

CASE # [REDACTED]

<image002.png>

From: Charity Middleton <cmchervin@gmail.com>
Sent: Tuesday, August 8, 2023 9:44 AM
To: Middleton, Charity <CMiddleton@virtua.org>
Subject: [EXTERNAL] Fwd: Ideal Image

****WARNING**** This email did **NOT** originate from inside Virtua.

Please **STOP** and **ANALYZE** before opening attachments, clicking on links, or providing any information.

This Message Is From an External Sender

This message came from outside your organization.

Report Suspicious

Sent from my iPhone

Begin forwarded message:

From: Cody Whorley <cody.whorley@idealimage.com>
Date: August 8, 2023 at 9:43:02 AM EDT
To: cmchervin@gmail.com
Subject: Ideal Image

Good morning!

Please send me any documentation that you have to support your claim of trying to cancel your contract to this email.

Thank you!



This email message is intended only for the use of the individual(s) or entity, to which it is addressed, and may contain information that is privileged, confidential and protected from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify the sender immediately by

CASE #

Acknowledged By: Charity Middleton

From Email: cmiddlem@gmail.com

On This Date: 7/26/2023 3:52 PM

Summary

CoolSculpting				
Service	Area(s)	Sessions/ Units/ Cycles	Duration/ Month	Price
CoolSculpting	CS - Body Confidence - 3 Areas (6-7 Cycles)	0	12	\$0.00
CoolSculpting	CoolSculpting Cycle Units	6	6	\$3869.00
CoolSculpting Total				\$3869.00

LTG				
Service	Area(s)	Sessions/ Units/ Cycles	Duration/ Month	Price
LTG	CoolSculpting LTG	0	9	\$0.00
LTG Total				\$0.00

Lifetime Guarantee Membership				
Service	Area(s)	Sessions/ Units/ Cycles	Duration/ Month	Price
Lifetime Guarantee Membership	Lifetime Guarantee Membership	0	12	\$299.00
Lifetime Guarantee Membership Total				\$299.00

Subtotal \$4168.00

Tax \$0.00

Total Amount Due \$4168.00

CASE# [REDACTED]

Cancelled Contract

From: Charity Middleton <cmchervin@gmail.com>
Date: July 28, 2023 at 9:54:21 AM EDT
To: Young Chung <yoonyoung.chung@idealimage.com>
Subject: Re: Let's do this!

I have changed my mind about getting this procedure done. I saw a plastic surgeon who gave me an alternative and informed me that most of my problem is skin removal. Please cancel my appointment and my account.

Thank you.

Charity Middleton

Signed Contract

On Jul 26, 2023, at 3:51 PM, Young Chung <yoonyoung.chung@idealimage.com> wrote:

Hi Charity,

I am so excited for you and this treatment plan that we put together! Also, what an amazing self-care gift, GO YOU!!

I wanted to take a moment and personally thank you for picking Ideal Image. We know that you have a lot of options when it comes to medical aesthetics, and we are honored to have earned your business.

It is our goal is for you to be a part of the Ideal family, forever.

Please remember- I am your dedicated contact for all things beauty. Should you need anything at all, **please feel free to skip the lines and reach out to me directly...** I work hard for my personal clients and I'm here if you need ANYTHING!

AND don't forget about your family & friends. If you refer anyone to me, I will give you each a discount on your next purchase with us. #score

A few reminders for you before your appointment...

1. Please download the Ideal Image App and register with your email - you will be able to fill out your medical information prior to your upcoming treatment (so we can skip the old school paperwork AND save the planet woooo). You can also view upcoming appointments and reschedule if necessary.

10:56

LTE 77%

< Inbox

20 Messages
Ideal Image



[Redacted]

Sent from my iPhone

Begin forwarded message:

From: Cody Whorley

[<cody.whorley@idealimage.com>](mailto:cody.whorley@idealimage.com)

>

Date: August 8, 2023 at
9:43:02 AM EDT

To: cmchervin@gmail.com

Subject: Ideal Image

Good morning!

Please send me any
documentation that you have to
support your claim of trying to
cancel your contract to this
email.

Thank you! 🙏



10:55

LTE 77%

< Inbox

20 Messages
Ideal Image



Charity Middleton 8/8/23

To: Charity Middleton >

This message was sent securely using Zix®

From: Charity Middleton <cmchervin@gmail.com>

Date: July 28, 2023 at 9:54:21 AM EDT

To: Young Chung

<yoonyoung.chung@idealimage.com>

Subject: Re: Let's do this!

