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July 2, 1992

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By Telecopier

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By Telecopier

RE: Refund Claim of Denise Cantin, D.O.
Against Scientology Organizations:

- ▶ Sterling Management
- ▶ Church of Scientology, Orange County
- ▶ Church of Scientology, Clearwater
- ▶ Church of Scientology, San Francisco
- ▶ Church of Scientology, Boston
- ▶ International Association of Scientologists
- ▶ Freewinds

IAS No. 00050649

Counsel:

Dr. Cantin has employed me to obtain a complete refund of all moneys she has paid to the above referenced organizations from November 1988 through September 1991. The purpose of this letter is for settlement only and no part of it shall be used in any proceeding, formal or informal, aside from settling her claim.

Dr. Cantin has spent a substantial amount of money on various Scientology courses and services. She has been misled by what Scientology representatives stated she would gain from purchasing its services, as well as statements that her sexual privacy would be respected and be free from intrusion. She has been hurt by the way she was treated after the commencement of her scientological affiliation.

An itemization of the amounts specific to each component of the Scientology organization is set forth in the Schedule of Scientology Expenditures enclosed herewith. Documentation of said expenditures will follow with the mailed copy of this letter.

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Based upon Scientology's treatment and use of her, Dr. Cantin possesses various tort and contract causes of action, including but not limited to Molko type fraud and intentional infliction of emotional distress, as well as breach of contract. Provided that a full refund is provided, Dr. Cantin is willing to sign a mutual release and waiver and to forego all Scientology services in the future. Otherwise, she has instructed me that she will commence litigation not only to recoup the money which Scientology has taken from her, but also to obtain compensatory and punitive damages as well.

The facts underlying Dr. Cantin's claim are as follows. In October 1988, a representative of Sterling Management solicited Dr. Cantin, an osteopath, to attend a seminar held out to improve her professional practice. Representations were made to Dr. Cantin that the seminar would cause an immediate improvement in patient flow and income.

Dr. Cantin attended the seminar held at the Worcester Marriott where she was advised to enroll in a program of business courses and private consultations at the headquarters of Sterling Management in Glendale, California. She was told the courses were specifically geared toward her office. Dr. Cantin paid \$11,500 to sign up.

Dr. Cantin was never advised up front that Sterling was affiliated with Scientology even though she was required to take a personality test as a condition of participating in Sterling training. When she arrived in California on November 21, 1988, "Miles" advised Dr. Cantin that her personality test revealed she was suicidal. Thus, the argument went, she could not properly conduct her business unless she was happy and could improve her life. Of course, Miles had just the program for her. Indeed, Miles told Cantin she needed to discuss this immediately and a woman was available that night for such purpose.

The woman with whom Dr. Cantin spoke on December 2, 1988, Pam or Paula, convinced her that Dianetics would straighten out her life and that she should forego her plans to attend a medical conference in order to receive Dianetics processing instead. Paula took Cantin to the Orange County franchise, showing her a book on religious philosophy before they left. Dr. Cantin became upset because she wanted to avoid religious groups. She was told that she did not need to worry because Scientology was not like any other religion in that it merely taught an individual how to handle life better. Dr. Cantin was further told that she would be allowed to be herself, would not be taught about God and that people from all religious denominations were Scientologists.

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The following day, Dr. Cantin was taken from her hotel to the Orange County Scientology Organization and signed up for an introductory program for \$2,500. Many people started to speak to Dr. Cantin about a "Bridge" in Scientology that led people to spiritual freedom resulting in an increased ability to cope with life and be in control of their environment. Dr. Cantin was told that such results were accomplished by very precise scientific methods that worked for everyone. She was told that there was no place else on earth where such "technology on handling life" was offered and that many of the things that kept her from achieving her full spiritual potential would be handled by doing the "Bridge."

On December 6, 1988, Dr. Cantin met David Worthen. Worthen flattered Dr. Cantin regarding the rate of her progress up the Bridge. He introduced her to auditing, telling her that it was going to offer her a quicker way to go up the Bridge which many doctors chose because they were more able and thus, could advance more quickly. He stated that auditing would enable her to communicate with anyone about anything without fear and enable her to confront any situation in her office, or elsewhere, without backing off. Worthen also told her that she was attracting bad things to herself and that as she went up the Bridge she would learn why and how to stop such attractions. He represented to her that Scientology/Dianetics could cure her allergies and irritable bowel syndrome.

When Worthen asked Cantin what she wanted in order to be happy, she said she wanted to have a good relationship and to improve her professional practice. She expressed great reservations about being involved in anything "religious" because religious organizations laid a lot of guilt on people. Dr. Cantin asserted that she was gay and did not want to become involved in Scientology if her sexual orientation was ever going to be a problem or if anyone would ever try to change her. Worthen assured Dr. Cantin that her sexuality would never become an issue, that Scientology would never attempt to interfere with her "beingness," and that she was the one who would control the decisions that were made regarding her life.

