UNITED STATES BANKRUPTCY COURT
MIDDLE DISTRICT OF FLORIDA
JACKSONVILLE DIVISION
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IN RE:	Chapter 11 Cases
TRAJECTOR HOLDINGS, LLC,[1]	Case No. 3:26-bk-03286-JAB Lead Case
	Jointly Administered with
BENEFITS GROUP HOLDINGS, LLC,	Case No. 3:26-bk-03289-JAB
TRAJECTOR MEDICAL, LLC,	Case No. 3:26-bk-03291-JAB
INFINITE IP LLC,	Case No. 3:26-bk-03293-JAB
PERFECT PATH, LLC,	Case No. 3:26-bk-03295-JAB
TRAJECTOR ADMIN SERVICES, LLC,	Case No. 3:26-bk-03296-JAB
BENEFITS INSURANCE, LLC,	Case No. 3:26-bk-03297-JAB
MYLER INSURANCE SERVICES HOLDINGS, LLC,	Case No. 3:26-bk-03298-JAB
ANCHORSIX SERVICES, LLC,	Case No. 3:26-bk-03299-JAB
ATVANTAGE, LLC,	Case No. 3:26-bk-03300-JAB
TRAJECTOR MEDIA SERVICES, LLC,	Case No. 3:26-bk-03301-JAB
GLOBALTEK BPO LLC,	Case No. 3:26-bk-03302-JAB
MYLER DISABILITY HOLDINGS, LLC,	Case No. 3:26-bk-03304-JAB
MYLER DISABILITY, LLC,	Case No. 3:26-bk-03306-JAB
ADDUCO MEDIA, LLC,	Case No. 3:26-bk-03307-JAB
TRAJECTOR DISABILITY, LLC,	Case No. 3:26-bk-03308-JAB
CONTACT CENTER 1, LLC,	Case No. 3:26-bk-03309-JAB
BENEFITS KARMA, LLC,	Case No. 3:26-bk-03310-JAB
EXECUTIVE STAFFING SOLUTIONS, PLLC,	Case No. 3:26-bk-03311-JAB
AMPRY HOLDINGS, LLC,	Case No. 3:26-bk-03312-JAB
CONCIERGE STAFFING SERVICE MANAGEMENT, LLC,	Case No. 3:26-bk-03314-JAB
TRAJECTOR, INC.,	Case No. 3:26-bk-03315-JAB
Debtors.	

[1] The Debtors' mailing address is 5950 NW 1st Place, Suite 200, Gainesville, FL 32607. The last four digits of each Debtor's federal tax identification number are: (i) Trajector Holdings, LLC (7528); (ii) Benefits Group Holdings, LLC (2029); (iii) Trajector Medical, LLC (5243); (iv) Infinite IP LLC (3723); (v) Perfect Path, LLC (3494); (vi) Trajector Admin Services, LLC (2231); (vii) Benefits Insurance, LLC (9835); (viii) Myler Insurance Services Holdings, LLC (3606); (ix) AnchorSix Services, LLC (5009); (x) Atvantage, LLC (7384); (xi) Trajector Media Services, LLC (7509); (xii) Globaltek BPO LLC (1684); (xiii) Myler Disability Holdings, LLC (9924); (xiv) Myler Disability, LLC (0845); (xv) Adduco Media, LLC (0257); (xvi) Trajector Disability, LLC (5136); (xvii) Contact Center 1, LLC (2329); (xviii) Benefits Karma, LLC (1850); (xix) Executive Staffing Solutions, PLLC (1841); (xx) Ampry Holdings, LLC (2323); (xxi) Concierge Staffing Service Management, LLC (2814); and (xxii) Trajector, Inc. (2128).

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REPLY IN SUPPORT OF PUTATIVE CLASS CLAIMANTS' MOTION FOR THE APPLICATION OF BANKRUPTCY RULE 7023 AND FOR LEAVE TO FILE CLASS PROOFS OF CLAIM

Gilbert Quijada, Jr., Jeffrey Phillips, and Kimberly Phillips, individually and on behalf of all others similarly situated (the "**Class Claimants**"), by and through their undersigned counsel, hereby reply (this "**Reply**"), in support of their motion [Dkt. No. 234] (the "**7023 Motion**")[2] requesting application of Bankruptcy Rule 7023 in connection with the Class Claims and approving the filing of the same and in opposition to the response [Dkt. No. 254] (the "**Response**") in opposition to the 7023 Motion filed by the Debtors. In reply, the Class Claimants respectfully state as follows:

