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*Attorneys for plaintiff
Monat Global Corp.*

**UNITED STATES DISTRICT COURT
DISTRICT OF NEVADA**

MONAT GLOBAL CORP.,

Plaintiff,

v.

TONI MILLER

Defendants.

CASE NO.:

COMPLAINT

Monat Global Corp, by its undersigned counsel, complains against Toni Miller as follows:

Jurisdiction and Venue

1. This Court has subject matter jurisdiction over Monat's claims under 28 U.S.C. § 1332 because Monat and Miller are citizens of different states, and the amount in controversy exceeds \$75,000.

2. Venue is proper in the District of Nevada because Miller resides here, and upon information belief, made the disparaging and defamatory statements, and carried out the unfair and deceptive acts at issue, in this district.

...

...

The Parties

3. Monat Global Corp (“Monat”) is a Florida Corporation, with its principal place of business in Doral, Florida.

4. Toni Miller (“Miller”) is, upon information and belief a citizen of Las Vegas, Nevada.

Factual Background

5. Monat is a world-class designer, manufacturer, and distributor of hair care and personal products throughout the United States and Canada.

6. Monat sells its products using a direct sales model, under which it engages a number of independent sales representatives, referred to as “Market Partners,” to market and distribute its products.

7. Monat provides commissions and other financial incentives to its Market Partners for sales they make, and for purchases and sales made by new and additional Market Partners that they recruit.

8. Monat’s Market Partners utilize Facebook and other social media as the primary avenue of marketing Monat's products.

9. Miller is a hairstylist who, on information and belief, works at Posare Salon & Boutique, LLC (the “Salon”).

10. On information and belief, the Salon sells salon-brand hair care products in competition with Monat, including Redken, OPI, Pureology, Nioxin, Moroccanoil, and others.

11. On information and belief, Miller receives a commission, or other job-related incentives, to sell the salon-brand hair care products offered by the Salon.

12. On information and belief, Miller sells hair care products that compete with Monat products.

13. Miller has also offered “treatments” to users of Monat products for \$45 per treatment. (Exhibit A).

14. Miller offered other “treatments” to users of Monat products, explaining that she will “try and reverse the damage and it will be expensive but I will fix it in a few appointments.”

1 (Exhibit A.)

2 15. Thus, Miller's own Facebook posts betray the financial motivations she has
3 for posting negative information about Monat.

4 16. The events giving rise to this Complaint began on or about January 2018
5 when Miller began a smear campaign against Monat on social media, primarily Facebook.

6 17. Since January 2018, Miller has repeatedly and consistently posted
7 egregiously false and damaging information about Monat and its products.

8 18. As demonstrated in the examples listed below, as well as the exhibits hereto,
9 Miller has repeatedly and falsely alleged that Monat products cause issues including, but not
10 limited to, miscarriages, harm to unborn babies, bloody stool, migraines, problems with breast
11 feeding, menstruation problems, balding, scalp sores, chemical burns, hair loss, and scalp lesions.

12 19. Miller claimed that, due to the PH levels, Monat products are unsafe for
13 consumer use: "The PH level in shampoo and hair care products to be safe is 5.5-6.5 anything lower
14 or higher than that is not deemed safe. Monat is 3.5-4.0 that is unsafe." (Exhibit B).

15 20. Miller alleged that Monat products are "destroying peoples lives" and are
16 "toxic." (Exhibit C.)

17 21. Miller repeatedly implied that Monat causes harm to unborn babies and/or
18 causes infertility. (Exhibit B, Exhibit D).

19 22. Miller asserted that Monat has caused reduced milk supply in breastfeeding
20 mothers: "women having the breast milk dry up while nursing. Its horrific." (Exhibit E).

21 23. In response to one Facebook user's comment that his daughter used the
22 product while pregnant, Miller responded: "I hope her baby is normal. Sad thing is the effects of
23 Red Clover and Phytoestrogens may not show up yet in your grandchild and I hope and pray for
24 the sake of your grandchild that the baby continues to stay healthy." (Exhibit C.)

25 24. Miller wrote that "The Red Clover and Phytoestrogens in Monat are causing
26 menstruation problems and infertility as well as miscarriages." (Exhibit F.)

27 25. Along with a post in which Miller stated that she would refuse to provide
28 services to Monat users because of "increased allegations of hair breakage and/or increased hair

1 loss, balding, etc.,” Miller posted photographs of unknown origin depicting scalp sores and hair
2 loss. (Exhibit G.)

3 26. By posting these photographs alongside her claims regarding “increased
4 allegations” of hair breakage, hair loss, and balding, Miller falsely implied that Monat is
5 responsible for the condition depicted in the photographs. (Exhibit G.)

6 27. Miller also falsely stated or implied that over 12,000 people have had
7 adverse reactions to Monat products when she stated that she was in a group that “grew from 140
8 people to 12,000+ clients in TWO MONTHS having adverse reactions.” (Exhibit H.)

9 28. She asserted that she has “watched with horror the problems people are
10 facing with not only their hair but also hormones, struggles with skin issues, etc.” (Exhibit H.)

11 29. Miller cautioned male users of Monat to watch for the following symptoms,
12 thereby falsely implying that such symptoms were caused by Monat:

- 13 1. Blood in your stool
- 14 2. Changes to moods/depression
- 15 3. Cramping
- 16 4. Breaks/cuts in your skin that doesn't heal
- 17 5. Bruising
- 18 6. Headaches or Migraines

19 (Exhibit H.)

20 30. Miller encouraged female users of Monat to watch for the following
21 symptoms, thereby falsely implying that such symptoms were caused by Monat:

- 22 1. Hormone changes (more frequent periods)
- 23 2. Cystic acne you have never had before
- 24 3. Increased migraine headaches
- 25 4. New rashes
- 26 5. Greasy roots with hay like ends
- 27 6. Itching burning on your scalp or body
- 28 7. Excessive amounts of hair thinning or “shedding” / “detox.”

(Exhibit H)

31. Miller implied that Monat’s Market Partners were stealing photographs to
falsely market Monat products and that Monat was engaging in “cyberbullying.” (Exhibit H.)

1 32. Miller encouraged readers of her post to contact news outlets and
2 government agencies to complain about Monat. (Exhibit H.)

