

\*I/V Miller, Hope 10/16/09

Interviewed by Detective Ross Diskin

On 10/16/09 I interviewed Hope Miller. Hope is a former employee of JRI. The following is a transcript of that interview.

Hope: Hello

Det. Diskin: Hi can I talk to Hope Miller

Hope: Speaking

Det. Diskin: This is Det. Diskin with Yavapai County, I'm returning your call

Hope: Oh hi

Det. Diskin: Hi

Hope: How are you?

Det. Diskin: I'm good, how 'bout you?

Hope: I'm good thank you. Uhm I just wanted to reach out and offer any assistance if there's any information that you need. I was an employee for 10 months up until uhm mid August of this year.

Det. Diskin: Okay. And you were an employee at James Ray International?

Hope: Yes

Det. Diskin: Okay. And uhm what did you do for James Ray?

Hope: I was hired as a project coordinator and so my role there was to kinda oversee all the technology that was being used to interface with any of the vendors like their network vendor because their network was hosted by an outside company.

Det. Diskin: Okay

Hope: Uhm and to implement any other technology uhm, so at the time that I left I was in the process of implementing uhm software that they would take to the events that would act as a cash register on a laptop uhm because they would hand write when they would sell future events. They would hand write the customer's information on a piece of paper that was in triplicate form

Det. Diskin: Okay

Hope: and then that paper would get mailed back to the office with the customer's information and then their credit card number on it and it would be handed off to a couple different people to be put into a couple of different systems. Uhm and (Inaudible) think they were being audited because that's a compliance issue that you're manually taking those credit card numbers

Det. Diskin: Okay

Hope: And then they're laying around all over the office. Uhm so that's what I was doing. I was implementing technology that would replace that manual process.

Det. Diskin: Okay. And did you know James Ray personally?

Hope: Yes we all did

Det. Diskin: Okay. All right, uhm, there's probably 10,000 questions that I would have for you. So it's hard to know where to get started.

Hope: Is there anything they're focusing on? I personally uh only attended one event in the

Det. Diskin: Okay, which event was that?

Hope: time I was there. I went to the Harmonic Wealth event in uhm it was a couple months before they; before I left so it must have been the beginning of the year. I don't remember exactly when it was, it was so traumatic. Uhm and I went as, as, as an employee to work because I was implementing the software, I needed to see how they did sales. And uhm I was absolutely, and I knew what went on at the events in terms of the production material. I was also in charge of the people who would create all of the marketing material that would go to each event

Det. Diskin: Okay

Hope: And so I was aware of all of that but the event itself was, it was total brainwashing.

Det. Diskin: Okay

Hope: What they do is put 500 people in a room at 8:00 in the morning and they give you two, 15 minutes breaks throughout the day and a 45 minute lunch and a 45 minute dinner and the rest of the time everyone is sitting on those little hotel chairs until 1:00 the next morning. And it's cold in the room, he keeps it like 60 degrees in the hotel conference room and it's, he uses a lot of uhm language that, it keeps people uhm, there's a word for it, I can't remember what it is but he says the same things over and over again.

And these people are brainwashed and at midnight he pitches his first sale for the package that he wants you to buy which is two or three of the next events.

Det. Diskin: Hmm

Hope: And so I asked the questions, I asked one of the other team members, why doesn't he pitch the sale earlier in the event? And they do it because people are tired and vulnerable and think that once they get up and without their credit card then they can go and sleep and it's a two day event. So they come back at 7:00 the next morning.

Det. Diskin: Oh so they get to leave at 1 and come back at 7?

Hope: Right

Det. Diskin: Okay

Hope: So there's sleep deprivation involved, uhm, and then they, you're at a hotel so you, and you only get 45 minutes for a meal so you can't really leave the hotel to go relax or take a break. You're kinda forced to eat at the hotel so that you're sure that you're back when they start 45 minutes later.

Det. Diskin: Interesting.

Hope: He doesn't interact with the crowd uhm during breaks or lunches. Uhm and even at that event there's an activity called a board break where at the end of, or close to the end of the two days, you're told that you're going to write your most limiting beliefs on a board, a piece of wood. And it's a couple inches thick and probably 12 x 12 inches, it's a square piece of board. And you're gonna bust through that board with your hand.

Det. Diskin: Hmm

Hope: And when I didn't do it, when I decided I wasn't going to do it, I was told that I wasn't playing full on.

Det. Diskin: You were told that you weren't playing what?

Hope: Full on

Det. Diskin: Oh, okay. So you're not a follower then of this?