Preliminary Statement

Every dollar Trajector Medical collected from a disabled veteran was a dollar federal law forbade it to take. The Motion seeks leave to file a class proof of claim on behalf of a nationwide class of disabled veterans whose VA disability claims the Debtor helped prepare and present, without ever holding the VA accreditation that is the legal precondition to doing that work at all. Congress built a simple, three-tiered wall around veterans' claims to keep out exactly this kind of "claim shark." First, no one may assist in the preparation, presentation, or prosecution of a VA claim unless accredited by the VA as an attorney, claims agent, or veterans service organization representative.[3] Second, even the accredited may not charge a penny for help with an initial claim; a veteran's first claim is, by law, free, and veterans service organizations like the Veterans of Foreign Wars ("**VFW**") and Disabled American Veterans ("**DAV**") do not charge for any claim at

[2] Capitalized terms used but not otherwise defined herein shall have the meanings ascribed to such terms in the 7023 Motion or, as applicable, the Response.

[3] 38 U.S.C. §§ 5901, 5904(a); 38 C.F.R. §§ 14.629, 14.636(b) ("Only accredited agents and attorneys may receive fees from claimants or appellants for their services . . . ."). Charging a fee outside these limits is a federal crime. 38 U.S.C. § 5905.

any stage.[4] Third, only accredited attorneys and agents may ever charge a fee, and only for work after the VA's initial decision, and even then the fee is capped by regulation.[5] Trajector Medical was never accredited, it charged for initial claims, it charged for later claims seeking rating increases, and it pegged its fees to the veteran's VA award—the very contingency structure Congress reserved for accredited agents and then capped. Trajector and its web of affiliated entities dressed this up as "medical consulting" and "medical evidence development," but the label does not change the service or the law. A business that was never permitted to charge veterans anything cannot have earned a lawful fee from any of them.

The Debtors' answer to all of this is that every veteran already "was served" with the Bar Date Notice and a blank proof-of-claim form, so the class device is unnecessary. That answer collapses on its own facts. The Debtors describe their notice as a half-page cover letter, sent by email to 126,800 Trajector Medical clients, that told veterans the company had filed for bankruptcy, "continues to operate," and that they "can file a proof of claim" by a deadline.[6] Not one word of it told a veteran what any of them would actually need to know: that Trajector was never accredited, that federal law barred it from charging them anything, and that every dollar they paid is a dollar they are owed back. Consider the typical class member. He hired Trajector, received a rating or an increase, paid the invoice, and moved on. From where he sits, he got what he paid for. Nothing in his experience, and nothing in the Debtors' notice, would suggest he has a claim at all, let alone a claim for a full refund. And the Debtors sent that notice from the one address least likely to be opened: an unsolicited email from a former vendor whose relationship

[4] 38 U.S.C. § 5904(c)(1); 38 C.F.R. § 14.636(c) (no fee for services rendered before the agency of original jurisdiction issues notice of its initial decision on the claim); 38 U.S.C. § 5902; 38 C.F.R. § 14.628 (recognition of veterans service organizations).
[5] 38 C.F.R. § 14.636(e)–(f). Fees may be based only on past-due benefits, a fixed fee, an hourly rate, or a combination; a contingency fee of 20% or less of past-due benefits is presumed reasonable, and one exceeding 33⅓% is presumed unreasonable.
[6] Response ¶¶ 10–12.

with the veteran had already ended, arriving in the same inbox as the marketing it used to send. The Debtors' "robust" service proves only that 126,800 veterans received an email they had no reason to open or read and could not have understood if they did. That is precisely the gap the class proof of claim exists to close.

The Debtors' Response asks this Court to surrender control over its own claims-allowance process. It should not. Moreover, the Debtors' position is internally inconsistent. The Debtors argue bankruptcy's collective claims process obviates the need for a class proof of claim, but also argue that the claims of class members must in resolved in individual arbitrations. The Class Claims are claims against the Debtors' estates, and the allowance and administration of these claims are core bankruptcy functions. The veteran claims should be resolved in the bankruptcy case, not in a series of individual arbitrations. Further, the only class-action waiver the Debtors identify is embedded in, expressly tied to, and made non-severable from arbitration. If arbitration does not apply to the veteran claims, the class-action waiver also does not apply.