3 33. She also encouraged them to seek out medical advice and particular
4 products, including those marketed on her own Facebook page, to “treat” these conditions, which
5 she claimed were caused by Monat. (Exhibit H.)

6 34. In another post, Miller implied that Monat products “make hair fall out break
7 off tangle into knots, cause infertility problems, miscarriages, changes in menstrual [sic] cycle,
8 blistering and open weeping [sic] wounds on the scalp.” (Exhibit I.)

9 35. Miller also alleged that Monat “coats the hair shaft and the scalp with wax
10 causing the hair to die. There are reports of women losing babies and having their periods every
11 two weeks. Causing infertility.” (Exhibit J.)

12 36. Individually and collectively, Miller’s Facebook posts explicitly or
13 impliedly misrepresent that Monat’s products cause miscarriages, infertility, hormonal imbalance,
14 problems with breast feeding, harm to unborn babies, scalp sores, hair loss, and balding.

15 37. The comments on Miller’s Facebook posts indicate that people actually
16 believe Miller’s false statements about Monat. For instance, one individual commented, “They only
17 look to their own financial gain selling it temporarily” (Exhibit C). Another commentator wrote:
18 “I don’t trust any of the MLM’s . . . it’s a get rich scheme at the customers expense, from shakes to
19 hair products. I wouldn’t spend a dime on any of them.” (Exhibit D.)

20 38. Miller’s Facebook posts and comments have been adopted and republished
21 by a number of individuals, many of whom, on information and belief, have a financial interest in
22 disparaging Monat’s products.

23 39. On information and belief, Miller has made other defamatory statements,
24 and her actions indicate she is likely to continue to make additional statements of a similar nature
25 in the future.

26 40. There is no scientific or factual basis for Miller’s claims.

27 41. Monat’s products have passed all clinical safety tests to which they have
28 been subjected.

1 42. The ingredients in all of Monat's products have been verified as safe for
2 consumer use by the United States Food and Drug Administration and the European Commission
3 in the European Union, in the quantities that Monat uses them.

4 43. Monat takes seriously the consumer complaints it receives, and investigates
5 each complaint to the fullest extent permitted by the consumer.

6 44. Despite selling hundreds of millions of dollars in hair care and personal
7 products, to hundreds of thousands of customers, Monat has seen no bona fide evidence that
8 Monat's products cause hormonal imbalance, scalp sores, hair loss, balding, bloody stool, changes
9 in mood/depression, cuts, bruises, and migraines.

10 45. In particular, Miller's comments that Monat products cause miscarriages,
11 problems with breast feeding, infertility, other reproductive issues, and harm to unborn babies are
12 egregiously false.

13 46. Moreover, Miller's assertion that red clover is the source of reproductive
14 issues is also false.

15 47. Red clover is a plant, and an ingredient that is commonly used in medicines,
16 topical lotions, foods, and beverages, and is widely deemed safe for human use and even ingestion.
17 Such information is publicly available.

18 48. Although Miller is one individual, she has used her social media account as
19 a platform to falsely and maliciously disparage Monat and its products, and to attempt to gravely
20 injure the business.

21 49. Miller has published her posts, comments, and statements directly to, on
22 information and belief, hundreds of people.

23 50. Thousands more have likely viewed Miller's posts by virtue of Facebook's
24 "share" feature, which allows any user to publish, to their entire Facebook network, another user's
25 post.

26 51. Miller's posts have been "shared" on numerous occasions.

27 52. In addition, Miller's Facebook page is publicly accessible, so her posts can
28 be accessed by individuals who are merely surfing Facebook or Google.

1 53. Miller's Facebook posts are particularly damaging to Monat because
2 Facebook is the primary avenue through which Monat Market Partners promote Monat's products.

3 54. Through the efforts of its Market Partners, Monat generated over \$200
4 million in sales in 2017.

5 55. Miller's false and malicious statements have caused, and continue to cause,
6 Monat to lose product sales. Her statements have improperly, and without justification, dissuaded
7 potential customers from using Monat's products, and have caused existing customers to stop using
8 Monat's products.

9 56. For example, at least one pregnant woman has told a Market Partner that
10 although she believes statements regarding miscarriages, infertility, and hormonal imbalances are
11 false, she will not continue to use or purchase Monat products because it is not worth taking the
12 risk that the statements are true.

13 57. In addition, Monat has experienced approximately 1,000 order cancellations
14 in the last two months.

15 58. Miller's false and malicious statements have damaged, and continue to
16 damage, Monat's relationships with its current Market Partners and their ability to market and sell
17 Monat's products.

18 59. Miller's false and malicious statements have damaged, and continue to
19 damage, Monat's ability to attract new Market Partners.

20 60. Miller's statements have also damaged Monat because they have prevented
21 consumers from purchasing Monat's products, and have deterred Market Partners from working,
22 or continuing to work, with Monat.

23 **COUNT I:**
24 **NEVADA DECEPTIVE TRADE PRACTICES ACT**
 (NRS 598.0915; NRS 41.600)

25 61. Monat incorporates Paragraphs 1-60 above as Paragraph 61.

26 62. In her capacity as a stylist and competitor, Miller has publicly and falsely
27 disparaged Monat's goods by false and misleading misrepresentations of fact.
28

63. In her capacity as a stylist and competitor, Miller has publicly and falsely represented that Monat's ingredients cause harm including, but not limited to, balding, hair loss, miscarriage, hormonal imbalance and infertility.

64. In her capacity as a stylist and competitor, Miller has publicly and falsely represented that Monat's products are of inferior quality, unsafe, or toxic.

65. Miller made these representations knowing that they were false.

66. Miller's Facebook posts have the tendency to deceive or mislead consumers and have in fact deceived and misled consumers by telling them that Monat's products are detrimental to their health and well-being, when no such danger exists.

67. Miller's Facebook posts evidence an intent to injure competitors and to destroy or substantially lessen competition for the purchase of the salon-brand products sold by Miller.

68. Miller has caused Monat to suffer damages greater than \$75,000.00, the exact amount of which will be proven at trial.

69. It has been necessary for Monat to retain the services of attorneys to prosecute this action, and it is entitled to the recovery of its attorneys' fees and costs incurred herein.