I have changed my mind about getting this procedure done. I saw a plastic surgeon who gave me an alternative and informed me that most of my problem is skin removal. Please cancel my appointment and my account.

Thank you.

Charity Middleton

Sent from my iPhone

On Jul 26, 2023, at 3:51 PM, Young Chung
<yoonyoung.chung@idealimage.com> wrote:



10:55

LTE 78

< Inbox

2 Messages



Sent from my iPhone

[REDACTED]

Begin forwarded message:

From: Charity Middleton

<cmchervin@gmail.com>

Date: August 17, 2023 at 5:45:17 PM EDT

To:

cody.whorley@idealimage.com

I got another bill from Fortiva.
What was the outcome I sent
you the documentation that I
tried to cancel my appointment

Ty charity

Sent from my iPhone





[REDACTED]

CM **Charity Middlet...** 9/19/23
To: Cody Whorley >

I have sent you multiple emails
and I'm still getting bills from
Fortiva. Do you have an answer
for me?

Sent from my iPhone

On Aug 8, 2023, at 9:43 AM,
Cody Whorley
<cody.whorley@idealimage.com>
> wrote:



Sent from my iPhone

7/ [REDACTED]

Acknowledged By: Charity Middleton

From Email: ~~charitym@email.com~~

On This Date: 7/26/2023 3:52 PM

Summary

CoolSculpting				
Service	Area(s)	Sessions/ Units/ Cycles	Duration/ Month	Price
CoolSculpting	CS - Body Confidence - 3 Areas (6-7 Cycles)	0	12	\$0.00
CoolSculpting	CoolSculpting Cycle Units	6	6	\$3869.00
CoolSculpting Total				\$3869.00

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Lifetime Guarantee Membership				
Service	Area(s)	Sessions/ Units/ Cycles	Duration/ Month	Price
Lifetime Guarantee Membership	Lifetime Guarantee Membership	0	12	\$299.00
Lifetime Guarantee Membership Total				\$299.00

Subtotal \$4168.00

Tax \$0.00

Total Amount Due \$4168.00

*Ideal Image immediate got 3500 from Fortiva lending and now my credit rating is less than 600 !!

Middleton, Charity

From: Ashley Sampsel <ashley.sampsel@idealimage.com>
Sent: Thursday, December 7, 2023 12:44 PM
To: Middleton, Charity
Subject: Re: [EXTERNAL] Re: Ideal Image

****WARNING**** This email did **NOT** originate from inside Virtua.

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She never called back

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Thank you. I will look at what you sent and give you a call here shortly.



Ashley Sampsel (she/her/hers)
Client Support Team | Ideal Image
T 1.800.684.9702 M-F 9-6 est

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From: Middleton, Charity <CMiddleton@virtua.org>
Sent: Thursday, December 7, 2023 12:39 PM
To: Ashley Sampsel <ashley.sampsel@idealimage.com>
Subject: FW: [EXTERNAL] Re: Ideal Image

This is an EXTERNAL email. Please use caution when clicking on attachments or links.

This message was sent securely using Zix®

I can figure out how to send the entire google email thread from gmail. It starts 7/23 and goes up until November 30th

From: Charity Middleton <cmchervin@gmail.com>
Sent: Thursday, December 7, 2023 12:12 PM
To: Middleton, Charity <CMiddleton@virtua.org>
Subject: [EXTERNAL] Re: Ideal Image

****WARNING**** This email did **NOT** originate from inside Virtua.

Middleton, Charity

From:
Sent:
To:
Subject:

Middleton, Charity
Friday, December 8, 2023 11:07 AM
Tyler.McGhee@idealimage.com
screen shots

Got a response
from / Used
Pissed Consumer
and ideal image contacted
me immediately

Hi Tyler.

As requested, here are the screen shots from my gmail account.

Thank you for your attention and assistance in this matter. My credit is in horrible standing due to this situation. Also, my checking account has withdrawals coming out from ideal image as well monthly since July that I also would like to be reimbursed for.

Charity Middleton

Prior to using pissed consumer ratings -
Ideal image would not respond - leave me on
hold or disconnect the call