The Debtors' tortured interpretation of *Musicland* and its progeny does not save the Response. The Class Actions in this case were filed mere months prior to the bankruptcy and had little practical opportunity to reach certification before bankruptcy; the Debtors' notice to veteran creditors was deficient and generated almost no meaningful participation from the very veterans whose complaints and related regulatory scrutiny caused these chapter 11 filings; and the supposed harm to the estates is the ordinary consequence of recognizing and resolving disputed claims. The administration of the bankruptcy estates of the Debtors will not prejudiced by allowing aggrieved veterans to recover as a class. To the contrary, Rule 7023 exists to permit efficient treatment of claims that otherwise risk disappearing through the impracticality of individual prosecution. Indeed, this procedural mechanism embedded in the bankruptcy code paves the way for the

Debtors to resolve the hundreds of claims already filed in these cases in one, swift and efficient swoop. If the Debtors are correct—which they are not—but if they are, that the claims are not actually claims, Rule 7023 does not breathe life into an otherwise dead claim. Accordingly, the Motion should be granted.

Argument

I. The Claims Administration Process Is Core and Should Not be Subject to Arbitration.

1. The Debtors' arbitration argument fails because the claims-allowance process is core. The Debtors' reliance on *Whiting-Turner Contracting Co. v. Electric Machinery Enterprises, Inc. (In re Electric Machinery Enterprises, Inc.)*,[7] overlooks the context of the proceeding that case addressed. There, a debtor-subcontractor sought to recover construction-contract proceeds from a non-debtor contractor.[8] The action was non-core because it sought recovery from a third party, not resolution of creditors' claims against the estate.[9] Indeed, the Eleventh Circuit expressly distinguished proceedings centered on "modifying the rights of creditors who make claims against the bankruptcy debtor's estate."[10] But that is precisely the issue presented by the 7023 Motion and the class proofs of claim.

2. Congress expressly designated estate administration and the allowance or disallowance of claims against the estate as core proceedings.[11] The Class Claimants invoke those precise functions: filing, administering, and ultimately resolving claims against the Debtors through the bankruptcy claims-allowance process. The Debtors nevertheless label the Class

[7] 479 F.3d 791 (11th Cir. 2007)
[8] Id. at 794–95.
[9] Id. at 797–98.
[10] Id. at 798.
[11] 28 U.S.C. § 157(b)(2)(A)–(B).

Claims non-core because the underlying causes of action arise under nonbankruptcy law.[12] Section 157(b)(3) ***explicitly*** forecloses that argument:

> The bankruptcy judge shall determine, on the judge's own motion or on timely motion of a party, whether a proceeding is a core proceeding under this subsection or is a proceeding that is otherwise related to a case under title 11. ***A determination that a proceeding is not a core proceeding shall not be made solely on the basis that its resolution may be affected by State law.*** [13]

3. The Eleventh Circuit recently rejected the same argument in *Guan v. Ellingsworth Residential Community Association, Inc. (In re Ellingsworth Residential Community Association, Inc.)*. [14]There, a creditor argued that her state-law claims were non-core and belonged outside bankruptcy, but the court disagreed.[15] By filing proofs of claim, she submitted those claims to the bankruptcy court's equitable jurisdiction, and their adjudication became a core claims-allowance proceeding.[16] The reason was straightforward: "the Bankruptcy Court must have the power to settle all disputes relating to the claims-allowance process."[17] The Debtors' effort to characterize the Class Claims solely by their prepetition causes of action makes the same mistake section 157(b)(3) prohibits and the Eleventh Circuit soundly rejected. The veterans' Class Claims are claims against bankruptcy estates, presented for allowance and administration in bankruptcy, and subject to the claims-administration tools available to the Court (including Rule 7023).

4. Moreover, the Class Claims are not within the scope of the alleged arbitration clauses. The Philips agreement, attached to the Response as Exhibit C, requires arbitration only where "a dispute arises under this agreement." That is a narrow arbitration clause under Florida

[12] Response ¶ 33.
[13] 28 U.S.C. § 157(b)(3).
[14] 125 F.4th 1365 (11th Cir. 2025)
[15] *Id.* at 1382–83.
[16] *Id.*
[17] *Id.* at 1382.

law, reaching only claims having a direct relationship to the agreement's terms.[18] The Class Claims, however, arise from duties imposed independently by statute and public policy[19]—including restrictions on unlawful fee-charging, deceptive practices, and abusive collection conduct—matters that are outside the scope of even a "broad" arbitration clause under Florida law.[20] Those claims therefore fall outside the arbitration provision at the threshold, as the contract itself never sends them to arbitration.