**COUNT II:
COMMERCIAL DISPARAGEMENT AND CORPORATE DEFAMATION**

70. Monat incorporates Paragraphs 1-60 above as Paragraph 70.

71. On her public Facebook page, Miller published falsehoods about Monat and its products, on information and belief, to hundreds or even thousands of individuals.

72. Miller's statements were intended to, and did, impugn Monat's reputation, its good name, and its ability to conduct its business.

73. Miller's statements are not capable of multiple interpretations. Each was directed at Monat and its products, and were intended to cause damage to each.

74. There is no applicable privilege covering Miller's statements.

1 75. Miller knew her statements were false, or she was reckless with regard to
2 the truth or falsity of her statements.

3 76. In context, a reasonable person viewing Miller's statements as a whole, or
4 individually, would understand that she represented that Monat's products cause miscarriages,
5 trouble with breast feeding, harm to unborn children, infertility, hormonal imbalance, scalp sores,
6 chemical burns, hair loss, and balding.

7 77. Miller's statements have caused mental anguish and unnecessary stress for
8 Monat employees who have had to deal with the business repercussions of Miller's false
9 statements.

10 78. Miller made her statements with willful and malicious intent, as
11 demonstrated by the content of her posts.

12 79. Miller made her statements with the intent of causing Monat to lose
13 customers, market share, and Market Partners.

14 80. Miller's statements, which have on information and belief, reached hundreds
15 if not thousands of individuals have directly resulted in significant pecuniary losses caused by the
16 loss of existing and potential Market Partners and customers.

17 81. Miller's false and malicious statements have caused, and continue to cause,
18 Monat to lose product sales. Her statements have improperly, and without justification, dissuaded
19 potential customers from using Monat's products, and have caused existing customers to stop using
20 Monat's products.

21 82. For example, at least one pregnant woman has told a Market Partner that
22 although she believes statements regarding miscarriages, infertility, and hormonal imbalances are
23 false, she will not continue to use or purchase Monat products because it is not worth taking the
24 risk that the statements are true.

25 83. Miller's false and malicious statements have damaged, and continue to
26 damage, Monat's ability to attract new Market Partners.

27 84. Miller has caused Monat to suffer damages greater than \$75,000.00, the
28 exact amount of which will be proven at trial.

1 85. It has been necessary for Monat to retain the services of attorneys to
2 prosecute this action, and it is entitled to the recovery of its attorneys' fees and costs incurred
3 herein.

4 **COUNT III:**
5 **DEFAMATION**

6 86. Monat incorporates Paragraphs 1-67 above as Paragraph 86.

7 87. In addition to making disparaging and false statements about Monat's
8 products, Miller's Facebook posts falsely accuse Monat of lying to customers.

9 88. Miller asserted that Monat is destroying lives and implied Monat is
10 indifferent to suffering allegedly caused by Monat products because Monat is motivated only by
11 money.

12 89. These statements are aimed directly at Monat's business reputation.

13 90. Moreover, Miller has made statements that Monat's products cause
14 miscarriages, harm to unborn babies, infertility, menstruation problems, balding, depression,
15 headaches, migraines, cystic acne, hormonal changes, and bloody stool.

16 91. These comments are egregiously false, and go directly to the core of Monat's
17 business.

18 92. Miller's statements have damaged, and continue to damage, Monat's
19 business reputation.

20 93. There is no applicable privilege covering Miller's statements.

21 94. Miller's statements directly call into question Monat's fitness for trade,
22 business, or profession.

23 95. Miller's statements are false, or she was reckless with regard to the truth or
24 falsity of her claims.

25 96. Miller's claims constitute defamation per se.

26 97. In the alternative, a reasonable person would interpret Miller's statements to
27 represent that Monat engages in unethical business practices, and intentionally distributes products
28 that are harmful to consumers. Miller's claims, therefore, constitute defamation per quod.

1 110. Miller's intentional and unjustified interference and false statements have
2 caused existing and prospective Market Partners to choose not to do business with Monat.

3 111. Miller's intentional and unjustified interference has caused customers to
4 decide to forego purchasing products from Monat. Such economic transactions would have
5 occurred but for Miller's interference.

6 112. On information and belief, there are specific customers who have cancelled
7 orders based on Miller's false and defamatory statements, who will be uncovered through discovery
8 of Miller's communications, Facebook friend list, and other contacts.

9 113. Miller made her statements with willful and malicious intent, as
10 demonstrated by the content of her posts.

11 114. Miller has caused Monat to suffer damages greater than \$75,000.00, the
12 exact amount of which will be proven at trial.

13 115. It has been necessary for Monat to retain the services of attorneys to
14 prosecute this action, and it is entitled to the recovery of its attorneys' fees and costs incurred
15 herein.

16
17 WHEREFORE, Monat Global Corp requests the following relief against Defendant
18 Toni Miller:

19 a) Permanent injunctive relief requiring Miller to remove from her Facebook
20 and the Internet all of her false statements concerning Monat's products;

21 b) permanent injunctive relief preventing Miller from publishing further false
22 statements concerning Monat's products;

23 c) an order requiring Miller to release public statements to ameliorate the
24 negative effect of her false statements;

25 c) compensatory damages based on injury Miller caused to Monat's sales, the
26 value of its products, business interests, and reputation;

27 d) punitive and exemplary damages in excess of \$225,000 for Miller's
28 intentional and maliciously false statements; and

1 e) any other just relief.

2 RESPECTFULLY SUBMITTED this 21st day of February, 2018.

3 McDONALD CARANO LLP

4 By: /s/Amanda C. Yen
5 George F. Ogilvie III (NSBN 3552)
6 Amanda C. Yen (NSBN 9726)
7 2300 West Sahara Avenue, Suite 1200
8 Las Vegas, NV 89102

9 *Attorneys for plaintiff Monat Global Corp.*

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that I am an employee of McDonald Carano LLP, and that on or about the 21st day of February, 2018, a true and correct copy of the foregoing **COMPLAINT** was electronically filed with the Clerk of the Court by using CM/ECF service which will provide copies to all counsel of record registered to receive CM/ECF notification.

