

**Complaint ID:** 10440598  
**Open Date:** 11/17/2004  
**Close Date:** 08/04/2005

**Complaint Description - Posted: 11/17/2004**

I was going to do business with Hollywood Auditions but due to some financial problems that I ran into I called the company and told them that I would not be able to do business with them at this time and not to deduct the amount agreed upon. Mr. Mike Riley told me that the money would not come out and not to worry. They instead withdrew \$149 for the months of Aug - Oct. They refunded us the money that they took out but REFUSE to refund the money that we were charged for checks that bounced as a result of the withdrawal that was erroneous on their behalf.

**Customer's Desired Settlement - Posted: 11/17/2004**

I would like all of my money refunded to me that i incurred as a result of the unauthorized withdrawal. I have a letter from the company admitting that the withdrawal was a mistake.

**Company's Response - Posted: 11/23/2004**

We have already refunded the customer all 3 payments of \$149.00. We are not responsible for any other fees.

**Customer's Rebuttal - Posted: 11/30/2004**

\_Company stated in a letter to our bank that the withdrawal was a  
 >mistake  
 >on their behalf. Company also threatened customer in an email that they  
 >have my driver's license number and social security number and that they  
 >know the rules and laws and they will fight back with full force if we  
 >continue to attempt to retrieve overdraft fees incurred.

**Customer's Final Response - Posted: 08/04/2005**

Company states that consumer received 3 payments of \$149.00 each on 10/19/05. Company apologizes for any inconvenience consumer may have experienced.

<b>Primary Complaint Type:</b>	Credit/Billing/Coll.	<b>Date Problem First Occurred:</b>	
<b>Date Purchased:</b>		<b>Product or Service:</b>	placement agency for
<b>Model Name or Number:</b>		<b>Invoice Number:</b>	
<b>Amount Paid:</b>	\$120.00		
<b>Status:</b>	Closed		
<b>Response Term:</b>	Refusing to make an adjustment		

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**Complaint ID:** 10438802  
**Open Date:** 11/05/2004  
**Close Date:** 12/01/2004

**Complaint Description - Posted: 11/05/2004**

Consumer states you claim to send pictures and infor to casting agents for film/TV. Consumer states she was interested in your services and had not yet sent the application and which indicates all sales are final once received by Hitech. Consumer states she gave you her credit info and subsequently a few days later she cancelled your services. Consumer states she contacted you in regards to this cancellation as she had not received any services at all by you as she did not send an application and you charged her Visa card anyways. Consumer is dissatisfied as Mike Riley refused to refund her even though he has no signed documents which put her into contract and threatened to put a freeze her credit for 7 years.

**Customer's Desired Settlement - Posted: 11/05/2004**

Consumer requests a full refund of \$189.14.

**Company's Response - Posted: 11/15/2004**

We have issued the customer a refund

<b>Primary Complaint Type:</b>	Credit/Billing/Coll.	<b>Date Problem First Occurred:</b>	
<b>Date Purchased:</b>		<b>Product or Service:</b>	Acting services
<b>Model Name or Number:</b>		<b>Invoice Number:</b>	
<b>Amount Paid:</b>	\$189.14		
<b>Status:</b>	Closed		
<b>Response Term:</b>	Making a full refund, as the consumer requested		

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**Complaint ID:** 10365031  
**Open Date:** 10/21/2003  
**Close Date:** 11/30/2004

**Complaint Description - Posted: 10/21/2003**

HiTech Networks is part of hollywoodauditions.com, which is a talent agency. In early July I was contacted over the phone by one of their agents named Jesse Kline. He told me that he was interested in representing me, but would need three payments of \$129.00 for upkeep of a webpage about me that he would create by August 5, 2003. However, in order for him to have the information he needed for me webpage I would have to fill out an application and questionnaire that he would e-mail to me the following day. I have never received an application or questionnaire from him or his company. I tried to contact his office three time through phone and e-mail to try to get my paperwork and application, after receiving no response I left messages through phone and e-mail (which I still have copies of) saying that I was no longer interested in Jesse Kline's representation. I still have no web page and the only contact I have ever received again from this company was a rude phone call from a man named Mike Riley. He was very upset because Capital One had found the charges from his company to not have been

**Customer's Desired Settlement - Posted: 10/21/2003**

for charge of \$387.00 to be dropped

**Company's Response - Posted: 11/12/2004**

Company states consumer disputed all 3 \$149 payment through her credit card and won. They did not chose to pursue the matter further.

