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San Diego, Orange and Imperial Counties

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BBB Business Review

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Text Size T T T

Overview

Complaints

Customer Reviews

Directions

THIS BUSINESS IS NOT BBB ACCREDITED

SLS Managers
 Phone: (855) 747-9918

23172 Plaza Pointe Dr #138, Laguna Hills, CA 92653
 info@slsmanagers.com
 http://www.slsmanagers.com

! THERE IS AN ALERT ON SLS MANAGERS !

F

On a scale of A+ to F
 Reason for Rating
 BBB Ratings System Overview

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Description
 This company offers student loan advisory services.

BBB Accreditation
 On 11/19/2014 this business's accreditation in the BBB was revoked by the BBB's Board of Directors due to its failure to adhere to the BBB requirement that Accredited Businesses meet and abide by the following standards:

- 4B. Clearly disclose to customers:
 - direct and effective means to contact the business
 - terms of any written contract
 - any guarantees or warranties accompanying a product
 - any restrictions or limitations imposed (e.g. limited supply, maximum number available per customer)
 - the business' return/refund policy
 - any recurring commitment into which the customer may be entering, including information on how future billing will occur
 - total cost of the transaction, including tax, shipping and handling, and other related charges
- 4C. If selling products or providing services on Web sites or via other electronic means:
 - provide any required product labeling information
 - disclose the nature and terms of shipping, including any known delays or shortages of stock
 - provide an opportunity to review and confirm the transaction before the sale is completed
 - provide a receipt summarizing the transaction after the purchase
- 6A. Promptly respond to all complaints forwarded by BBB by:
 - Resolving the complaint directly with the complainant and notifying BBB, or
 - Providing BBB with a response that BBB determines:
 - is professional,
 - addresses all of the issues raised by the complainant,
 - includes appropriate evidence and documents supporting the business' position, and
 - explains why any relief sought by the complainant cannot or should not be granted.
- 8A. Avoid involvement, by the business or its principals, in activities that reflect unfavorably on, or otherwise adversely affect the public image of BBB or its accredited businesses.

This business is not BBB accredited.

Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

To be accredited by BBB, a business must apply for accreditation and BBB must determine that the business meets BBB accreditation standards, which include a commitment to make a good faith effort to resolve any consumer complaints. BBB Accredited Businesses must pay a fee for accreditation review/monitoring and for support of BBB services to the public.

This company's advertising claims that they are a member of the BBB, however this business is not a member. Misuse of the BBB name or logo constitutes misrepresentation and trademark infringement.

Reason for Rating
 BBB rating is based on 13 factors. Get the details about the factors considered.

Factors that *lowered* the rating for SLS Managers include:

- Length of time business has been operating
- 68 complaint(s) filed against business
- 4 complaint(s) filed against business that were not resolved
- BBB concerns with the industry in which this business operates
- Unauthorized use of BBB name or trademarks

Factors that *raised* the rating for SLS Managers include:

- Response to 68 complaint(s) filed against business

Customer Complaints Summary Read complaint details

68 complaints closed with BBB in last 3 years | 68 closed in last 12 months

Complaint Type	Total Closed Complaints
Advertising/Sales Issues	21
Billing/Collection Issues	9
Delivery Issues	2
Guarantee/Warranty Issues	1
Problems with Product/Service	35
Total Closed Complaints	68

[Read Complaints](#) | [Definitions](#) | [BBB Complaint Process](#) | [File a Complaint against SLS Managers](#)
[See Trends in Complaints on SLS Managers](#) | [View Complaints Summary by Type Pie Chart on SLS Managers](#)

Customer Reviews Summary Read customer reviews

11 Customer Reviews on SLS Managers

Customer Experience	Total Customer Reviews
Positive Experience	3
Neutral Experience	0
Negative Experience	8
Total Customer Reviews	11

[Read Customer Reviews](#) | [Submit a Customer Review](#) | [See Trends in Customer Reviews on SLS Managers](#)

Government Actions
 BBB knows of no significant government actions involving SLS Managers.

What government actions does BBB report on?

Advertising Review
 What is BBB Advertising Review?

Additional Information

BBB file opened: April 28, 2014
 Business started: 06/05/2013 in CA
 Business incorporated: 01/27/2014 in CA

Type of Entity
 Corporation

Business Management
 Mr. Mike Radwan, CEO

Contact Information
 Principal: Mr. Mike Radwan, CEO

Related Businesses
 National Secure Processing

Number of Employees
 25

Business Category
 Credit - Debt Consolidation Services
 Financing Consultants
 Legal Document Assistance
 DEBT RELIEF SERVICES NOT COMPLYING WITH FTC RULE
 Debt Repayment Plan

Alternate Business Names
 DORM Group Inc
 Student Loan Service Managers

Referral Assistance
 The following Government Agency(s) or Association(s) may be able to provide you additional information:

Consumer Financial Protection Bureau
 P.O. Box 4503, Iowa City IA 52244
 Phone Number: 855-411-2372
 Fax Number: 855-237-2392
 http://www.consumerfinance.gov
 info@consumerfinance.gov

Additional Tradenames, Addresses & Phone Numbers
 BBB received returned mail from "23172 Plaza Pointe Dr #138 Laguna Hills, CA 92653" from the USPS. As of 1/5/2015 BBB does not know where this company is physically located. Consumers should use caution when doing business with a company that fails to disclose their location(s).

Industry Tips

As you look for help with your Federal student loans please visit Federal Student Aid, an office of the U.S. Department of Education, for information on loan repayment and assistance, including repayment options, consolidation, forbearance, deferment, forgiveness, and more

at <https://studentaid.ed.gov/repay-loans> or by calling the **Federal Student Aid Information Center (FSAIC) at 1-800-4-FED-AID (1-800-433-3243)**.

Warnings to consider when seeking assistance, courtesy of CFPB:

➢ **Pressure to pay high up-front fees.** It can be a sign of a scam when a debt relief company requires you to pay a fee up-front or tries to make you sign a contract on the spot.

➢ **Promises of immediate loan forgiveness or debt cancellation.** Debt relief companies do not have the ability to negotiate with your creditors for a "special deal" under these federal student loan programs.

➢ **Demands that you sign a "third party authorization."** You should be wary if a company asks you to sign a "third party authorization" or a "power of attorney."

➢ **Requests for your Federal Student Aid PIN.** Be cautious about companies that ask for your Federal Student Aid PIN.

For the full advisory please contact the Consumer Financial Protection Bureau at <http://www.consumerfinance.gov>

Industry Tips
 Credit Repair/ Credit Counseling
 Debt Collection Rights
 Debt Relief Strategies
 Financial Industry
 Foreclosure Rescue Companies
 Identity Theft
 Student Loan Assistance