Hope: No

Det. Diskin: Okay

Hope: Exactly. Exactly and as a result of that uhm I think that's part of the reason why I was let go in August because I was literally, of the 25 people in the office, I think I was the only one who was not a follower. And when I took the job working for James, I did my homework and I read his book and I read through some of his material. When you read his material it seems rather uhm common sense. You know the things that he says you have to think, feel and act in order to uh achieve what you wish to accomplish. They were things that I felt that uhm I didn't have any objection to, any of his philosophy. But when you meet the man and you're working for him, if you are not so totally subservient to him that you will do anything he tells you to do, you're not a valued employee. And your days are numbered.

Det. Diskin: Okay. And let me get back to when you had asked why don't they pitch the sale a little bit earlier in the event and, and they were told you know, they said you know because they're tired and vulnerable. Uhm who told you that?

Hope: Well I actually, what exactly had happened was the woman I was talking to, her name is Tina Heffner

Det. Diskin: Okay

Hope: And when I asked her the question she just kinda smiled at me and I said is it because everybody is so tired and so vulnerable and she just kinda smiled at me and shook her head. About a half an hour later when we were still, it was, there were people, about a half a dozen people actually purchased and they were hand writing up the sales and we were waiting to leave, uhm Melinda asked, oh I can't remember Melinda's last name, Melinda Martin; she asked the same question because she was fairly new and Tina looked at her and gave her the company vernacular and said that he waits that late because your conscious mind is too tired to think and your subconscious, or your unconscious mind, you're not aloud to say subconscious because that implies less than, uhm your unconscious mind which knows what's best for you but is sometimes manipulated by your conscious mind, your unconscious mind is able to take over and have you do what you know is the right thing to do. And I was standing there

Det. Diskin: So did he brainwash you into thinking that you're doing the right thing? Is that

Hope: Exactly, exactly and there were people at the event who uhm James, James will say at the event that if you don't have the cash cause the package that they want to sell the most of is the three event package I believe and it's \$13,000 and he will tell everybody that if you don't have the money to spend on the event that you need to whip out your credit card and make the investment in yourself because money isn't an issue. Once you're in Harmonic Wealth you, money will, there will always be money. And so you need to put this on your credit card now so that you can be harmonic later on and don't worry about it, you'll pay it off. And besides, anybody whose anybody always has debt. And then he spends like the next 20 minutes talking about how uhm Donald Trump

is in debt. You think this man charges, pays cash for everything? No way. He, He, He's in debt up to his eyeballs but look how wealthy he is. And people will sit there and debate with themselves about whether or not they should put it on their credit cards because he's telling them that it's what they need to do for themselves. They need to invest and you have people come back to purchase and one woman who was standing there with the credit cards in her hand and literally started to cry because she knew that she didn't have the money to spend and when she ultimately gave him her credit card she left the room crying because she didn't know how she was gonna tell her husband cause he wouldn't understand.

Det. Diskin: Hmm. Wow.

Hope: And it's just not right. It's, I, I didn't feel it was, I was very uncomfortable because I didn't feel it was right to make people feel that way but yet at our last quarterly meeting we were told we were no longer gonna get uhm profit sharing, the employees, because James was \$400,000 in debt and until he retired that debt he couldn't afford to share any profit with us.

Det. Diskin: Hmm

Hope: So he's not very ethical.

Det. Diskin: Yea, interesting. Now

Hope: And I am, I'm in no way surprised that uhm unfortunately this happened because it was just a disaster in the making; waiting to happen.

Det. Diskin: Right, okay now you worked a lot of the computer stuff and, and

Hope: Yes

Det. Diskin: Okay. Where did they store most of their documents, was it on the computer or was it in hard copy form?

Hope: No they kept uhm soft copies on the uh shared drive in the office and I read that you uhm conducted a search of the office

Det. Diskin: Yea

Hope: yesterday. The server's where that documentation is kept is in the office but all of their web applications like their help desk application or the application on which they take orders uhm is in uhm, is hosted by a company called Brackspace

Det. Diskin: Okay I got that from Josh Fredrickson

Hope: Okay

Det. Diskin: Do you by chance have a contact with them or somebody that, that when you were working there uh a contact person with that company that you would talk to?

Hope: Uhm the person I spoke to his name I believe was Jody Martinez? They're in Texas

Det. Diskin: Jody Martinez

Hope: Yes I believe that was his last name, I know his first name was Jody.

Det. Diskin: Okay

Hope: And the network was hosted by a company called System Inc. S-y-s-t-i-m

Det. Diskin: System Inc?

