

# Ripoff Report

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Report: #252902

## Report: Investigation: John Beck - Free And Clear - Mentoring Of America

Reported By: (PO Box 310 - Tempe Arizona)

Rip-off Report Investigation: John Beck - Free And Clear - Mentoring of America pledges to resolve complaints & address inquiries from the past, and in the future. Commitment to Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program. Consumers can feel confident & secure when doing business with John Beck - commitment to 100% customer satisfaction - fulfilling commitment to provide excellent customer service - safeguards for their clients

\*UPDATE Rip-off Report Investigation: John Beck Pledges To Resolve Complaints. - commitment to 100% customer satisfaction - Consumers can feel confident & secure when doing business with John Beck.

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### Investigation: John Beck - Free And Clear - Mentoring Of America

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VAN NUYS California 91406  
U.S.A.  
Phone: 888-461-9029  
Web Address:

Category: Home based business

Submitted: Thursday, June 07, 2007  
Posted: Thursday, June 07, 2007

Rip-off Report Investigation

John Beck joins Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program. *...A long name for a program that does a lot for both consumers and business a like.*

Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program...A program that benefits the consumer, which assures their complete satisfaction and confidence when doing business with a member business.

As a matter of policy, when Rip-off Report is retained by a company to investigate independently and to publish our findings, we use every bit of information at our disposal to determine the truthfulness of the complaints against the company or individual.

ALL COMPANIES GET COMPLAINTS. BUT HOW THE COMPANY HANDLES THOSE COMPLAINTS. SEPARATES GOOD BUSINESSES FROM BAD BUSINESSES.

By Ed Magedson - Founder, Rip-off Report

**J**ohn Beck Mentoring of America approached Rip-Off Report several months ago with the express purpose of resolving consumer concerns posted on Rip-off Report.



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Fox 11 Los Angeles - Rip Off Report Redux  
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WBZ - Be Wary of Door-to-Door Scams

After a recent mailing to everyone, who filed a Rip-off Report, it became apparent that John Beck has a sincere commitment to remedy any and all customer concerns making drastic changes.

THE OLD CUSTOMER SERVICE UNIT (INCLUDING THE MANAGEMENT), WAS LET GO, AND IS NO LONGER DISRUPTING THE COMPANY

John Beck Executives explained to Rip-off Report that their Customer Service Department was consolidated into one location for Management and Support so that John Beck could better monitor and service it. Once the decision was made, parallel Customer Service Units were in operation in preparation for a smooth transition. New management and procedures were then put into place. The day the transition was announced the old Customer Service Unit, including the Management was let go from the Company. This whole process only took 36 hours. These kinds of swift actions by any company shows a commitment to make things better for their clients when warranted.

Company executives also stated that their new more efficient Customer Service Department is staffed by highly-trained individuals from 6am to 5pm, Monday through Friday Pacific Standard Time. John Beck himself stated, *"This move has greatly increased our proactive approach to help our customers resolve their issues and reach their goals."*

Rip-off Report gives John Beck a positive rating because the company completely revamped its Customer Service Department and reached its goal to achieve total customer satisfaction and excellent service. This was completely made possible by a totally honest approach to corporate introspection. John Beck would have never made these changes if they did not first recognize and admit they needed to make changes. I have always said that all companies can improve in some way. If that does not occur then the company stagnates and will ultimately fail, unless they go to the dark side and bilk the very clients they purport to help. That is not the case here. The company continues to demonstrate its dedication to resolve any disputed matters / misunderstandings and safeguards against similar issues in the future.

John Beck will not allow a legitimate complaint go unresolved. They are dedicated " ...to satisfy their customers no matter what it takes."

Rip-off Report regrets that we need to say this, but (in this type of business, consumers can easily feel slighted when much of the success or failure of any enterprise rests completely on the person who chooses to take full advantage of the opportunities presented and works hard to make the most of that opportunity. John Beck cannot be held responsible for a buyer's failure to follow up on their program, or if they lose interest. That is no fault of the company. As an example, if you sign a lease for a store, and the product or service you are selling fails, can you blame the landlord? Can you blame the consultant giving you the advice? Nothing is guaranteed, unless specifically mentioned in the contract. John Beck realizes that there can occasionally be a breakdown in communication between the client and the advisor for any number of reasons, and John Beck is managing those issues when they arise.

