

## DECLARATION OF MARYANN SHAMOON

I, Maryann Shamoon, declare:

1. As a result of my direct involvement in the matters set forth below, I have personal and firsthand knowledge of the facts set forth in this declaration, and I could and would testify competently to such facts if called as a witness.
2. I am a graduate of California State University, Northridge, in Northridge, California, and I plan to attend business school. At present, I am registered to take to take the GMAT and am waiting for my test date to arrive.
3. In June, 2008, I spoke with my close friend Sarah Marutyan about enrolling in a GMAT preparation course. Sarah was also planning to attend business school and was taking a TestMasters GMAT preparation course in Los Angeles at the time.
4. Sarah was very impressed with her TestMasters GMAT instructor and recommended that I also take a TestMasters GMAT prep course. She explained that the class met three times a week and that there was a lot of homework.
5. She also mentioned that her TestMasters instructor was exceptional at teaching the math needed for the test, which I found particularly enticing.
6. Sarah emailed me a link to the TestMasters GMAT course registration webpage. I followed the link and enrolled in the TestMasters GMAT course that began August 3, 2008, in Los Angeles.
7. I took the TestMasters GMAT prep course and loved it. I happily found that Sarah's evaluation of the TestMasters instructor and course was accurate. I am glad she recommended the course to me and I would recommend it to others preparing for the GMAT.
8. In November, 2008, I realized that I needed to print a copy of the registration email I received from TestMasters when I enrolled in their GMAT course. The registration email was also a receipt of my payment for the course and I needed a hard copy of it for my financial records.
9. When I looked in my email account to retrieve the email, I discovered that I had already deleted the registration email. I thought that TestMasters would be able to send me a replacement email, so I decided to call their office to inquire about it.
10. On November 25, 2008, I went online to search for the TestMasters contact phone number. To find it, I went to [www.yahoo.com](http://www.yahoo.com) and typed "testmasters" into the search bar.
11. The first search result I saw was titled "Test Masters Official Website" so I clicked it, assuming it to be the website for the same company with which I had taken the GMAT prep course.

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12. I called the contact phone number listed on the site and a woman answered. I gave her my name and explained that I had taken their GMAT course in Los Angeles and that I was hoping they could re-send my enrollment receipt.
13. She told me that they did not have me in their files. She also said they were based out of Houston, Texas, and did not offer GMAT classes in Los Angeles.
14. Her answer surprised and confused me. I had definitely taken the TestMasters GMAT preparation course in Los Angeles, as had my friend Sarah. At that moment, all I could reason was that perhaps there were two companies called TestMasters and I had contacted the wrong one.
15. To find out, I asked the woman on the phone specifically if there were another TestMasters or perhaps another branch of her company offering GMAT courses in Los Angeles.
16. She told me no, that this was the only TestMasters. She made it sound like there were no other TestMasters anywhere. I knew her answer was obviously bogus since I had taken the TestMasters GMAT course in Los Angeles, but I was unsure of what was going on.
17. After we ended our conversation, I went back on the internet to see if I could discover an answer. I searched around and found that there were, in fact, two TestMasters. The Houston-based TestMasters that I had just called was found online at [www.testmasters.com](http://www.testmasters.com), while there was another TestMasters found at [www.testmasters.net](http://www.testmasters.net).
18. I called the contact number for the TestMasters found at [www.testmasters.net](http://www.testmasters.net). A woman answered and my first question to her was if they offered GMAT prep courses in Los Angeles. I was relieved to hear her respond that they did.
19. After a brief discussion, I came to understand that I was speaking to the correct TestMasters with which I had taken the GMAT prep course. I explained that I needed a copy of my receipt emailed to me again and they took care of it right away.
20. Looking back, I realize that the registration link my friend Sarah sent me originally had directed me to [www.testmasters.net](http://www.testmasters.net) where I registered for the TestMasters GMAT course in Los Angeles. Since I had simply clicked the link, I had never actually typed out the website address, so I did not notice that the correct TestMasters website ended in “.net” instead of “.com.”
21. As an aspiring business school student, I am disgusted that the Houston-based Test Masters would tell such a blatant lie to a consumer. When I asked if there was another TestMasters, I expected an honest, helpful answer. Instead, I received deliberate dishonesty and, as a result, I was forced to spend extra time researching the issue in order to clear up the confusion they caused. I do not need a business degree to know that the deceptive behavior of the Houston Test Masters has no place in the business world.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct that this declaration was executed on 11/26/08 at 8:45 am,  
Date Time  
California.



Maryann Shamoon