5. Even where a claim falls within an arbitration provision, however—and these do not—the inquiry does not end there. *Electric Machinery* requires a separate finding that enforcing an otherwise valid arbitration agreement would inherently conflict with the Bankruptcy Code.[21] Where, as here, the dispute concerns claims allowance, that conflict is apparent. This District has affirmed Judge Delano's denial of arbitration where the creditors' monetary claims were intertwined with claims allowance and other core bankruptcy issues, explicitly disposing of *Electric Machinery* arguments substantially identical to those asserted by the Debtors.[22]

6. The Debtors insist that this Court cannot consider the 7023 Motion until ***an arbitrator*** determines enforceability and arbitrability.[23] That proposed procedure would delegate

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[18] *See BREA 3-2 LLC v. Hagshama Fla. 8 Sarasota, LLC*, 327 So. 3d 926, 933–36 (Fla. 3d DCA 2021) (agreement to arbitrate "[a]ny dispute under this Agreement" was "undoubtedly narrow," and a statutory claim fell outside the clause because the asserted duty was imposed by law and public policy); *Jackson v. Shakespeare Found., Inc*., 108 So. 3d 587, 593 (Fla. 2013) (a narrow clause reaches claims having a "direct relationship" to the contract's terms).

[19] *See* Declaration of Mark C. Healy [Dkt. No. 39] ¶ 59 (describing the Class Actions' bases as "alleged violation of federal statutes and regulations").

[20] *Seifert v. U.S. Home Corp.*, 750 So. 2d 633, 638–40 (Fla. 1999) (mere existence of the contractual relationship is insufficient where the duty asserted exists independently of the contract); *Kennedy v. Slockett*, No. 2D2024-1681 (Fla. 2d DCA June 11, 2025) (applying this rule where arbitration clause contemplated disputes "arising out of, or relating to" the agreement).

[21] 479 F.3d at 799.

[22] *See Pilgrim Skating Arena, Inc. v. Laubenstein (In re Laubenstein)*, No. 2:20-cv-765-SPC, 2021 U.S. Dist. LEXIS 42193, at *10 (M.D. Fla. Mar. 5, 2021) ("Given that the balance of claims Pilgrim has asserted or seeks to assert in the arbitration are core proceedings, the bankruptcy court properly concluded that enforcement of the arbitration agreement would conflict with the purpose of the Bankruptcy Code.") (*citing In re Bateman*, 585 B.R. 618, 624 (Bankr. M.D. Fla. 2018) and *Electric Machinery*, 479 F.3d at 796).

[23] Response ¶ 35.

a case-wide claims-administration decision to a body other than the Bankruptcy Court, inherently conflicting with the Bankruptcy Code and disposition of core matters. Indeed, a single arbitration cannot determine whether this Court should apply Rule 7023, administer the claims bar date, or coordinate claims resolution with the treatment of other creditors. Those are quintessential bankruptcy functions that bankruptcy courts must preserve to their own judgment and not delegate to arbitrators.

7. The Response itself identifies the bankruptcy purpose that the Debtors' proposed arbitration requirement would impair. To oppose class treatment, the Debtors emphasize that bankruptcy is a collective process capable of resolving claims efficiently in one forum.[24] But to compel arbitration, they would send the same claims out of that forum for individual (and costly) resolution. The question posed by the 7023 Motion is how this Court should administer these claims, not whether the Debtors may use arbitration to postpone or eliminate the Court's exercise of its own authority.

8. The Debtors argue that "the Court should deny the Rule 7023 Motion as not properly before it until an arbitrator determines the enforceability and arbitrability of the arbitration provisions,"[25] but section 157(b)(3) assigns the threshold core/non-core determination to the bankruptcy judge and Rule 9014 commits the Rule 7023 determination to "the court" as well.

9. Accordingly, the Court should reject the Debtors' non-core characterization and decline to compel arbitration where doing so would displace the collective administration of the Class Claims and this Court's jurisdiction.

