

## Attorney General Coakley's Aspen Dental Settlement

Attorney General Martha Coakley's Office has entered into a settlement with Aspen Dental concerning allegations that the company (a) charged consumers for dental examinations and x-rays that it advertised would be free and (b) failed to return consumers' prepayments for dental work that was not completed after the consumer discontinued treatment. The settlement requires Aspen Dental to pay refunds to thousands of Massachusetts consumers.

Below is a list of frequently asked questions about the Attorney General's Aspen Dental settlement:

### What is this settlement about?

The Attorney General claimed that Aspen Dental charged consumers for dental examinations and x-rays that it had advertised would be free ("Free Exam") and that Aspen Dental did not return consumers' prepayments for dental services when those dental services were not provided. The settlement relates to those claims, and includes other provisions relating to Aspen Dental's conduct in the future.

### Am I eligible for a refund?

You may be eligible for a refund if you paid for "free" exams and/or x-rays. You may also be eligible for a refund if you prepaid for dental services but have not used those services and have not obtained your money back.

#### "Free" Exams and/or X-rays

You are eligible for a refund if you paid "out of pocket" for a dental examination and/or x-ray that:

- took place in an Aspen Dental office in Massachusetts;
- took place between September 12, 2009 and December 31, 2013; and
- you were receiving a dental examination or x-ray at an Aspen Dental office for the first time.

#### Unused Prepayments

You are eligible for a refund of unused prepayments if:

- you paid for dental services at an Aspen Dental office in Massachusetts,
- as of December 22, 2014, Aspen Dental held the money that you had paid for dental services that you never received, and
- either,
  - you paid by **cash or check** and, as of December 22, 2014, you have not received dental services at Aspen Dental for at least **180 days** and have no future appointments scheduled, or

- you paid by **credit card** and, as of December 22, 2014, you have not received dental services at Aspen Dental for at least **21 days** and have no future appointments scheduled.

**If I am eligible, what do I have to do to claim my refund?**

Nothing. If you are entitled to a refund, Aspen Dental will send you a letter in the mail, telling you that you are entitled to a refund and enclosing a check.

You do not need to do anything to claim a refund.

**When will Aspen Dental begin sending the refunds?**

Aspen Dental will begin sending refunds for the “free” exam and x-rays between January and March 2015.

Aspen Dental will begin returning unused prepayments between January and April 2015.

**What is the best telephone number to call Aspen Dental to ask about this settlement?**

Consumers with questions should contact Aspen Dental at (866) 273-8606.

If you have questions that are not answered by Aspen Dental, you may contact the Attorney General's Health Care Helpline at (888) 830-6277.