<b>Primary Complaint Type:</b>	Credit/Billing/Coll.	<b>Date Problem First Occurred:</b>	
<b>Date Purchased:</b>		<b>Product or Service:</b>	webpage upkeep
<b>Model Name or Number:</b>		<b>Invoice Number:</b>	
<b>Amount Paid:</b>	\$0.00		
<b>Status:</b>	Closed		
<b>Response Term:</b>	Agreeing to perform according to their contract		

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**Complaint ID:** 10364050  
**Open Date:** 10/15/2003  
**Close Date:** 11/30/2004

**Complaint Description - Posted: 10/15/2003**

I signed up for information on local area auditions on hollywoodauditions.com. They E-mailed me to call them, when I did they stated there were only 4 positions left and I would have to give my credit card to hold the spot. They would not process a fee for 1 week awaiting my answer. I obliged and when decided against it, left a phone message for Matthew Gregory and I sent him an E-mail stating that I would not like his services and not to process my membership. He E-mailed me with a "no problem". 2 weeks later a fee of 149 & 389 totaling 538.00 was processed. I called him and he said that he could try to refund the 149 but not the 389 as it was too late. I never sent an application nor confirmation of membership so "too late" should not be an issue.

**Customer's Desired Settlement - Posted: 10/15/2003**

full refund of 538.00 to credit card.

**Company's Response - Posted: 11/12/2004**

Company states they accidentally double billed the customer for \$149 and the full amount \$389. They refunded the \$149 and the \$389 was disputed through

<b>Primary Complaint Type:</b>	Credit/Billing/Coll.	<b>Date Problem First Occurred:</b>	
<b>Date Purchased:</b>		<b>Product or Service:</b>	talent management
<b>Model Name or Number:</b>	5719	<b>Invoice Number:</b>	
<b>Amount Paid:</b>	\$0.00		
<b>Status:</b>	Closed		
<b>Response Term:</b>	Making a full refund, as the consumer requested		

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**Complaint ID:** 10356398  
**Open Date:** 09/05/2003  
**Close Date:** 11/30/2004

**Complaint Description - Posted: 09/05/2003**

Money was removed from my account without permission. I had given them my checking account information, but I had been told that the money would not be removed unless I mailed in the actual check. I also e-mailed an employee of this company prior to the money being withdrawn telling him that I would not be able to afford the money and that I was no longer interested in his business. After the e-mail was sent, the money was still debited.

**Customer's Desired Settlement - Posted: 09/05/2003**

Debited money has been credited back to my account by my bank. The disputed amount was for \$149.00.

**Company's Response - Posted: 11/12/2004**

Company states the customer changed her mind about working with the company and disputed the charge with her bank, thereby receiving the full fee back.

<b>Primary Complaint Type:</b>	Credit/Billing/Coll.	<b>Date Problem First Occurred:</b>	
<b>Date Purchased:</b>		<b>Product or Service:</b>	
<b>Model Name or Number:</b>		<b>Invoice Number:</b>	
<b>Amount Paid:</b>	\$0.00		
<b>Status:</b>	Closed		
<b>Response Term:</b>	Agreeing to perform according to their contract		

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**Complaint ID:** 10349918  
**Open Date:** 08/05/2003  
**Close Date:** 11/30/2004

**Complaint Description - Posted: 08/05/2003**

I received an email on 7/28/03 in response to my inquiry to their company about what they do. The email told me to call 818-251-9601 about a "great opportunity to be represented by one of the best managers in the industry." I was connected to a "Matthew" who would tell me about his business. His selling practice is high pressure, overbearing, belittling and rude. I was hung up on for asking if I could return the call when I felt sure I wanted to make the move of paying 3 payments of \$149.00 for a 4 year contract. I asked for references of people he has worked with and he got offended. He screamed into the phone many times like I wasn't listening to him. He talked very fast like an auctioneer and many times I could not understand him.

**Customer's Desired Settlement - Posted: 08/05/2003**

An apology for such rude selling practice and a promise to not do it to the next person.

**Company's Response - Posted: 11/12/2004**

Company apologizes for the rude behavior of Matthew Gregory, he was fired due to this problem. Customer's file has been closed.

<b>Primary Complaint Type:</b>	Selling Practices	<b>Date Problem First Occurred:</b>	
<b>Date Purchased:</b>		<b>Product or Service:</b>	Entertainment Indust
<b>Model Name or Number:</b>		<b>Invoice Number:</b>	
<b>Amount Paid:</b>	\$0.00		
<b>Status:</b>	Closed		
<b>Response Term:</b>	Agreeing to perform according to their contract		

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**Complaint ID:** 10344745  
**Open Date:** 07/10/2003  
**Close Date:** 11/30/2004

**Complaint Description - Posted: 07/10/2003**

I signed up with this agency and told them I still had to talk to my spouse. My spouse and I decided we could not afford it. I called the company back to cancel and the person I talked to did not understand why money was a real issue. He offered to hold my place until Aug 1, 2003. I said that still is not a possibility and would like to cancel now. He got very angry and said I was wasting his time. I kept trying to ask him for a confirmation of cancellation and he would interrupt me before I could finish and then would hang up. I called back again and he said not to call his agency again and I was wasting his time and hung up again. I called back a third time and was able to ask to get a confirmation of cancellation, he stated that it was done, not to waste his time anymore and hung up again.