[24] Response ¶¶ 36–38.
[25] *Id.* at 35.

II. The Class Claimants Did Not Execute an Independent Class Waiver.

10. The Debtors' class-waiver argument depends on the arbitration agreement they seek to enforce. Thus, the class-waiver provision is dependent on arbitration. In *Woodard v. Navient Solutions, LLC (In re Woodard)*,[26] the alleged class waiver was embedded in an arbitration provision and, by its terms, operated only in connection with arbitration. After holding arbitration inapplicable, the court similarly held: "Because the arbitration clause is inapplicable here, the class action waiver does not apply."[27] The court expressly distinguished agreements containing separate or broader waivers that independently prohibited class proceedings from those contained in an arbitration provision. [28]

11. *Teran v. Navient Solutions, LLC (In re Teran)*[29] reached the same result. There, the agreement provided that, if a party elected arbitration, the parties waived class participation, and the defendant argued that the waiver nevertheless independently barred class certification. The court rejected this argument, explaining that because the relevant claims could not be compelled to arbitration, "the Class Action Waiver within the Arbitration Agreement [was] inapplicable." [30]

12. The Debtors concede that the pre-August 31, 2023 agreements—including Jeffrey Phillips's agreement—contained arbitration provisions but no class-action waiver at all.[31] For the later agreements, the Debtors themselves describe the class waivers as "built into" the arbitration provisions and as waivers "in favor of individual arbitrations."[32] The Debtors cannot read away a limitation they inserted into the inapplicable arbitration agreement to obtain a blanket class action

[26] Nos. BK 08-81442, A21-8023-TLS, 2023 Bankr. LEXIS 593, at *11 (Bankr. D. Neb. Mar. 8, 2023).
[27] *Id.* at *11.
[28] *Id.*
[29] 649 B.R. 794 (Bankr. N.D. Cal. 2023).
[30] Id. at 806.
[31] Response ¶¶ 20–21.
[32] Id. at 3, ¶ 34.

waiver. At minimum, the waiver argument cannot defeat Rule 7023 across the proposed Classes when the Debtors concede that no such waiver existed in the earlier agreements.

13. Nor do the Debtors' cited authorities answer that threshold question. *Italian Colors*, *Concepcion*, *Cruz*, and *Jenkins*[33] hold only that a waiver of class arbitration in an ***otherwise enforceable*** arbitration agreement may be enforced. None of these cases, however, hold that a court may ***enlarge*** the scope of the parties' alleged agreement by severing an arbitration-dependent class waiver from the arbitration provision that purports to give it effect.

14. The alleged class waiver in these cases, which was drafted by the Debtors, states in no uncertain terms that "BY AGREEING TO ARBITRATE DISPUTES . . . YOU HEREBY WAIVE" class action treatment and that such "Class Action Waiver is material and essential ***to the arbitration*** of any claims ***and is non-severable*** from this section."[34] Insofar as the core proof of claim dispute is subject to arbitration, the Debtors cannot sever the alleged class waiver from the arbitration provision to which it is "material," "essential," and "non-severable."

III. The Debtors' Application of *Musicland* Is Unavailing.

a. The Absence of Prepetition Certification Carries Little Weight Here.

15. The Debtors insist that the first *Musicland* factor asks only whether certification occurred, without regard to why it did not.[35] The relevant case law rejects that mechanical approach. Where claimants had little opportunity to obtain prepetition certification, its absence removes a potential consideration favoring class treatment, but does not weigh against it.[36] The Debtors assert that, unlike *Think Finance* or *Connaught*, the prepetition Class Actions pending

[33] *See* Response ¶ 34.
[34] *Id.* at ¶ 22, Ex. D (emphasis added).
[35] Response ¶ 45.
[36] *In re Think Fin., LLC*, 2018 Bankr. LEXIS 4213, at *19–20 (Bankr. N.D. Tex. Aug. 30, 2018); *see also MF Global.*, 512 B.R. at 763; *Connaught*, 491 B.R. at 98; *In re Chaparral Energy, Inc.*, 571 B.R. 642, 649 (Bankr. D. Del. 2017).

