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April 3, 2007

Redacted by HELP Committee

National American University
321 Kansas City Street
Rapid City, SD 57701

RECEIVED
APR 19 2007
President's Office

Re: Alleged Delinquent Balance

Dear

I am writing concerning your collection efforts with regard to an alleged delinquent balance of \$429.46 plus accumulated interest to date of \$15.23. I have no knowledge of owing any money to National American University.

My experience with National American University (Zona Rosa Campus) has been nothing but inconsistencies, misrepresentations, disorganization, and incredibly poor management. In fact, you are now alleging that I have to pay back student loans for classes I did not take. For example, my online Strategies for Success class was held and I didn't even get my books until the week of final exams. Despite my numerous phone calls, e-mails, and complaints during those eight weeks, they finally gave me less than one week to make up the entire class. Needless to say, there was no possible way to complete the entire eight week class in less than one, much less having to go out of town the following day. Again, despite my continued complaints, I was ignored. Still, you are alleging that I have to pay for the class. Another example was my financial aid paperwork. They lost it **THREE** times!! Therefore, every time they lost the paperwork or claimed they didn't have it, I got locked out of my online classes. On one occasion, I was in **Redacted** helping family and friends after the hurricane and could not submit my online homework because they had locked me out. Of course, I got a zero for the week. This pattern continued into my second semester where I finally gave up. After just a few short weeks into the semester, I called the head of the Zona Rosa campus and asked her to remove me from all of my pending classes. She apologized for all of the problems I had incurred, she in fact had heard about my situation/problems, and told me I would owe nothing. Apparently, she ignored that too, as you are now alleging I have to pay back student loans for those particular classes, in addition to the Strategies for Success class I couldn't take, and, now, your collection efforts.

Needless to say, my experience with National American University has not been a good one. Your collection efforts are typical of my experience with NAU and I am encouraging you not to pursue this matter or affect my credit in any negative manner. If incorrect information has already been reported to the credit bureaus under my name and Social Security number, I demand that all information be corrected immediately by removing any existence of the account. Should you choose not to do so, please be advised that I will pursue every available remedy afforded to me under the

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Kansas City, Missouri

St. Louis, Missouri

Overland Park, Kansas

Omaha, Nebraska

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Kansas Unfair Trade and Consumer Protection Act, the Fair Debt Collection Practices Act, and the resources at the law firm for where I am employed.

I hope to hear nothing further from you.

Very truly yours,

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cc: Dr. Jerry L. Gallentine ✓
President and CEO
National American University

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National Recovery, Incorporated