When Dr. Cantin asked Worthen how much this would cost, he advised that to get to the state of "clear" would cost \$30,000.00 and that she had to decide immediately because the offer would not be available later. Worthen insisted that she decide to take control of her life by buying Scientology and guaranteed that she would never regret it. He instructed her to give him a check for the money that she had in her bank account and to call her father in order to borrow the remainder of the money required. Worthen

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instructed Cantin to lie in order to obtain the money and tell her father that money was for a business program for her practice. She paid him \$30,120.00 to go up the Bridge to clear.

She was assigned an auditor and kept at Orange County while the cult officials brought her Sterling courses to her which she studied on her own. Since Dr. Cantin's primary concern was to improve her professional practice, she inquired when she could return to the Sterling training. She was advised that before she returned to Massachusetts, she would be returned to Sterling where she would meet with a consultant to work out a plan for her office. When she was returned to Sterling, no consultant was provided to meet with her before she returned home.

Upon her return to her office, Dr. Cantin attempted to implement Sterling's bonus system and statistics procedures that she learned on her own after she had been shunted into scientological quasi-religious indoctrination. Dr. Cantin's staff rebelled. Sterling officials consulted with her, instructing her to terminate a certain employee. When she did, most of her staff quit. Her auditor, Mark Stout, advised her to return to Orange County to continue her journey up the Bridge so that she could handle her office.

In mid-January 1989, Dr. Cantin returned to Orange County for three weeks of confidential auditing, 15 hours per day. On January 24, 1989, David and Mary Murphy pressured Dr. Cantin to purchase training courses that would teach her how to help and handle others, something that she could not obtain from auditing. They insisted that she make a decision immediately and to call the bank to obtain the money required. The next morning Mary Murphy picked her up at her hotel so that she could purchase the training and return to auditing. Dr. Cantin said that her business was in financial jeopardy because she was spending so much time in Scientology, that she had given all the money that she possessed, and had gone into debt for what she had already purchased. Mary insisted that Dr. Cantin borrow more money and should max-out her credit cards to pay for the services. Mary Murphy and David Worthen told Dr. Cantin stating that she could obtain a scholarship at half price because she was a powerful being who was rapidly progressing, but in fact there was no real savings. In consequence of the pressure and deception, on January 26, 1989 Dr. Cantin called Massachusetts and obtained a \$10,000.00 loan over the telephone and used her credit cards to purchase the remainder of the \$18,000.00 package. Then Worthen and Murphy allowed her to return to her auditing sessions.

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Upon return to auditing, Dr. Cantin was sent to ethics during the course of which her sexual orientation was criticized by the ethics officer, Sharon. Dr. Cantin was instructed to disconnect from her lover and directed to change her lifestyle. Due to the harassment about her sexuality, Dr. Cantin became upset. Sharon also instructed Dr. Cantin to discontinue psychotherapy and to disconnect from her therapist. She finally was allowed to cease ethics processing and to return to auditing, even though at that time she was unable to complete it.

On February 2, 1989, Mary Murphy told Dr. Cantin that she didn't have enough hours left on her account in order to progress up the Bridge to clear and needed to pay an additional \$10,000.00. Although Dr. Cantin initially resisted paying this additional \$10,000.00, she was told that this sum was needed for her to complete her auditing and that no less sum of money would suffice. Murphy told her she could not start something which they estimated would take longer than the hours left on account. Thus, she couldn't finish her auditing. Already having invested much time, money and distress into auditing in Orange County, Dr. Cantin borrowed and paid an additional \$10,000.00. Dr. Cantin was very distressed about having to pay more money, a distress concerning which Mark Stout, her auditor and others spent a lot of time assuaging. Ultimately, only \$400.00 of the extra \$10,000.00 payment was required to complete processing.

Dr. Cantin was not able to complete the auditing program and had to return to Orange County in March and April 1989 to complete her journey up the Bridge to clear. When she reached clear, David Worthen told her she was in a "danger zone" and needed quickly to do the OT levels in order to keep moving up the Bridge rapidly. Worthen told her that in doing so she would learn why she attracted negative things to herself and how to change that. Worthen said that although auditing had removed all negative personal things from her past, she needed to start to increase her spiritual abilities. He advised her of the L's programs in Florida that would sky rocket her as a being and blast off her practice as well.

