

1 I, LAURA DROZDOWYCZ, declare as follows:

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3 1. My name is Laura Drozdowycz and I will be entering my senior year
4 at the University of Central Florida this fall.

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6 2. I am interested in applying to law school for the 2005 school year so I
7 will be taking the LSAT this October.

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9 3. The pre-law advisor at the University of Central Florida, Kathy Cook,
10 advised me to look into the following LSAT Preparation Courses: TestMasters,
11 Kaplan, and The Princeton Review.

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13 4. I visited the websites of Kaplan and The Princeton Review and I called
14 them for more information but I did not get a good feeling from either company so I
15 became more interested in TestMasters. I did a search on the Google search engine
16 for TestMasters and I clicked on the first link that came up. This link took me to the
17 TestMasters website. I did not check out the address of the website since I had
18 clicked on it directly from the search engine. I called TestMasters (the correct one)
19 and spoke to a TestMasters representative. The representative was very informative,
20 nice and clear about the TestMasters LSAT Preparation program. I told her that I
21 would think about it and call her back if I wanted to register.

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23 5. Two weeks later, I decided to sign up for the TestMasters LSAT
24 Preparation course. I visited what I believed to be the TestMasters website,
25 www.testmasters.com. Since the website looked a lot like the one that I had seen the
26 first time, I thought that it was the same company. I called the number listed on the
27 first page of the website at (281) 564-7700 and I told a representative who
28 answered the telephone, that I had talked to one of their representatives two weeks

1 ago and I had made up my mind to take their LSAT Preparation course in Orlando
2 and that I wanted to register and pay with my credit card at that point. The
3 representative then told me that I had to call their LSAT line at 1-888-354-8979 to
4 sign up.

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6 6. I contacted the LSAT line at the number they provided me and I got a
7 machine that stated that no advisor was available to take my call at the moment.

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9 7 I left a message that day, telling them that I wanted to register for their
10 LSAT course in Orlando and if they could please call me back. I waited for about 3
11 days for someone to call me back but I did not get a call back so I called again and
12 left another message, telling them that I wanted to sign up for their LSAT course in
13 Orlando and if they could please call me back. I waited another day and I still did
14 not get a call back from them. Over the course of the next two weeks I called them
15 back about 16 to 20 times and on about 6 of the times I left messages telling them
16 that I wanted to sign up for their LSAT course in Orlando and asked them to call
17 me back as soon as possible. I even informed them on the voicemail that I had been
18 trying to register for their class for a long time and that it was important for them to
19 get back to me immediately because I would be going away for vacation on June
20 23rd. I never got a call back.

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22 8 Then I thought that something was weird because the representative I
23 had spoken to the first time I called TestMasters (the correct one) was so interested
24 and eager to give me information about their LSAT courses and now I seemed to be
25 getting the run around and getting ignored by the Test Masters company based in
26 Houston (the incorrect one).

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28 9. I then went back to Google and did what I had done the first time. I did
a search for TestMasters. I came across the first website I had seen for TestMasters

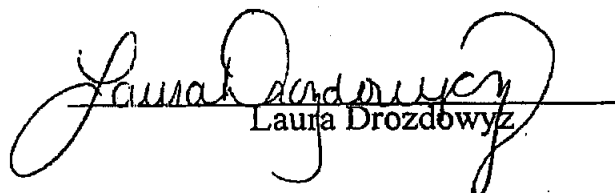
1 (the correct one). I called them up at 1-800-696-5728 and a representative
2 answered immediately.

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4 10. I told her that I had been leaving messages for them for the past two
5 weeks and I was frustrated that they had not called me back. I further told them that
6 I wanted to sign up for their Orlando class. They explained to me that I may have
7 called a different test preparation company called Test Masters located in Houston
8 and apologized for the inconvenience. They then signed me up for the right
9 TestMasters' LSAT course.

10 11. If the other Test Masters based in Houston called me back I would
11 have registered for their Orlando course.

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13 I declare under penalty of perjury under the laws of the United States of
14 America that the foregoing is true and correct.

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16 Executed this 11 th day of June 2003, at 1:46 pm

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19 Laura Drozdowycz

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