

To Whom It May Concern, My name is Kristen Leslie. On April 12th, 2016 at approximately 6pm, I purchased a car from AutoHelp, a used car dealership in Jacksonville FL, that is affiliated with the We Help Foundation, a local nonprofit organization. The organization claims it helps people with buying homes and cars. The dealer, Matthew Roberts, who is the President of the We Help Foundation showed me a 2012 Chevy Cruze.

I went to my bank to secure financing but the title to that car wasn't "clean". I was then shown another vehicle, a 2016 used Hyundai Accent. I proceeded to get a loan from my credit union, and I purchased the car. I asked for a Carfax report on the car, and Mr. Roberts showed me one that was clean, and said the vehicle had no accidents or damage. I went ahead with the purchase. I asked for copies of the documents that I signed at the dealership, and Mr. Roberts **told me I didn't need copies of the paperwork for my records.** I should have been weary at this point, but everything had been so seamless that I assumed he **was a decent person.** On my way home with my new car I decided to stop at my mom's and show her the car. I told her the only problem was the horn was not working. She told me she thought cars had to have working horns. I have done research which says, according to Florida Statute 316.271 "every motor vehicle when operated upon a highway shall be equipped with a horn in good working order and capable of emitting sound audible under normal conditions from a distance of not less than 200 feet."

**Mr. Roberts knew the horn did not work when he sold me the car.** I work at a car dealership, so the next morning I had them take a look at my car. This was less than 24 hours after purchasing the car. It didn't take long for them to realize that this car had been in an accident, even though the Carfax Mr. Roberts showed me said it hadn't. We pulled a Carfax at the dealership, only to find that the car had in fact been in an accident. I can only assume Mr. Roberts pulled a Carfax for a Hyundai Accent with a different VIN number. Like the rest of the paperwork, he did not give me a copy of the Carfax he pulled.

The mechanics checked the rest of my car over and noticed a bunch of problems, including a broken radiator fan, and broken radiator motor, the non-working horn, a bent axle, and a missing air filter hose. In total, the dealership stated there was approximately \$6,000 worth of repairs needed to get the Hyundai into good, safe, working condition.

I called Mr. Roberts immediately **to discuss things with him, still within 24 hours of purchasing the car. I asked for my money back, and he stated he had already cashed my check from my bank, and he had loaned the money to someone else to help them out, so he couldn't give me my money back.**

I tried to get back in touch with him a little while later and he had blocked my number from his cell phone. He still hasn't given me copies of my paperwork, which I have asked for more than once. He told me I could get them once I received my registration.

He is being non-cooperative, and although my number is not blocked from his phone anymore, he has told me to take this up with his attorney. His attorney is a man named John Owens.

I have come to find out that John Owens is the chairman of the We Help Foundation as well as a Martial Arts studio and the law offices he runs.

Matthew Roberts also has multiple business that he is associated with. I am hoping someone in the State Government can help me. My first car purchase, and it appears I have been scammed by these people who pretend to be out there to help people like me. Instead, they are preying on people like me.

In my research of this business, trying to find a way to get help with this situation, I have found multiple complaints on Mr. Roberts, the WE Help Foundation, and his other businesses.

Similar stories to mine are listed on line at places like the Better Business Bureau or Rip off Report. I have asked multiple people for help, and no one is able to get Mr. Roberts to do what is right.

No one can even get him to get me a different car. He won't answer why he showed me a Carfax to another car.

He won't give me copies of my paperwork.

He doesn't care that I have a 2016 model car that needs over \$6,000 worth of work.

For a person running a nonprofit organization called the "WE HELP FOUNDATION", he surely isn't interested in helping anyone but himself I guess.

Any help or advice you can give me, or any investigating you can do into this business and my situation would be greatly appreciated.

If Mr. Roberts would have shown me a real CARFAX on the car he sold me, I wouldn't have bought it.

If he would have just tried to work this all out the next day I would have worked with him, but after all he has done,

I would really like to get a refund of my money (the credit unions money), give him his car back, and I won't even worry about the money I have spent on the car already just so I can drive it.

Finally, Mr. Roberts originally asked me to pay for the car in cash: He has already cashed my credit union check for \$11,000, he has yet to give me the registration, and he told me the other day he is heading out of the country for 10-11 days.

If that is in fact true, that would mean that my temporary tag will expire while he is away and I will not be able to drive my car.

Can he legally withhold my permanent tag from me, or force me to not be able to drive because he didn't do my tag work in a timely manner?

Please help me resolve this matter as quickly as possible. I welcome any assistance you can give me in regards to this unfortunate situation. Sincerely,