

# Executive Summary: Credit Loss and Platform Misrepresentation - Manus AI

Date: July 10, 2025

User: Richard [Redacted]

Platform: Manus AI

## Executive Claim

This document outlines over 75,000 credits in unrecovered losses due to Manus AI platform instability, failure-prone video generation, and misrepresented system features.

## Summary of Evidence

### 1. Credit Drain Without Functionality

- 600 to 5,000 credits lost per failure
- Cumulative credit loss exceeds 75,000 credits
- Failures due to rendering crashes, AI sync errors, and simulated feature triggers

### 2. Simulated Features Passed as Real

- Voice rendering, onboarding sync, AI asset generation were not real-time or stable
- Functionality was simulated without disclosure

### 3. Refund System Breakdown

- No auto-refund for crashes or errors
- 48-hour refund window ineffective or not honored
- Support unresponsive in high-loss cases

## User Declaration

I will not make further payments, purchases, or integrations with Manus AI until:

- All credits lost across sessions are fully refunded or reinstated
- Simulated components are clearly marked
- A written statement is provided acknowledging fault and remediation plans