/s/ Jelena Jovanovic
An employee of McDonald Carano LLP

INDEX OF EXHIBITS

<u>Description</u>	<u>Exhibit No.</u>
Facebook Page – Toni Miller Advertisement for \$45.00 Hair Treatment for Hair Affected by Monat	A
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Facebook Page – Grandchild, toxicity, destroying lives	C
Facebook Page – Infertility and harm to unborn babies	D
Facebook Page – Dried up Milk	E
Facebook Page – Menstruation Problems	F
Scalp Pictures	G
Bloody Stool, Migraines, Bruising Claims	H
Facebook Page – Infertility, Miscarriages, Wounds on Scalp Claims	I
Facebook Page – Claim re Losing Babies, Period Every Two Weeks	J

EXHIBIT A

**(Facebook Page – Toni Miller Advertisement for
\$45.00 Hair Treatment for Hair Affected by Monat)**

EXHIBIT A

Show of hands... How many of my facebook friends use Monat or sell Monat??? Tell me your experiences please.



Curly Hair by Toni



Like This Page · February 3 near Las Vegas, NV



*****Attention*****

Please do not use Monat. There are so many bad things happening to innocent people, hair loss, breakage, buildup, skin irritations, skin lesions, sterilization and so much more. I WILL NOT COLOR OR CUT YOUR HAIR IF YOU USE MONAT. I will try and reverse the damage and it will be expensive but I will fix it in a few appointments.



Like



Comment



Share



1



EXHIBIT B

(Facebook Page – PH Level is Unsafe)

EXHIBIT B

Chrome File Edit View History Bookmarks People Window Help

VT System Videos on Vimeo Privacy Settings for Mastering Objectives Messenger (19) Toni Miller green hornet - Go MONAT - Log In Hi

Secure https://www.facebook.com/toni.miller.543

Toni Miller Timeline Recent Add Friend

 Toni Miller Timeline Recent Add Friend

 So did WEN. Until people spoke up instead of being ashamed of coming out looking the way they do! This company is going down. It's only a matter of time.
Like · 17h

 Toni Miller The PH level in shampoo and hair care products to be safe is 5.5-6.5 anything lower or higher than that is not deemed safe. Monat is 3.5-4.0 that is unsafe.
Like · 17h

 Toni Miller Making lots of money off of other peoples suffering.
Like · 17h

 People make there own choices not my fault sorry
Like · 17h

 Toni Miller You stand behind a product that is causing women to lose babies?
Like · 17h

 Toni Miller How do you sleep at night?
Like · 17h

 Like I said people make good decisions or bad decisions that is not my fault I'm sorry there's nothing I can do about it
Like · 17h

 Toni Miller So you would let your daughter grand daughter sister wife niece who is of child bearing age use these products knowing they are unsafe?
Like · 17h

 My daughter used it the whole time she was a pregnant nothing happened to her
Like · 17h

 They only look at their own financial gain selling it temporarily.
Like · 17h

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Facebook © 2018

Chat (448)

EXHIBIT C

**(Facebook Page – Grandchild, toxicity,
destroying lives)**

EXHIBIT C

Chrome File Edit View History Bookmarks People Window Help

VT System Videos on Vimeo Privacy Settings for Mastering Objectives Messenger (19) Toni Miller green hornet - Go MONAT - Log In Hi

Secure https://www.facebook.com/toni.miller.543

Toni Miller Timeline Recent Add Friend

My daughter used it the whole time she was a pregnant nothing happened to her
Like · 17h

They only look at their own financial gain selling it temporarily.
Like · 17h

Toni Miller Monat denies the claims and the evidence and they certainly don't tell consumers that the products are toxic
Like · 17h

Toni Miller I hope her baby is normal. Sad thing is the effects of Red Clover and Phytoestrogens may not show up yet in your grandchild and I hope and pray for the sake of your grandchild that the baby continues to stay healthy
Like · 17h

Toni Miller I have a conscience and it won't allow me to sell or back a product that is destroying peoples lives
Like · 17h

The baby is fine and I still work 3 jobs
Like · 17h

I'm as poor comes thank u
Like · 17h

I feel bad for you. If your that bad off maybe it would be in your best interest to have your wife stop investing in a company headed towards major class action lawsuits and save that money. I'm sure Toni could suggest some far better products at a lesser price. 🙏
Products that have never caused these kids of issues.
Like · 17h

Friends

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Toni Miller shared Bi-Polar Complex's video.
January 29 at 8:38pm

Chat (448)

EXHIBIT D

**(Facebook Page – Infertility and harm to
unborn babies)**


EXHIBIT D

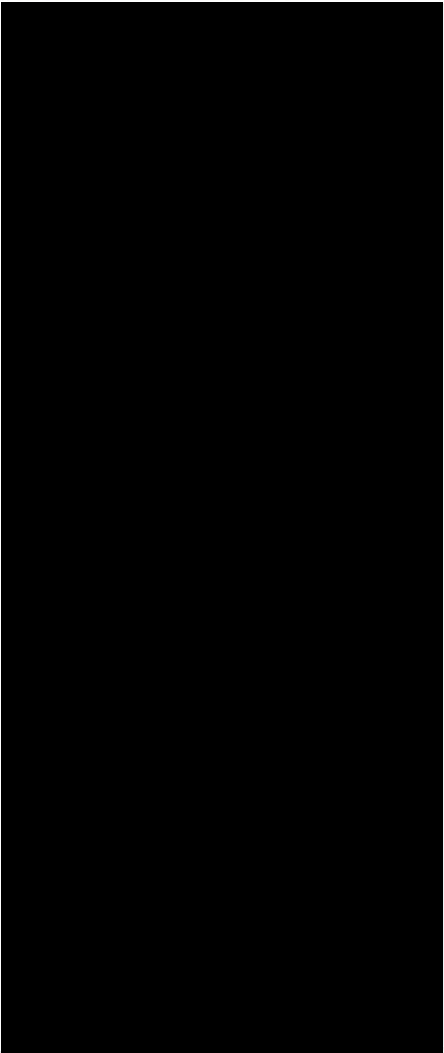
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Secure https://www.facebook.com/toni.miller.543