**Customer's Desired Settlement - Posted: 07/10/2003**

I would just like a confirmation of cancellation and all of my information that was given to the company destroyed.

**Company's Response - Posted: 11/12/2004**

Company apologizes for any rude behavior towards the consumer. At her request, she was not billed and her information was destroyed.

<b>Primary Complaint Type:</b>	Selling Practices	<b>Date Problem First Occurred:</b>	
<b>Date Purchased:</b>		<b>Product or Service:</b>	Agency
<b>Model Name or Number:</b>		<b>Invoice Number:</b>	
<b>Amount Paid:</b>	\$0.00		
<b>Status:</b>	Closed		
<b>Response Term:</b>	Agreeing to perform according to their contract		

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**Complaint ID:** 10344565  
**Open Date:** 07/09/2003  
**Close Date:** 11/30/2004

**Complaint Description - Posted: 07/09/2003**

I called and spoke with Mike Riley an agent for this company on or about 22 May 2003. After this conversation I submitted an application for consideration as their client, and provided my bank account information. They requested my resume and headshot by 1 Jun 2003 to be under consideration for their service, and they were to take the first of three payments on 1 June as well. Prior to this date I called to cancel all actions regarding me, and did not submit any of the requested information, nor did I sign a contract. They did not return my call and did not take any money until 2 July 2003. I immediately called them to ask why they were taking funds from my bank account. They did not return my calls but after 3 attempts finally I reached another agent, who was rude and demeaning during the conversation. He informed me that he would not return my money, and that I should send my resume and headshot in as they were my only hope of ever getting work. They have rendered no service to me, and I notified them within the specified period that I did not want their service.

**Customer's Desired Settlement - Posted: 07/09/2003**

Would like the funds removed from my account returned.

**Company's Response - Posted: 11/12/2004**

Company states they agreed with the consumer to take her last payment off and she continued with the company, her file is now closed.

<b>Primary Complaint Type:</b>	Credit/Billing/Coll.	<b>Date Problem First Occurred:</b>	
<b>Date Purchased:</b>		<b>Product or Service:</b>	Talent agent service
<b>Model Name or Number:</b>		<b>Invoice Number:</b>	
<b>Amount Paid:</b>	\$0.00		
<b>Status:</b>	Closed		
<b>Response Term:</b>	Agreeing to perform according to their contract		

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**Complaint ID:** 10337245  
**Open Date:** 05/30/2003  
**Close Date:** 11/30/2004

**Complaint Description - Posted: 05/30/2003**

Consumer alleges she contacted your company in the middle of February 2003. She spoke with Jesse Kline, who informed he would reserve a spot for her, as he had already take down all of her information, including her 16 digit check card number. The fee for your services is \$387, paid in 3 payments of \$129 each. You informed the only thing needed was a signed application form, which can be downloaded from your website and faxed back. She then obtained information about your company, which made her change her mind, so she never returned the application and felt the matter was closed. On 3/13/03, you removed \$129 from her account without authorization. She contacted you and requested a refund, which you promised to mail out by check. Then on 4/4/03, you removed another \$129 from her account. She then placed a block and disputed the charges. She was returned the second debit of \$129, as you were unable to prove and agreement was made, however the first debit was not. Bank informed you showed a signed contract, which she never signed.

**Customer's Desired Settlement - Posted: 05/30/2003**

Consumer seeking a refund of \$129.00 as she never authorized your company to remove the funds, no contract or application was ever signed.

**Company's Response - Posted: 11/12/2004**

Company states customer was denied a refund, but disputed charges through her bank. To aboid problems, they did not pursue the matter afterwards.

<b>Primary Complaint Type:</b>	Credit/Billing/Coll.	<b>Date Problem First Occurred:</b>	
<b>Date Purchased:</b>		<b>Product or Service:</b>	Hitech
<b>Model Name or Number:</b>		<b>Invoice Number:</b>	
<b>Amount Paid:</b>	\$129.00		
<b>Status:</b>	Closed		
<b>Response Term:</b>	Agreeing to perform according to their contract		

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