against the Debtors had little to do with the bankruptcy filing.[37] But their CRO identifies regulatory restrictions on the same fee-charging business model challenged by the Classes as a substantial source of the Debtors' financial distress. Indeed, state laws restrictions prohibiting the same conduct that is the subject of the class claims prompted the Debtors' suspension of services to veterans in 23 states and contributed to an approximately 60% decline in Trajector Medical's revenue.[38] The CRO further explains that regulatory ***and litigation*** pressures constrained the Debtors' unsuccessful refinancing efforts. [39]

16. Indeed, *Connaught* supplies the better rule: the weight assigned to prepetition certification depends on whether the class claimants had a realistic opportunity to obtain certification prepetition. There, Judge Bernstein—the author of *Musicland*—gave the factor no weight where the challenged terminations occurred shortly before bankruptcy, leaving no opportunity for certification.[40] Here, the Class Actions were filed only months before bankruptcy and were stayed pending resolution of the arbitration issues.[41] Thus, there was no meaningful opportunity for class certification prepetition.

17. While bankruptcy courts place much import on *Musicland*'s three-factor test, it is merely a framework for exercising discretion—not a substitute for it. In *Connaught*, Judge Bernstein explained that delay, surprise, and prejudice, not merely the absence of prepetition certification, had doomed the earlier motion in *Musicland*.[42] When facts were different in *Connaught*, he did not mechanically repeat the result from *Musicland*. Thus, absence of

[37] Response ¶ 45.
[38] Declaration of Mark C. Healy [Dkt. No. 39] ¶¶ 59, 63–65.
[39] I*d*. ¶ 69.
[40] *Schuman v. The Connaught Grp., Ltd. (In re The Connaught Grp., Ltd.)*, 491 B.R. 88, 98 (Bankr. S.D.N.Y. 2013).
[41] Healy Decl. ¶¶ 60–61.
[42] 491 B.R. at 98–99.

prepetition certification should carry little, if any, weight in resolving the class proof of claim issue in this case. [43]

b. The Notice Did Not Produce Meaningful Creditor Participation.

18. The Debtors suggest that the low claims filing rate in these cases is "equally consistent" with veteran customers concluding they have no claims.[44] The Debtors' argument that the veteran claims are fictional or frivolous ignores the undisputed fact that the Debtors "claim shark" business has been the subject of two ceases and desist letters by the VA,[45] 336 Better Business Bureau complaints, [46]50 attorney general complaints in the state of Florida alone, [47]and at least one other class action lawsuit against the Debtors. Moreover, summary judgment was recently granted in a class action against a substantially identical business operated by a competitor of the debtor where a class was certified.[48] The fact that only a small fraction of the 120,000 veterans that were served with the misleading cover letter, notice of commencement, and proof of claim form is not because the veteran claims are meritless. Instead, the disparity between the claimants and vanishingly small number of proofs of claim filed by the original claims bar date is certainly attributable to the fact that the notice provided to the veteran claimants was misleading, the Veteran Claimants are not aware that the fees charged by the Debtors violate federal law, and/or the claimants' lack of legal sophistication and the amount of the individual claims does not justify

[43] And, for what it is worth, the *Charter* case remains the premier authority in the Eleventh Circuit regarding the treatment of class proofs of claim, and in that case there was no prepetition certification. *In re Charter Co.*, 876 F.2d 866, 867 (11th Cir. 1989) (April 1984 petition date with class certification occurring over two years later in August 1986).
[44] Response ¶ 51.
[45] *See* **Composite Exhibit A**, attached hereto.
[46] *See* **Exhibit B**, attached hereto.
[47] *See* **Composite Exhibit C**, attached hereto.
[48] *See Ford v. Veterans Guardian VA Claim Consulting, LLC*, No. 1:23-CV-756, Dkt. No. 131 (M.D.N.C. Dec. 30, 2025) (certifying three veteran classes); *id.*, Dkt. No. 175 (M.D.N.C. May 20, 2026) (granting partial summary judgment and holding that defendant acted as an unaccredited agent in violation of federal law); *id.*, Dkt. No. 183 (M.D.N.C. Aug. 3, 2026) (granting summary judgment on liability on class UDTPA claims).

retaining counsel.[49] That is precisely the problem the class mechanism exists to address: holders of uncertain claims "may not recognize their entitlement to file" and, given the burden of investigating and deciding whether to pursue them, "for many small claims, it is class actions or nothing." [50]