Hope: Mmm Hmm. Uhm but since our servers were on site, our computer servers our shared drives were on site on those servers, uhm System would take a backup but they didn't have in possession any physical uh files to my knowledge.

Det. Diskin: Okay so I have the server so are all those documents gonna be on what I took out of the office?

Hope: Yes

Det. Diskin: Okay

Hope: And uhm most of them would be on the shared drive which is an S drive in the directory

Det. Diskin: S as in Sam?

Hope: Yes

Det. Diskin: Okay

Hope: And uhm things like disclosures and the documentation that they pass out at all the events; that would all be on the S drive. Uhm and any employee documentation would be under Human Resources. Megan kept all of that documentation in Read Only or in uhm, we, we didn't have access to those files. We were locked out of those files but I know they're in the HR folder uh which is also on the S drive.

Det. Diskin: So the Human Resources folder has all the employee information?

Hope: Yes

Det. Diskin: Okay

Hope: And she might have also kept any information regarding any client communication that, that; they were very closed mouth with the employees. The average age of the employees was about 20

Det. Diskin: Okay

Hope: Around 25 and I'm exaggerating a little bit but uhm and there's an, as one of the older people in the company I'm 51, there was a lot of manipulation that went on in the office as well and uh most of those people, a good percentage of those people in the office, for them it was their first or second job. And James would say it's not just a job to work for him, it was an experience. You were helping other people, you were transitioning the planet, etc. And so a lot of information wasn't shared with us. From what I understand they didn't even tell anybody on Friday that people had died on Thursday night.

Det. Diskin: (Inaudible) yet

Hope: (Inaudible) for any communication

Det. Diskin: Do you still have friends that work there?

Hope: Yes I do

Det. Diskin: Okay, and who, who are your friends that still work there?

Hope: Uh, uh Amy Hall and I were friends. And uhm Brittany Waterman and I were friends, although my communication with her since I've left hasn't been much.

Det. Diskin: Okay

Hope: And I have speculation as to why that's the case but

Det. Diskin: Do you think they were told not to contact you?

Hope: I think she was told that uhm, I don't know that she was told anything specifically about me but I think that they, or or not to contact me but I think that they have wooed her into drinking the Kool Aid so to speak.

Det. Diskin: You'd be surprised at how many times that reference has come up

Hope: Yea, it's, unfortunately it's, it's, Brittany's very young and she's very impressionable and when myself and one other gentleman was there he was let go at the

same time uhm we kinda had uhm an opposing, not an opposing opinion but we didn't follow so blindly like all the others do

Det. Diskin: Right

Hope: They're told what to eat, they're told how to behave, they're told what they should do outside of work. There are all kinds of labor laws that I'm sure are broken. Just the fact that Josh and Megan are married and when I started working there Josh reported to Megan.

Det. Diskin: Mmm

Hope: So they're all kinds of labor laws that I think are infringed upon by that scenario but at least Brittney was able to hear uh an opposing opinion and now that we're not there uh I saw pictures on Josh's Facebook page. They took Brittney skydiving and so I think they're wooing her into the fold so to speak.

Det. Diskin: Okay. All right and uhm for instance if somebody were to uh call in and say hey you know I just spent my life savings on your seminar and I want my money back, uhm who would handle that? And what would happen?

Hope: They don't get their money back. Uh that call is typically taken by Tina Heffner

Det. Diskin: Okay

Hope: And Tina sat just over the wall, we all sat in a great big room uhm and there was a very low wall that would separate some of us and so I would hear

Det. Diskin: Did you sit in the middle part there?

Hope: Yea. In the very middle part of the room. Uhm so Tina sat, so I would hear all those call that came in and James, Megan and Josh would never take any of those phone calls. They refused to speak to any clients ever. And so Tina would take the majority of those calls and people would call and want a refund even though they signed something that said there were no cash refunds and the first things that Tina would ask them is well, what event would you like to reschedule for. And when they would say I don't want to reschedule, like for example Spiritual Warrior is only once a year so they would say okay well how about we sign you up for next year? And the client would say no I don't want to do that I'd really like to have my money back, then Tina would launch into trying to convince them that they really need to go because the, the, by virtue of the fact that they can't get themselves there this year, there's something wrong with them. And so they really need to go and we're not going to give you your money back, we're gonna do you a favor by making sure you get to an event because you really need to go. James' whole thing is tear people down so that he can build them back up. There has to be something wrong with you, that's why you're there, you're a loser, you need to follow

James in order to be successful or happy or physically fit or whatever the case may be. And so there are absolutely zero refunds. In fact uhm there was a family that wanted their money back because there was a death in the family and they needed the funds, uhm, and we wouldn't give it to them.

