

Notice of Disciplinary Action & Expulsion

Dear Mr. White,

This letter is being written on at the direction of the Governing Board and the McAfee Institute credentialing body as it relates to your current certification and enrollment at the McAfee Institute. As a student you are obligated and agreed on enrollment to abide by our professional code of conduct as outlined.

M.I. board certified professionals and applicants for certification must adhere to the Code of Professional Responsibility, agreeing to:

Perform your professional duties with the highest moral principles and within accordance of the law. Non-compliance includes any acts or omissions amounting to unprofessional conduct and deemed prejudicial to the certification.

Observe the values of truthfulness, honesty, professionalism, and integrity.

Be faithful, competent, and diligent in discharging their professional duties.

Safeguard confidential and privileged information and exercise due care to prevent its improper disclosure.

Not maliciously injure the professional reputation or practice of colleagues, clients, employees, or M.I.

Any act deemed prejudicial or unprofessional to the certification may result in denial of approval to take the certification examination or disciplinary action by the Governing Board (GB), up to and including revocation of certification.

Such acts may include, but are not limited to:

Providing false or misleading statements or information when applying to take the certification examination or to recertify.

Any act or omission that violates the provisions of the McAfee Institute Certification Code of Professional Responsibility.

Any act that violates the criminal or civil laws of any jurisdiction. Any act that is the proper basis for suspension or revocation of a professional license.

Any act or conduct that is unprofessional, unethical or unbecoming.

Any act or omission that violates the GB Disciplinary Rules and Procedures.

Failure to cooperate with the GB's Board of Professional Review in performance of its duties in investigating any allegation against an applicant or current certified professional.

Making any false, misleading, or unprofessional, unethical statements to the GB regarding an applicant or current certified professional.

This letter has been written in regard to two separate events:

The events of 12/19/2020: Your email communications were unprofessional, condescending and unbecoming when dealing with our training and support team. After a thorough review of the communications there was no evidence of a "smart ass reply" as you indicated nor unprofessional behavior on the side of McAfee Institute.

What is this smart ass reply? It is very unprofessional.

The smart ass part was saying 'no problem' to what I said. It was not professional to say that in response to what I said. I wasn't looking for a reply when I said I wasn't ordering anything else seeing that you guys weren't being flexible. This was the 2nd certification I purchased from you. Your replies are too casual. The professional response to me saying that I wasn't ordering anything else was NO response. Why? Because anything besides offering to either refund or exchange is useless to me. So you saying "no problem" IS SMART ASS. You said you can't help so what further assistance are you talking about.

I spent 1000 dollars and don't need the nonsense. It is unprofessional that you keep replying too. This is a bit surprising and unreal to be honest.

The event on 12/23/2020:

Negative Review on Review.io where you left deceptive, inaccurate, disparaging and false information on an open review platform with the intent to cause harm.

FIRST ISSUE: Don't be fooled by the "McAfee" in the title. It did make me think that it was affiliated with the software company, thereby giving it an appearance of "legitimacy". The marketing claiming that there are, "Only xx number of seats left. Buy now!" seems weird when the content is just videos with no live instructors.

SECOND ISSUE: After inquiring about a refund or exchange, the company said to both. Okay, no problem I'll admit that I did misunderstand the refund policy. But what took place next was bizarre! When a reply came back starting with "Nope. it made me wonder. Then I said that "No problem. This will be the last one I buy. Thanks." And that's when the conversation went bad. OMG! instead of ending it there, someone there was going back and forth with me! I replied

that their response was smart a** and unprofessional. But instead of dropping it, the company just kept engaging with me. See their response below. Regardless of what I say as an INDIVIDUAL, a legit COMPANY should NEVER reply this way. I posted

RESPONSE FROM MCAFEE..

McAfee Institute: The only smart** replies have come from your side (not once but multiple times) and I remind you to keep it professional. You said "no problem this will be the last one I buy." That was in fact your "Smart ***" reply to us to begin with. My response was simply, No problem at, all if we can be of further assistance in the future please let us know. There was nothing unprofessional or smart *** about that response at all. Maybe if you were not trying to be a smart *** to begin with, you would not of thought about my responses being in a similar manner. However, let me be clear on this, I won't tolerate your unprofessional or condescending behavior toward me or our staff which you have done now three times in the course of this email exchange. I will fully remove you from our programs, revoke your current credentials (for your unprofessional conduct) and ban you from our programs going forward, then you will lose out on all of them with no refund. We ask that all of our professionals act professional when conversing with us. You agreed to this when you enrolled and I will enforce it fully. We have been nothing but professional with you. Just because you didn't get the answer you wanted to a refund on a program you purchased over a year ago doesn't mean you need to act, nor treat me, or my staff in this condescending way. There is no need for you to reply further, any act of such nature will be deemed hostile and unprofessional and result in your immediate removal and revocation as before mentioned in direct violation of our terms of services and professional code of responsibility. JR, Director of Training

How are you going reprimand me for saying something, and then turn around and say the SAME THING? And then threaten to strip me of everything I paid for? Come on, that is crazy & unprofessional. LESSON LEARNED- Take those certification titles and research them on job boards to see if any job is asking for them. Google any educational organization and don't just go by their website.

You have been found to have directly violated the following provisions of the professional code of professional responsibility.

- 1) Any act or conduct that is unprofessional, unethical or unbecoming.
- 2) Any act or omission that violates the provisions of the McAfee Institute Certification Code of Professional Responsibility.
- 3) Making any false, misleading, or unprofessional, unethical statements to the GB regarding an applicant or current certified professional.

You have been found to have directly violated of our Code of Ethics

- 1) Shall not engage in any illegal or unethical conduct or any activity which would constitutes conflict of interest.

You have been found in direct violation of our and Terms of Service.

- 1) You will not post any inappropriate, offensive, racist, hateful, sexist, sex-related, false, misleading, infringing, defamatory or libelous content.
- 2) You will not reproduce, distribute, publicly display, publicly perform, communicate to the public, create derivative works from or otherwise use and exploit any Company Content, the Products or Courses or Submitted Content except as permitted by these Terms or the relevant Instructor as applicable.

Due to the grievous nature of your actions and continued actions after warning your Certified Cryptocurrency Forensic Investigator (CCFI) credentials has been permanently revoked. You are also hereby expelled from the McAfee Institute and all programs for which you enrolled.

Per our Terms of Service: Any student found to be in violation of the Code of Professional Responsibility, Academic Honesty Policy, Code of Ethics, Privacy Policy or any other TOS will be expelled from McAfee Institute and no refunds will be issued. The record of disciplinary action becomes part of the student's permanent record and will be accompanied by a transcript remark.

You are hereby ordered to cease and desist in the use of the CCFI designation and the McAfee Institute brand name, on any and all materials and websites like LinkedIn, email, business cards etc. Any unauthorized use of our trademarks and intellectual property will result in civil litigation. In addition, if the deceptive review is not immediately removed from Review.io we will begin legal action for defamation.

Sincerely, John Schmidt (J.D.) Legal Counsel

This letter and its contents are considered privileged communications and cannot be shared or disseminated in any way.