Dr. Cantin returned to her practice in April 1989 to work off the bills she had accumulated and to make up for the time she had spent in Scientology. She was not able to implement what Sterling had instructed her to do and in response to her requests, Sterling provided no assistance which addressed her professional needs as an osteopath. Sterling started to advise her to engage in practices that were foreign to her knowledge of her profession. While Sterling told her to go to other osteopaths for the purpose of obtaining referral business,

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Sterling advised against bringing in another doctor to assist Dr. Cantin with her case load whereby she was providing treatment to too many patients in consequence of using Sterling's technique.

While in Massachusetts in May 1989, Dr. Cantin started to receive telephone calls from a Sea Organization member who urged her to do the L's program in Florida and told her that the \$9,600 left over in California could be transferred to Florida, even though such transfers were usually prohibited. When Dr. Cantin said that she wanted her money returned to her, she was told that in such case she could never receive any more Scientology training or services. She told Dr. Cantin that doing the L's would improve her professional practice, would remove all things that were stopping her in life and would sky rocket her to success. L-11 would give her a new life. L-12 would make her an "unshakable being" and provide absolute certainty about her "beingness." Dr. Cantin was told that the \$9,600 in Orange County could be transferred to Florida, but that Dr. Cantin would have to pay additional money to manifest her good faith in order for this transfer to take place. Dr. Cantin assented to an additional \$650 being put on her charge card, however, when she received her bill, \$1,000, not the \$650 she had authorized, had been charged.

Also in May 1989, Dr. Cantin then tried to start in Boston the courses that she had purchased to follow through on attaining clear as instructed by Mary Murphy and David Worthen. She was refused service in Boston because she had paid her money to Orange County. She spent months trying to obtain services from Boston. Ultimately, she received training in Boston where she was required to be on course for a minimum of 12 hours per week. Thus, she started to take courses all day on Wednesdays and on Friday afternoons. She did not do well on these course and received suggestions from Boston staff that she go to Florida to do the L's.

In July 1989, Dr. Cantin took three weeks from her practice to go to Florida in order to do L-11. She returned in December and January of 1989 and 1990 to complete L-12. She started to complain to Florida because she had received nothing from the L's as she was still on course in Boston, but still doing poorly. Her auditor in Florida called and advised her that something was wrong if she didn't get the gains she was supposed to obtain and needed to return to Florida for a review of her situation.

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While Dr. Cantin was doing the L's program, she was approached by a Scientologist named David. David solicited Dr. Cantin to make an investment that would double or triple in 3-5 years and would assist in the preservation of Scientology materials. David and another Scientologist told Dr. Cantin how she had purchased prints with David and in consequence had doubled her money within one year. The three of them proceeded to Gallery 88 to inspect the prints. David promised that in a few years when Dr. Cantin wanted to sell the prints, Gallery 88 would sell them for her. She purchased four prints for which she was charged \$11,500.00.

In February 1990, Dr. Cantin returned to Florida for four days for such review, then returning to Massachusetts. For the following year, Dr. Cantin continued her Scientology courses, but still got nowhere. She decided to stop. After tremendous pressure and harassment from the scientologists at the Boston Organization, she assented to speak with Tom Dewingart at the Boston Org. She told him that she got nowhere with Scientology and got nothing out of the L's which were very expensive and touted as the most powerful scientological programs available. She also advised him that any benefit she obtained from auditing was short-lived at best. Tom convinced Dr. Cantin that Scientology worked for everyone, that were problems were probably minor in nature and susceptible of quick repair and to return to Florida for a few days for that purpose.

When she returned to Florida, she was sent to ethics. Wanda, the ethics officer, told her that because her mother worked for the state department of revenue in Massachusetts she was an Illegal PC and could receive no further auditing. Dr. Cantin demanded her money back. Carol Schwartz, Dr. Cantin's auditor, brought another auditor to speak to Dr. Cantin. She spent much time convincing Dr. Cantin that the Bridge is the only way to total freedom and there was no place else in the world where she could receive such instruction and assistance. Dr. Cantin was told that the reason she had so many problems in Scientology was because she was not trained in the "tech" and that in order to obtain such training, she had to complete her courses. Dr. Cantin returned to Massachusetts where she resumed her courses. Having no gains, she was sent to ethics. As part of her ethics handling, she was told that when one cannot get the tech in, it is because her ethics were out. In ethics, her gay lifestyle became an issue again.

In Boston, Dr. Cantin told staff member Jan Borowski that she was getting nowhere with Scientology. Borowski told Dr. Cantin to take the false purpose rundown to handle her beingness

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because being gay was related to some kind of false or evil purpose. Borowski strongly recommended the rundown because Dr. Cantin had already put so much time, money and effort into Scientology. Dr. Cantin paid the \$10,000.00 to take the false purpose rundown. She got nothing out of the rundown.