Toni Miller Timeline Recent Add Friend

 Toni Miller Timeline Recent



 Add Friend


 Toni Miller This is the worst product I have ever seen for hair.
Like · 1d


 I don't trust any of the MLM's.. it's a get rich scheme at the customers expense, from shakes to hair products. I wouldn't spend a dime on any of them.
Like · 1d 2

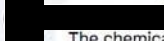
 Toni Miller Exactly ..
Like · 1d



 Toni Miller It is an MLM. I sell haircare and skincare products to my clients at my cost. Not one of my clients ever paid retail cost. I value my clients and their friendships. I would never sell them a product I didn't believe in or one that could potentially harm them their family or an unborn baby or cause infertility.
Like · 1d 3

 Toni Miller We have gone through so much with BII . The effects on our bodies from implants why add fire to the the already flame.
Like · 1d 2

 I agree.. if I can't buy it from a salon without getting pushed to sell the product it's definitely not for me!
Like · 1d 1

 Exactly!!
Like · 1d 1

 The truth behind Wen & Monat
The chemical breakdown of Monat:.... See More
Like · 1d 4

 Toni Miller Ty. 
Like · 23h

 Then there's this....
monatisbs
Like · 18h 2

Chat (449)

EXHIBIT E

(Facebook Page – Dried up Milk)

EXHIBIT E

Chrome File Edit View History Bookmarks People Window Help


VT System Videos on Vimeo Privacy Settings for Mastering Object Messenger (19) Toni Miller green hornet - Go MONAT - Log In Hi


Secure https://www.facebook.com/toni.miller.543

Toni Miller

Home

Toni Miller Timeline Recent Add Friend

 Toni Miller



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CEER DRUG INFO

Dear Sirs,

Thank you for writing to the Division of Drug Information in the FDA's Center for Drug Evaluation and Research (CDER).


FDA approved certain drug products under state licensure. For information about currently marketed products, we suggest that you contact the Office of Compliance and Control in FDA's Center for Drug Safety and Applied Research (CDASAR) via the website at <https://www.fda.gov/cder/occc>.

Please do not use FDA-approved drug products unless you have found that it may be making drug claims as far as that you need to be FDA via the following website as that the notification goes through the proper channels <https://www.fda.gov/cder/occc>.


Search for CDER Drug Safety and Compliance Center

Best regards,
Ph. Drug Information Specialist
Division of Drug Information - Center for Drug

Like · 17h

Toni Miller  have you seen the pictures of the men women and children who are losing hair and had chemical burns lost babies and are having fertility issues ?


Like · 17h

 Yes I use it my wife use it no problems yet knock on wood

Like · 17h

Toni Miller Women having the breast milk dry up while nursing. Its horrific


Like · 17h

 Wow


Like · 17h

Toni Miller Good luck with that.

Like · 17h

 Making lots of money 🤑

Like · 17h

 So did WEN. Until people spoke up instead of being ashamed of coming out looking the way they do! This company is going down. It's only a matter of time.

Like · 17h

Toni Miller The PH level in shampoo and hair care products to be safe is 5.5-6.5 anything lower or higher than that is not deemed safe. Monat is 3.5-4.0 that is unsafe.

Like · 17h

Chat (449)

EXHIBIT F

(Facebook Page – Menstruation Problems)

EXHIBIT F

Chrome File Edit View History Bookmarks People Window Help

VT System Videos on Vimeo Privacy Settings for Mastering Objectives Messenger (19) Toni Miller green hornet - Go MONAT - Log In Hi

Secure https://www.facebook.com/toni.miller.543

Toni Miller Timeline Recent Add Friend

Toni Miller The Red Clover and Phytoestrogens in Monat are causing menstruation problems and infertility as well as miscarriages.
Like · 23h


I wont color anyone that uses it ...i want the 7 to speak out but they are embarrassed enough they didnt take my advicei feel social media takes over our jobs because i can talk product all day long and some still get sucked in to mlm companies
Like · 22h

Toni Miller Truth. If you can get any of your clients to speak with my daughter for her News story that would be fantastic.
Like · 22h

Ya im tryingi know 3 of them are speaking privately with lawyers and were put in a silence contract so that could be why ...the others wernt as bad but i ve never in my 27 years seen color do what it did ...and i am strict about manufactures directions with mixing and timing
Like · 22h

Toni Miller This is so sad. I hate that this product is doing so much damage not only to hair but to our bodies and causing infertility issues. It is heartbreaking. I miss the days when all I had to ask in a consultation with a client was whether or not they used Box dye or Henna or Splat.
Like · 22h

I DO NOT KNOW WHAT DAT IS... I WAS JUST GONNA POST THIS FOR YOU Toni Miller TO GIVE YOU A LIL SMILE 😊❤️ IT'S YOU N ME, BESTIES 😊❤️ HAVE A GREAT DAY SWEETIE



Chat (448)

EXHIBIT G

(Scalp Pictures)

EXHIBIT G



Toni Miller added 6 new photos.

...

8 hrs · Las Vegas, NV · 🌐

Clients past, present & future,

After much consideration, I have decided to make my decision public about refusing chemical/color services to ANY and ALL clients who are using Monat's haircare system. I feel as if I have no choice in this matter, due to increased allegations of hair breakage and/or increased hair loss, balding, etc. I need to protect my business as well as my patrons. If you would like to begin healing your hair I have several treatments available.

xoxo,

Toni




EXHIBIT H

(Bloody Stool, Migraines, Bruising Claims)

EXHIBIT H

Toni Miller

42 mins · Las Vegas, NV · 

#truthaboutmonat #monatcares/not
Ack. As a stylist it is my duty to speak out about a product line that has been not listening to their customers concerns.

If you have been a customer of Monat..
If you are having ANY adverse reactions.
Listen to yourself. You know your body better than anyone.

I am in a group that grew from 140 people to 12,000+ clients in TWO MONTHS having adverse reactions. I have watched with horror the problems people are facing with not only their hair but also hormones, struggles with skin issues etc. I can't even comprehend the issues people are facing by using this product.

I don't say this lightly. Please really pay attention to what you are experiencing while using this product.

For those of you having ANY issues please use the guide below to report your issues.