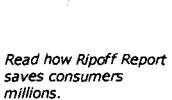
In spite of all these situations which may not be any fault of John Beck, but in the name of good customer service, you have a company, with in reason, ready to assist those who need more assistance and to make things right if things seem to have fallen apart for clients. The new customer service appears to more than satisfy these needs.

Rip-off Report knows, there is no company or individual that is perfect - John Beck knows this also and demonstrates their need for continuing improvement - that is why Rip-off Report feels you can be completely confident, safe and secure when doing business with them as they are a member of Rip-off Report Corporate Advocacy, Business Remediation & Customer Satisfaction Program.

#### RESULTS OF MAILING TO ALL THOSE WHO FILED A RIP-OFF REPORT

As a part of the Corporate Advocacy Program - Rip-off Report did an emailing to all those clients that filed a Rip-off Report, and I would now like to share the results with you. Unfortunately, since Rip-off Report email was down that week - Rip-off Report was flooded with phone calls for the first 48 hours after the mailing.. People were frustrated because their mail was being returned, and we apologized for that. The result of the calls, as usual, were a few who cursed at us, however, most said they appreciated our efforts and related that they had already been taken care of and were now satisfied. Some were surprised by the recontact, but many said their complaint was premature and some felt guilty - most said they needed to be successful, but were just frustrated and wished they did not have so many unexpected problems at first. Rip-off Report feels John Beck has learned from all those who have complained .. and they even seemed to be thankful for those who have complained. One executive stated, "Today, we have a better business for it."

Keep in mind, John Beck has millions of successful customers, more than 26 customer service workers and more than 10 Customer Service email websites. They have been listed at the top of the search engine on Rip-off Report - Rip-off Report feels the amount of Reports John Beck has is just a very small fraction of their clients, but executives feel that they did not want any unsatisfied customers and wanted to make



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things right. Even if they did not have the vast negative exposure on the Internet, executives reported they just would not feel right knowing there was even one dissatisfied client.

#### ABOUT THE CORPORATE ADVOCACY PROGRAM

While Rip-off Report does not endorse any company, including John Beck, overall, our research demonstrated to us that John Beck is a solid, reliable company, that while not perfect, stands behind its agents, products and service.

Many companies that contact Rip-off Report make claims that the Reports about them are false or were filed by the same person or even a competitor. Yes, Rip-off Report knows this can happen from time to time; however, we know this is not true most of the time. From federal to local law enforcement agencies, most use Rip-off Report regularly. When Rip-off Report works with law enforcement to assist consumers, never once have we heard from any agency that the Reports filed had bogus contact information. These agencies include FBI, FTC, Homeland Security, US Postal Inspectors, Federal Prosecutors and local law enforcement, to name just a few.

Rip-off Report does not solicit its Corporate Advocacy Business Remediation & Customer Satisfaction Program. Any participation in this program is completely voluntary and at the request of the program member.

This program requires the Member Business to agree to satisfy all complaints - past, present and in the future, even when those complaints come to us by e-mail.

The Member Business must also state improvements they are willing to make to their business which benefits the customer to avoid the reported problems from happening again in the future.

Anyone contacting the following e-mail address will get immediate attention. (within 72 hours) We ask that you contact John Beck - Mentoring of America Customer Service: [TalkToUs@JohnBeck.tv](mailto:TalkToUs@JohnBeck.tv)

Feel free to contact Rip-off Report about any business that is on the Corporate Advocacy Program. Your questions, comments and suggestions are always welcome and will be considered even if we don't agree with them. Please realize, Rip-off Report is charting new territory, working to make changes for the consumer and businesses alike. We make mistakes too, as we all do.

Rip-off Report Corporate Advocacy Business Remediation & Customer Satisfaction Program...A program that benefits the consumer, assures them of complete satisfaction and confidence when doing business with a member business.

Sincerely,

ED Magedson- Founder  
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