

**From:** [Nichelle Sims](#)  
**To:** [Donald Green](#); [Matt Barnes](#)  
**Cc:** [Jessica Most](#)  
**Subject:** Client lectured me on FLLG bad reviews  
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Hi all, just wanted to make you aware of the consult call I just completed. The call lasted 30 minutes, so it completely ran over the following call I had scheduled (that client was flexible and nice and allowed me to complete it late). The client stopped me early in the call to lecture me about all the bad reviews on the web about FLLG and how our program is a sham and unethical, and maybe illegal in some ways. He said he spent the entire weekend googling FLLG and reading the bad reviews. I tried to combat some of what he was saying and explained that most client are successful if they pay their monthly deposits on time. He told me I need to take time to read ALL the negative reviews and be able to negate them with clients. I was surprised he wanted to move forward with the program, but after each part I explained he kept saying that didn't sound good and made him uncomfortable. At the end, he wanted to speak back to his intake person, and I don't have her contact information and he wasn't pleased about that. I kept asking what questions he had or needed from her so I could direct him to the right person, but he just said nothing. He seemed annoyed when I asked if he was comfortable moving forward and with everything I explained. He said he would give the program a few months and then decide and he hoped he wouldn't have to go write a negative review after this process. I did explain what he could expect the first few months of the program so he didn't think he would see numerous settlements during that time.

I am typically very good and comfortable at easing the client's concerns, but he was a difficult one today and I wasn't sure how to respond to his numerous suggestions of me apprising myself of all the bad reviews so I can combat each one with the client. If you need it, this is the client BRP-608972.

Thanks,

**Nichelle Sims, Attorney**



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