Det. Diskin: Hmm. Was, was it the person, the person that died, was it the person that was going to attend the event?

Hope: No it was uhm the person who was going to attend the event had a death in the family. I think it was a mother or a father and they needed the money to pay for funeral expenses. And uhm we wouldn't do it.

Det. Diskin: Hmm

Hope: No exceptions, we will not refund money, ever. And we will make you feel as if it's your fault, not ours. They never took responsibility for anything ever, under any circumstances.

Det. Diskin: Okay. And what would happen if somebody called in and said hey, you know I want to go to this event but I have health problems and I wouldn't survive it if, if I went. Uhm would they give them their money back if they had a health issue that would prevent them from doing it?

Hope: Nope. No.

Det. Diskin: Okay would they uh ask people, you know for instance, Spiritual Warrior's pretty physically demanding. Would they ask people you know check with your doctor, make sure you're healthy enough to go.

Hope: No

Det. Diskin: No?

Hope: No.

Det. Diskin: Okay was that ever discussed around the office that maybe some people aren't quite healthy enough to do this?

Hope: No, never

Det. Diskin: Okay.

Hope: Never, uhm, and in fact the, the people who manage these events, whether it was Spiritual Warrior, or Creating Absolute Wealth, uhm the team is not equipped. These little 25 year olds, 20 year olds are not equipped for, for managing what happens at these events. Whether it's physical or psychological uhm they are not trained to deal with

any of this. At the events that I went to, a woman was there who clearly had psychological issues. An older woman and towards the end of the first day she started going from team member to team member asking to speak to whoever was in charge. And one, Melinda, she went to Melinda first and Melinda passed her off to Gregg and Gregg passed her off to Tina, Tina passed her off to Cheryl. I mean she literally went through the entire team and at the, Cheryl ended up with her last and in talking to her identified that she was seeing a psychiatrist, she had mental health issues and said to the woman, let me walk you up to your room and I think you need to go home. I don't think that this is the place for you to be. Cheryl was the only one that was qualified to deal with those types of issues and she quit in July.

Det. Diskin: So Cheryl quit in July. What is Cheryl's last name?

Hope: Uh Cheryl Stern. And so she had, so she quit. Anyway so

Det. Diskin: Hold on for a second. So Cheryl quit in July?

Hope: Mmm Hmm. And she uhm took the woman upstairs and she said that she would make sure that she got her money back because she should never have been allowed to attend but there is no pre-screening and Cheryl knows this unfortunately. And so, but she told the woman that they would refund her money. Well the woman came back down the next day and she was clearly agitated the next day. She didn't want to talk to Cheryl, she didn't want her money back and she sat there for a few hours with, with one of the other team members gain, uhm and then she finally left. But she was clearly in psychological distress. I was sitting you know watching and no, none of the people there, JoAnna Rivera was talking to her. JoAnna has zero training and James sends everybody to these people. He calls them his transformation team because that way he doesn't have to have a one on one communication with anybody. So these people are not trained to handle these types of situations.

Det. Diskin: Where, where was this event at?

Hope: This event was in San Diego.

Det. Diskin: And when was it?

Hope: Uhm I believe it was May. I count backwards, it was the end of the quarter. August, July, June, yea. It was in May

Det. Diskin: Okay. And what happened with this girl, this

Hope: This woman left and I don't know what happened to her. She left, and again, you know nothing is shared with the team.

Det. Diskin: Okay. There was an incident and I think it was in San Diego in May during a, one of his seminars from James Ray where one of the participants, either during

or after had committed suicide by jumping off the building. Apparently this was in a three story building.

Hope: (Inaudible) Yea in July?

Det. Diskin: (Inaudible) July

Hope: Uhm I wasn't, it was in July. It was at Creating Absolute Wealth and one of the activities for that event uh is all of the participants are dressed up as homeless people and dumped on the streets of Del Mar by the team. And you're given a list of things that you need to find so it's a scavenger hunt and the activity is meant to make you understand what a homeless person feels like in a wealthy neighborhood. And uhm there was some talk in the office but nothing specific about how two people got lost because you're supposed to end up, at the end of the day you're supposed to end up back at a specific point where the bus picks everybody up and takes you back to the event, and back to the hotel. And I knew that, I'd overheard them talking about how two people were lost, they didn't make it back to the bus and I also heard that only one person had actually made it back to the event, the other person didn't. But up until last week I didn't know that it was because this woman had supposedly either committed suicide or, or had a psychotic break and then committed suicide, I don't have any information on what happened to her but I know that she didn't make it back to the event and we weren't told what happened.

