complete data, it should not take for him more than 10 minutes of his time.

Please let me know if you have any questions.

ML,  
Claudia

----- Original Message -----

**From:** [Miriam Tenorio](#)

**To:** [Claudia Arcabascio](#)

**Sent:** Monday, January 12, 2009 8:57 AM

**Subject:** Wolverton BBB complaint and suggested response

Dear Claudia,

Here is a BBB complaint from a suspended student, Joe W. Michelle has written a response which is attached. Please let me know if this letter looks ok by you or whether we need to rewrite.

Thanks!

Miriam

--- On **Mon, 1/12/09**, **Michelle Darrell** <[mdarrell@freedomtreatmentcenter.com](mailto:mdarrell@freedomtreatmentcenter.com)> wrote:

From: Michelle Darrell <[mdarrell@freedomtreatmentcenter.com](mailto:mdarrell@freedomtreatmentcenter.com)>

Subject: Wolverton

To: [miriamtenorio@yahoo.com](mailto:miriamtenorio@yahoo.com)

Date: Monday, January 12, 2009, 10:25 AM

<http://www.westernmichigan.bbb.org/complaint/view/37013866/b/so2o9h4k>.