Just some helpful info
(For Canada & USA)

Use the hashtags to find this post easily by searching the words below

If anyone wants to copy their story & send a photo of their issues as a backup you may forward it to..

hairponzi@gmail.com

#men on Monat



Toni's Post



If you are experiencing any of the following changes

1. Blood in your stool
2. changes to moods/depression
3. Cramping
4. Breaks/cuts in your skin that doesn't heal
5. Bruising
6. Headaches or migraines

STOP ALL USE immediately!

Book an appointment with your doctor, have your blood and hormones tested ASAP! Do not be embarrassed as you are not the only one!

#women on monat

If you are experiencing any of the following changes

1. hormone changes (more frequent periods)
2. cystic acne you have never had before
3. increased migraine headaches
4. new rashes
5. greasy roots with hay like ends
6. itching burning on your scalp or body
7. excessive amounts of hair thinning or "shedding" / "detox"

#beforeandafters

-if you make a post about your experience make sure to watermark your photos indicating which is before and after so that MPs do not steal and reverse your photos and use them to promote Monat marketing

#marketpartneragreement

http://monatglobal.com/wp-content/uploads/sites/5/2016/06/Policies-and-Procedures_CA_v2.pdf

#monatclient

#monatrep

Screen shot your proof of purchase too. They are deleting customers accounts





Toni's Post



-cancel your credit card AFTER you cancel your Monat account making sure you have an email copy as proof.

#bullying #bully

<https://cyberbullying.org/advice-for-adult-victims-of-cyberbullying>

- Save every bit of evidence. All screenshots, messages and beyond. Email them to yourself and save them on flashdrives

- Create a concise timeline. This is important. Dates and times for all conversations, harassment.. everything. Be SUPER thorough.

- If people are messaging family, friends and businesses get those SS's and add to the timeline. Add everything.

- Call a lawyer in your area that specializes in harassment. Most law offices have a free consult!

- Go to your local PD file a police report. All harassment needs to be on file.

Send a copy as well to the DSA

#DSA

<http://www.dsa.org/consumerprotection/filing-a-code-complaint/complaint-form>

Screen capture your conversation and keep a copy and submit to

#BBB

<https://www.bbb.org/consumer-complaints/file-a-complaint/nature-of-complaint/>



**#MonatEmail**

Email : monatsupport@monatglobal.com

#FDA

<https://www.fda.gov/Safety/ReportaProblem/ConsumerComplaintCoordinators/default.htm>

#FTC

<https://www.ftccomplaintassistant.gov/#crnt>

#CanadaGovernment

[http://www.healthycanadians.gc.ca/apps/radar/CPS-SPC-0001.08.html?
_ga=2.241482114.1876628817.1516079355-466967643.1516079355](http://www.healthycanadians.gc.ca/apps/radar/CPS-SPC-0001.08.html?_ga=2.241482114.1876628817.1516079355-466967643.1516079355)

#fraud in Canada (resolution to no refund)

<http://www.antifraudcentre-centreantifraude.ca/victim-victime/index-eng.htm>

#TV Market Place (canada)

marketplace@cbc.ca

<https://www.facebook.com/vicecanada/>

#CTV in Canada

health@ctv.ca

w5@ctv.ca

#globeandmail in Canada

cbrousseau@globeandmail.com

#TV 2020 in USA

<http://abcnews.go.com/WN/mailform?id=10691207>

#TV Doctor Oz in USA

<http://www.doctoroz.com/guest-plug/do-you-need-dr-ozs-heln>





#complaints in USA

<http://www.freshfromflorida.com/Contact-Us/File-a-Complaint>

#howtowriteacomplaint

<http://www.consumerhandbook.ca/en/topics/products-and-services/complaints>

#aftermonat

1. Stop using ALL Monat products
2. Take photos of your hair and issues
3. Write down a history of your hair the year before you used it, how long, and what happened while you used it, why you quit and what are the results of your hair currently. Include dates if possible
4. Phone your doctor if you have /had issues and have it documented and hormones checked and scalp checked for lesions
5. Phone local salons and ask if the have Malibu treatments, olaplex and a deep conditioners. Book an appointment and have the treatment done soon after your doctors appointment
6. Talk to any stylist who does not believe in using Monat and ask them about helping you pick a professional product and buy from a salon that Guarantee their products (only guaranteed when purchased from a licensed salon for a reason)
7. Start taking notes of changes once you have switch to a new line.
8. Submit your complaints to appropriate links above

Contact the FDA Consumer Complaint Coordinator for the state in which you reside. Please Note: There is not a Consumer Complaint Coordinator in each state. Consumer Complaint Coordinators are assigned to a district which may





Toni's Post



include more than one state. Therefore, several states may have the same Consumer Complaint Coordinator assigned to them.

If you require the use of a Relay Service, please call the Federal Relay Services at 800-877-8339. This is a toll free relay service to call Federal agencies from TTY devices.

State Phone Number

Alabama 513- 679-2700

Alaska 800-353-3965 (toll free)

Arizona 303-236-3044

Arkansas 855-630-2112 (toll free)

California (Northern)— zip codes 936xx & higher; and zip codes not covered by southern CA 510-337-6741

California (Southern)— zip codes 90xxx - 92xxx, 93000-93199, 93400-93499, 93510, 93532-93539 949-608-3530

Colorado 303-236-3044

Connecticut 800-891-8295 (toll free)

Delaware 877-689-8073 (toll-free)

District of Columbia 410-779-5713

Florida 866-337-6272 (toll free)

Georgia 404-253-1169

Hawaii 808-522-8011 X1100

Idaho 800-353-3965 (toll free)

Illinois 312-353-7840

Indiana 313-393-8189

Iowa 855-202-9780 (toll free)

Kansas 855-202-9780 (toll free)

Kentucky Toll-free in KY only:

800-437-2382

513- 679-2700

Louisiana 513- 679-2700

Maine 800-891-8295 (toll-free)

Maryland 410-779-5713

Massachusetts 800-891-8295 (toll-free)