Det. Diskin: Okay so you don't know if this was the woman that jumped off the building?

Hope: I, I put the pieces together, I don't know for sure. But I put the pieces together knowing that one person didn't make it back to the event.

Det. Diskin: Okay. So if this was the person this would have happened in the middle of the event?

Hope: She'd of been out on the scavenger hunt dressed as a homeless person

Det. Diskin: Okay

Hope: When this happened

Det. Diskin: Who would know about that? I mean is there, who would be the person

Hope: Cheryl. Well Cheryl was there and I think they were keeping her in the dark as well because again she was the only person who would have been qualified to have spoken to this woman if she had a problem. Megan and Josh would know what happened. If anybody knows anything that goes on there all the time it's Megan and Josh.

Det. Diskin: Okay

Hope: They're like James' children, he treats them like his children

Det. Diskin: Yea well they won't talk to us

Hope: Of course not. Megan was uhm a client and she was engaged to Josh and James needed a website and she suggested Josh build the website for James and then they ended up both working for him. Melinda might also have additional information that she probably was also kept in the dark as well because she was new.

Det. Diskin: Okay, would the other participants have known what had happened?

Hope: The rest of the team probably has a better understanding of what happened than I would because they were there. Uhm like Tina or JoAnna or Michelle Gulle, they might have additional information about what happened. Whether or not they know for a fact that this woman died I'm not sure. Because I was there in the office, I mean there were only 25 of us there in the office and I didn't know that she had died.

Det. Diskin: Hmm

Hope: So, but I knew that one person didn't go back to the event. Some people leave. I was in the elevator at the event that I went to; I got into the elevator on Saturday which is the second day of the event and at about 10:00 in the morning James makes another sales pitch and a whole bunch of people; I was going back up to my room to get a bottle of water and the elevator, there were five or six women in the elevator with me and they were leaving because they were so disgusted by the fact that he was pitching a sale. He wanted you to buy the next event instead of giving them the information that he promised that would make them uh financially well off, or physically fit or whatever that they were leaving. So people do leave the events so when they said that two people got lost and one woman didn't make it back, I think they wanted us to assume that she just decided to leave.

Det. Diskin: Mmm Hmm

Hope: But the team that was on site would have better knowledge of exactly what happened I would think. Greg would know, I don't know if he's spoken with you

Det. Diskin: who?

Hope: Greg Hartell?

Det. Diskin: Greg, yea he's, yea I don't think he'll talk to us

Hope: Hmm, okay, I'm not surprised

Det. Diskin: Okay. Alright, uhm do you have any way to contact Cheryl Stern?

Hope: I do uhm let me, can I give her your number?

Det. Diskin: Sure, perfect

Hope: Cause I don't feel comfortable giving you hers

Det. Diskin: I can perfectly understand

Hope: Her, she knew all of these people and uhm Liz Neuman is a very good friend of hers

Det. Diskin: Okay, do you have my direct line or did somebody patch you into my phone?

Hope: Uhm I got a direct line and I was put through to your voice mail

Det. Diskin: Okay let me give you my, my direct line that comes, that rings at my desk

Hope: Okay, hold on just a second, let me grab a pencil

Det. Diskin: Okay

Hope: I can get in touch with Cheryl today and have her call you. Okay

Det. Diskin: It's [REDACTED]

Hope: Okay, [REDACTED]

Det. Diskin: Right and if you think of anything else, I mean I'll probably call you back if that's okay cause

Hope: Oh absolutely

Det. Diskin: You know I've been talking to people all day long and I'm sure that there's stuff I'm forgetting to ask you about. Um

Hope: Anything at all. I, I, I think that James, that this happened because James was negligent and because his team is not qualified to do these types of things but if you even so much as hint that that's the case or if you have any kind of dissenting opinion as I said earlier, they get rid of you.

Det. Diskin: Mmm Hmm

Hope: And I've been saying for months that the business was going to implode because of their business practice like not returning people's money and the way they treat employees, etc. And I'm so saddened and I, I've been so sick over the fact that people actually got hurt that if there's any information that I can provide or any way that I can help, please feel free to get back in touch with me.

Det. Diskin: Great, thanks I appreciate it.

Hope: Thank you.

Det. Diskin: Alright, take care

Hope: Bye bye

Det. Diskin: Bye

End of interview.

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