19. The Debtors further argue that the fact that the members of the putative class were provided with constitutionally sufficient notice, the Court should not apply Rule 7023. The minimal constitutional sufficiency of notice, however, does not end the inquiry. In *Think Finance*, extensive notice that satisfied due process was a factor that favored class treatment because the notice failed to result in meaningful creditor participation.[51] The question was not compliance with the bar-date order, but whether class procedures offered a superior means of administering the claims.[52] Likewise, *Connaught* granted class treatment although nearly all putative members received ***actual*** bar-date notice but only six filed claims individually.[53] The Debtors' treatment of this factor again overstates *Musicland* beyond what even its author believes is appropriate. Judge Glenn observed in *MF Global* that Judge Bernstein himself later gave the notice factor considerably less weight, recognizing that class-action tolling applies in bankruptcy and that actual receipt of a bar-date notice does not itself resolve whether class treatment is appropriate. [54]

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[49] *Cf. Pioneer Inv. Servs. Co. v. Brunswick Assocs. Ltd. P'ship*, 507 U.S. 380, 398 (1993) (recognizing that confusing presentation of a bar date created a "dramatic ambiguity" in the notice); *In re Grand Union Co.*, 204 B.R. 864, 866–67 (Bankr. D. Del. 1997) (granting relief where bankruptcy notice was "couched in legalese" and difficult for a non-bankruptcy claimant to understand). The near-total absence of veteran proofs of claim is therefore better evidence that the notice failed to communicate that these veterans might themselves be creditors than that the underlying claims do not exist.

[50] *In re Am. Reserve Corp.*, 840 F.2d 487, 489 (7th Cir. 1988); *see also Charter*, 876 F.2d at 871 (recognizing the "goal of permitting the prosecution of small claims which would not be economical to prosecute individually").

[51] 2018 Bankr. LEXIS 4213, at *20–23.

[52] *Id.* at 21.

[53] 491 B.R. at 96, 98.

[54] *See In re MF Global, Inc.*, 512 B.R. 757, 764 (Bankr. S.D.N.Y. 2014) (discussing *Connaught*). The Debtors' related reliance argument is equally meritless. They contend that, because no class was certified prepetition, "potential future class members have no such expectation" that a class claim would protect their rights. Response ¶ 42; *see also id.* ¶ 44 ("[T]here can be no reasonable expectation that a class representative would file claims on behalf of the other members"). But the Supreme Court has squarely held that class tolling does not depend on reliance. *Am. Pipe &*

20. There are two possibilities here: either notice did not reach or meaningfully inform the Veteran Claimants in time to protect their rights, or the filing of individual proofs of claim was not cost effective. The Eleventh Circuit in *Charter* recognized both that potential claimants may not appreciate that they can recover and that the cost of investigating and pursuing individual claims may discourage their prosecution without aggregation.[55] Given the great number of state and federal investigations and considerable consumer complaints, the idea that there are simply no claims against the Debtors strains credulity. Because the individual members of the veteran class have not meaningfully participated in these Chapter 11 Cases (whatever the reason), Rule 7023 should be applied to protect these veterans' rights.

c. Standard Claims Administration Costs Are Not Meaningful Prejudice to Estate Administration.

21. The Eleventh Circuit has expressly rejected the argument that speculative predictions of delay and uncertainty militates against application of Rule 7023. [56]In *Charter*, the Eleventh Circuit rejected the contention that allowance of the class claims would impede timely claims resolution as "not well-founded," explaining that bankruptcy courts routinely estimate claims, "even in highly complex cases."[57] Section 502(c)(1) of the Bankruptcy Code requires estimation where liquidation of a contingent or unliquidated claim would unduly delay administration,[58] and Rule 3018(a)(4) separately permits temporary allowance for plan voting.[59]

Constr. Co. v. Utah, 414 U.S. 538, 552 (1974) (tolling applies even to class members "who were unaware of the proceedings" or "demonstrably did not rely" on them); *see also Connaught*, 491 B.R. at 97 ("The same tolling rule applies in bankruptcy.").

[55] 876 F.2d at 871.

[56] Response ¶ 59.

[57] 876 F.2d at 872–73.

[58] 11 U.S.C. § 502(c)(1) ("There ***shall be*** estimated for purpose of allowance . . . any contingent or unliquidated claim, the fixing or liquidation of which, as the case may be, would unduly delay the administration of the case . . . .") (emphasis added).