EXHIBIT I

**(Facebook Page – Infertility, Miscarriages,
Wounds on Scalp Claims)**


EXHIBIT I

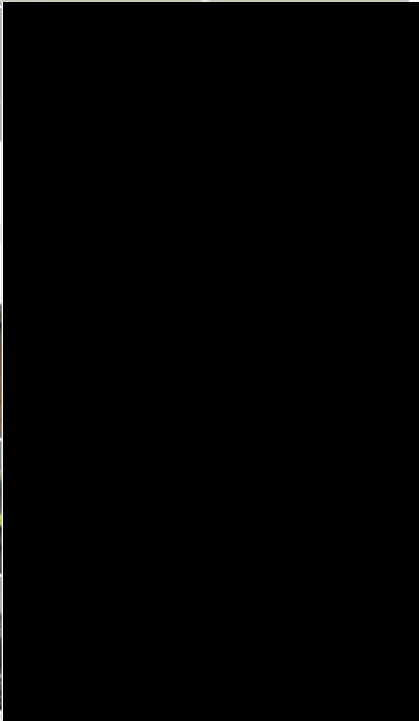
Chrome File Edit View History Bookmarks People Window Help


VT System Videos on Vimeo Privacy Settings for Mastering Objective Messenger (19) Toni Miller green hornet - Go MONAT - Log In Hi

Secure https://www.facebook.com/toni.miller.543

Toni Miller Timeline Recent Add Friend

 Toni Miller





 Friends


English (US) · Español · Português (Brasil) · Français (France) · Deutsch +

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Toni Miller  the product is really bad. Read up through my comments above and you will see.
Like · 18h


 Maybe his wife needs to see the testimonies from thousands of women 🙄
Like · 18h


 She has done both seen the bad and good people need to read the ingredients and if you are allergic to it then don't use it
Like · 17h

Toni Miller I have never in my life seen a. Shampoo or conditioner make hair fall out break off tangle into knots, cause infertility problems, miscarriages, changes in menstrual cycle, blistering and open weeping wounds on the scalp.
Like · 17h

 Me either but I didn't believe in till I saw my friends hair after 6 month use he now has hair
Like · 17h

 They also claim its FDA approved... Yet the FDA denies it. 😊


Like · 17h

Toni Miller  have you seen the pictures of the men women and children who are losing hair and had chemical burns lost babies and are having fertility issues ?
Like · 17h

Chat (449)

EXHIBIT J

**(Facebook Page – Claim re Losing Babies,
Period Every Two Weeks)**

EXHIBIT J

Chrome File Edit View History Bookmarks People Window Help

VT System Videos on Vimeo Privacy Settings for Mastering Objectives Messenger (19) Toni Miller green hornet - Google MONAT - Log In

Secure https://www.facebook.com/toni.miller.543


Toni Miller Timeline Recent Add Friend

Like · 1d

Toni Miller Yesssss...

Like · 1d

Toni Miller



Like · 1d 2

I seen too many reviews over the "detoxing" period. If I lost that much hair detoxing I wouldn't need shampoo.

Like · 1d 2

Toni Miller Hair doesn't detox. This product is worse than Wen ever was. It coats the hair shaft and the scalp with wax causing the hair to die. There are reports of women losing babies and having their periods every two weeks. Causing infertility.

Like · 1d 1

Toni Miller This is the worst product I have ever seen for hair.

Like · 1d

I don't trust any of the MLM's.. it's a get rich scheme at the customers expense, from shakes to hair products. I wouldn't spend a dime on any of them.

Like · 1d 2

Toni Miller Exactly ..

Like · 1d

Toni Miller It is an MLM. I sell haircare and skincare products

English (US) · Español · Português (Brasil) · Français (France) · Deutsch

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Chat (451)

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

MONAT GLOBAL CORP.,

(b) County of Residence of First Listed Plaintiff Miami-Dade, Florida
(EXCEPT IN U.S. PLAINTIFF CASES)

(c) Attorneys (Firm Name, Address, and Telephone Number)
George F. Ogilvie III (NV Bar #3552) & Amanda C. Yen (NV Bar #9726)
McDonald Carano LLP; Telephone: (702) 873-4100
2300 West Sahara Avenue, Suite 1200, Las Vegas, Nevada 89102

TONI MILLER

County of Residence of First Listed Defendant Clark County, Nevada
(IN U.S. PLAINTIFF CASES ONLY)

NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.

Attorneys (If Known)

II. BASIS OF JURISDICTION (Place an "X" in One Box Only)

- ☐ 1 U.S. Government Plaintiff
- ☐ 2 U.S. Government Defendant
- ☐ 3 Federal Question
(U.S. Government Not a Party)
- ☒ 4 Diversity
(Indicate Citizenship of Parties in Item III)

III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff
(For Diversity Cases Only) and One Box for Defendant)

	PTF	DEF		PTF	DEF
Citizen of This State	<input type="checkbox"/> 1	<input checked="" type="checkbox"/> 1	Incorporated <i>or</i> Principal Place of Business In This State	<input type="checkbox"/> 4	<input type="checkbox"/> 4
Citizen of Another State	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 2	Incorporated <i>and</i> Principal Place of Business In Another State	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 5
Citizen or Subject of a Foreign Country	<input type="checkbox"/> 3	<input type="checkbox"/> 3	Foreign Nation	<input type="checkbox"/> 6	<input type="checkbox"/> 6