In July 1991, Dr. Cantin commenced procedures to obtain a refund of her money from Scientology and to disconnect from it because she was feeling ripped off. As part of the alleged refund procedure, Dr. Cantin was directed to return to Florida to speak with staff members there. Upon her arrival in Florida, Dr. Cantin was taken to Wanda, the ethics officer. Dr. Cantin told Wanda that she wanted the results that everyone told her she should receive from the L's and auditing or her money back. Wanda said she would review Dr. Cantin's case and decide what to do.

Wanda set up another review for Dr. Cantin as well as a repair of her previous auditing. Then, Dr. Cantin was told to take the Key to Life course and the Life Orientation course which would get her back on track. She was taken to the International Association of Scientologists where she was told how important it was for her to help the association in fighting Scientology's battles. She was told that the only way that she could obtain a 25% discount on the courses that she was taking was to obtain a lifetime membership in IAS for \$2,000.00.

When Dr. Cantin inquired how she could most rapidly complete the program in order to take away as little time as possible from her practice, she was told that the duration of the courses, if uninterrupted, was 5-6 weeks and could be accomplished fastest on a ship called the Freewinds. For \$13,656.00 Dr. Cantin was sold the Key to Life and Life Orientation courses and five weeks accommodations on the Freewinds. She was not advised of any particular restrictions or requirements. Before she left Florida in July 1991 she was sent again to Wanda in ethics who advised her that she should suppress her lesbian feelings and direct her romantic inclinations toward men.

Returning to Massachusetts, Dr. Cantin made arrangements to take one month off from her practice. She also attempted to date men, but found this unnatural. Shortly thereafter, she became involved in a fulfilling relationship with a woman concerning which she told her auditor in Florida, who approved. Dr. Cantin commenced inquiries regarding bringing her friend on the Freewinds with her. Ultimately, Beatrice, the security officer for the Freewinds told Dr. Cantin that she was a security clearance reject because of her gay relationship. Further,

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Beatrice told Dr. Cantin that she was psychotic, deviant and hated children. She said the reason that Dr. Cantin had made no case gain was because she was gay and that she would not be allowed on the ship because she was out ethics.

Despite her continuing efforts since October 1991 to obtain a refund of the \$13,656.00, Dr. Cantin's effort have thus far been frustrated.

Please consider this letter to be demand for \$155,141.50 in consideration for which Dr. Cantin will execute a full and complete mutual release. Dr. Cantin acknowledges receipt of Chemical Bank Check No. 680500 in the amount of \$9343.75 which she will forebear from cashing pending the resolution of the remainder of her claim.

This offer will be open for 30 days provided that by July 10, 1992, you confirm, in writing, that the running of all applicable statutes of limitations will be suspended pending our efforts to settle Dr. Cantin's claim.

Your clients are also on notice not to destroy any papers of any kind or description, including specifically, but not necessarily limited, to any papers regarding:

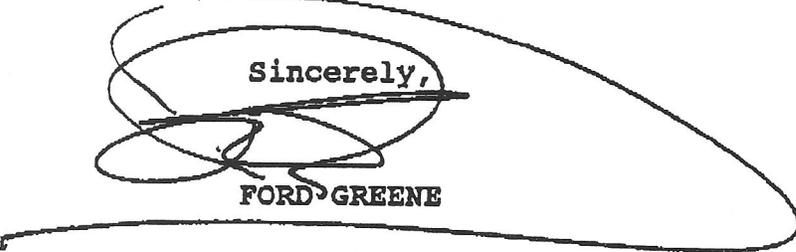
- (1) Any financial arrangements leading to the payment of then-present and future goods and services from any Scientology-related organization; and/or
- (2) Dr. Cantin's auditing files.

Finally, Dr. Cantin insists that all efforts by Scientology representatives to contact her cease immediately. All communications to Dr. Cantin shall be directed through my office. Failure to respect this request will result in action to obtain the appropriate restraining orders.

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Please confirm your agreement regarding the suspension of all statutes of limitations. Otherwise, Dr. Cantin will be required to file suit in order to stop all such statutes from running.

Sincerely,



FORD GREENE

:acg

Encls. (not sent with telecopy)

cc: Denise Cantin, D.O. (by fax and by mail with enclosures)

SCHEDULE OF SCIENTOLOGY EXPENDITURES

Denise Cantin, D.O.

IAS No. 00050649

Sterling Management:	\$14,388.00
Scientology, Orange County	64,307.25
Scientology, Clearwater	35,655.00
Gallery 88	11,500.00
Scientology, Boston	11,635.00
Scientology, Freewinds	13,656.25
Scientology, San Francisco	2,000.00
International Ass. Scientologists	2,000.00

TOTAL DEMAND **\$155,141.50**