IV. NATURE OF SUIT (Place an "X" in One Box Only)

CONTRACT		TORTS		FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES
<input type="checkbox"/> 110 Insurance <input type="checkbox"/> 120 Marine <input type="checkbox"/> 130 Miller Act <input type="checkbox"/> 140 Negotiable Instrument <input type="checkbox"/> 150 Recovery of Overpayment & Enforcement of Judgment <input type="checkbox"/> 151 Medicare Act <input type="checkbox"/> 152 Recovery of Defaulted Student Loans (Excludes Veterans) <input type="checkbox"/> 153 Recovery of Overpayment of Veteran's Benefits <input type="checkbox"/> 160 Stockholders' Suits <input type="checkbox"/> 190 Other Contract <input type="checkbox"/> 195 Contract Product Liability <input type="checkbox"/> 196 Franchise	PERSONAL INJURY <input type="checkbox"/> 310 Airplane <input type="checkbox"/> 315 Airplane Product Liability <input checked="" type="checkbox"/> 320 Assault, Libel & Slander <input type="checkbox"/> 330 Federal Employers' Liability <input type="checkbox"/> 340 Marine <input type="checkbox"/> 345 Marine Product Liability <input type="checkbox"/> 350 Motor Vehicle <input type="checkbox"/> 355 Motor Vehicle Product Liability <input type="checkbox"/> 360 Other Personal Injury <input type="checkbox"/> 362 Personal Injury - Medical Malpractice	PERSONAL INJURY <input type="checkbox"/> 365 Personal Injury - Product Liability <input type="checkbox"/> 367 Health Care/ Pharmaceutical Personal Injury Product Liability <input type="checkbox"/> 368 Asbestos Personal Injury Product Liability PERSONAL PROPERTY <input type="checkbox"/> 370 Other Fraud <input type="checkbox"/> 371 Truth in Lending <input type="checkbox"/> 380 Other Personal Property Damage <input type="checkbox"/> 385 Property Damage Product Liability	<input type="checkbox"/> 625 Drug Related Seizure of Property 21 USC 881 <input type="checkbox"/> 690 Other	<input type="checkbox"/> 422 Appeal 28 USC 158 <input type="checkbox"/> 423 Withdrawal 28 USC 157 PROPERTY RIGHTS <input type="checkbox"/> 820 Copyrights <input type="checkbox"/> 830 Patent <input type="checkbox"/> 835 Patent - Abbreviated New Drug Application <input type="checkbox"/> 840 Trademark LABOR <input type="checkbox"/> 710 Fair Labor Standards Act <input type="checkbox"/> 720 Labor/Management Relations <input type="checkbox"/> 740 Railway Labor Act <input type="checkbox"/> 751 Family and Medical Leave Act <input type="checkbox"/> 790 Other Labor Litigation <input type="checkbox"/> 791 Employee Retirement Income Security Act IMMIGRATION <input type="checkbox"/> 462 Naturalization Application <input type="checkbox"/> 465 Other Immigration Actions	<input type="checkbox"/> 422 Appeal 28 USC 158 <input type="checkbox"/> 423 Withdrawal 28 USC 157 PROPERTY RIGHTS <input type="checkbox"/> 820 Copyrights <input type="checkbox"/> 830 Patent <input type="checkbox"/> 835 Patent - Abbreviated New Drug Application <input type="checkbox"/> 840 Trademark SOCIAL SECURITY <input type="checkbox"/> 861 HIA (1395ff) <input type="checkbox"/> 862 Black Lung (923) <input type="checkbox"/> 863 DIWC/DIWW (405(g)) <input type="checkbox"/> 864 SSID Title XVI <input type="checkbox"/> 865 RSI (405(g)) FEDERAL TAX SUITS <input type="checkbox"/> 870 Taxes (U.S. Plaintiff or Defendant) <input type="checkbox"/> 871 IRS—Third Party 26 USC 7609	<input type="checkbox"/> 375 False Claims Act <input type="checkbox"/> 376 Qui Tam (31 USC 3729(a)) <input type="checkbox"/> 400 State Reapportionment <input type="checkbox"/> 410 Antitrust <input type="checkbox"/> 430 Banks and Banking <input type="checkbox"/> 450 Commerce <input type="checkbox"/> 460 Deportation <input type="checkbox"/> 470 Racketeer Influenced and Corrupt Organizations <input type="checkbox"/> 480 Consumer Credit <input type="checkbox"/> 490 Cable/Sat TV <input type="checkbox"/> 850 Securities/Commodities/Exchange <input checked="" type="checkbox"/> 890 Other Statutory Actions <input type="checkbox"/> 891 Agricultural Acts <input type="checkbox"/> 893 Environmental Matters <input type="checkbox"/> 895 Freedom of Information Act <input type="checkbox"/> 896 Arbitration <input type="checkbox"/> 899 Administrative Procedure Act/Review or Appeal of Agency Decision <input type="checkbox"/> 950 Constitutionality of State Statutes
REAL PROPERTY	CIVIL RIGHTS	PRISONER PETITIONS				
<input type="checkbox"/> 210 Land Condemnation <input type="checkbox"/> 220 Foreclosure <input type="checkbox"/> 230 Rent Lease & Ejectment <input type="checkbox"/> 240 Torts to Land <input type="checkbox"/> 245 Tort Product Liability <input type="checkbox"/> 290 All Other Real Property	<input type="checkbox"/> 440 Other Civil Rights <input type="checkbox"/> 441 Voting <input type="checkbox"/> 442 Employment <input type="checkbox"/> 443 Housing/Accommodations <input type="checkbox"/> 445 Amer. w/Disabilities - Employment <input type="checkbox"/> 446 Amer. w/Disabilities - Other <input type="checkbox"/> 448 Education	Habeas Corpus: <input type="checkbox"/> 463 Alien Detainee <input type="checkbox"/> 510 Motions to Vacate Sentence <input type="checkbox"/> 530 General <input type="checkbox"/> 535 Death Penalty Other: <input type="checkbox"/> 540 Mandamus & Other <input type="checkbox"/> 550 Civil Rights <input type="checkbox"/> 555 Prison Condition <input type="checkbox"/> 560 Civil Detainee - Conditions of Confinement				

V. ORIGIN (Place an "X" in One Box Only)

- ☒ 1 Original Proceeding ☐ 2 Removed from State Court ☐ 3 Remanded from Appellate Court ☐ 4 Reinstated or Reopened ☐ 5 Transferred from Another District (specify) ☐ 6 Multidistrict Litigation - Transfer ☐ 8 Multidistrict Litigation - Direct File

VI. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing (*Do not cite jurisdictional statutes unless diversity*):
28 U.S.C. Section 1332

Brief description of cause:

Deceptive Trade Practices; Int. Interference with Prosp. Econ. Advantage; Commercial Disp.; Defamation Per Se

VII. REQUESTED IN COMPLAINT:

<input type="checkbox"/> CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, F.R.Cv.P.	DEMAND \$ Injunctive Relief: in excess of \$225,000	CHECK YES only if demanded in complaint: JURY DEMAND: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**VIII. RELATED CASE(S)
IF ANY**

(See instructions):

JUDGE

DOCKET NUMBER

DATE _____

02/21/2018

FOR OFFICE USE ONLY

SIGNATURE OF ATTORNEY OF RECORD

RECEIPT #

AMOUNT

APPLYING IFP

JUDGE

MAG. JUDGE