[59] Fed. R. Bankr. P. 3018(a)(4) ("Even if an objection to a claim or interest has been filed, the court may, after notice and a hearing, temporarily allow a claim or interest in an amount that the court considers proper for voting to accept or reject a plan.")

The Debtors' speculative concerns about distributions and solicitation identify problems the bankruptcy process is designed to solve and are not grounds to exclude the Class Claims.

22. Nor does invoking operational stabilization, monthly reporting, and potential asset sales establish prejudice.[60] The Debtors identify no transaction or solicitation deadline that class treatment would prevent them from meeting. Resolving disputed and unliquidated creditor claims is part of the restructuring process. As Judge Bernstein noted in *Connaught*, the *Musicland* case involved concrete prejudice to a negotiated plan already undergoing confirmation rather than the ordinary demands of administering a bankruptcy estate.[61]

23. The Debtors' fee argument fares no better. The Debtors contend that certification, discovery, arbitrability, and waiver disputes will increase legal fees and administrative expenses.[62] These expenses will necessarily be incurred—and multiplied—if the veteran claims are pursued individually. Permitting a class proof of claim will, admittedly, increase fees if Debtors oppose class certification. Fees associated with resolution of the merits post-certification, however, will be minimize. The Response supplies neither an estimate of incremental expense nor a comparison with individual adjudication. Indeed, resolving hundreds or thousands of individual claims (especially if each is sent to an individual arbitration as the Debtors contradictorily argue) will be far more expensive than a streamlined Rule 7023 process. Moreover, the Debtors' expense argument is inherent in every class proceeding and, if dispositive, would defeat the class claim procedure the Eleventh Circuit explicitly permits.

24. The Debtors imply harm in light of the uncertainty and potential reduction of distributions to other creditors if the Class Claims are allowed to proceed.[63] But that is not

[60] Response ¶¶ 59–60.
[61] 491 B.R. at 98–99
[62] Response at 4, ¶ 60.
[63] *See* Response at ¶ 59.

bankruptcy prejudice; it is bankruptcy. Indeed, every allowed unsecured claim dilutes every other unsecured claim, and creditors "have no right to the higher share of the debtor's assets they can achieve by excluding rival creditors at the threshold."[64] Courts have been clear that "any dilution of recoveries to other unsecured creditors is simply a function of the filing of a claim, not the filing of a class proof of claim."[65] To borrow from *Think Finance*, "granting the 7023 Motions may dilute [other creditors'] distributions, but they are hardly entitled to the windfall that would result from denying class representation to over 99% of the consumer [veterans]." [66]

25. Finally, the alternative to Rule 7023 application is not that there will be no litigation, as the Debtors indicate. The Debtors assert that they notified more than 129,000 veteran clients, and even modest participation will generate hundreds or thousands of individual claims, motions for late-filed claims, and—under the Debtors' own theory—arbitrations. [67]The *Connaught* court recognized that denying certification and refusing to extend the bar date could produce as much or more delay than application of Rule 7023.[68] There will undoubtedly be a multitude of motions to extend the bar date filed by Veteran Claimants based upon "excusable neglect" and the confusing form and manner of notice provided in this case. The proper comparison is collective adjudication against the realistic burdens of individual claims administration (or arbitration). Efficient administration means resolving claims efficiently, not assuming claimholders will give up.

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[64] In re Am. Reserve Corp. , 840 F.2d 487, 489 (7th Cir. 1988).
[65] *In re Chaparral Energy, Inc*., 571 B.R. 642, 649 (Bankr. D. Del. 2017); *see also Grady v. Quantegy, Inc. (In re Quantegy, Inc.)*, 343 B.R. 689, 694 (Bankr. M.D. Ala. 2006) ("The filing of these claims undercuts the committee's argument regarding the dilution of the claims of other creditors who filed timely claims. Here, although liability has yet to be determined, the class has filed a timely claim.")
[66] *In re Think Fin., LLC*, 2018 Bankr. LEXIS 4213, at *27–28 (Bankr. N.D. Tex. Aug. 30, 2018).
[67] *Id.* at 4, ¶¶ 27–35.
[68] 491 B.R. at 99 ("Finally, if I deny the class certification and extend the bar date for the WARN Act claimants, the delay may be as great or greater than if I grant the motion. Some number, perhaps most of the putative class members will then file claims. The Trust will have to examine every filed claim anyway. . . . If the Trust objects to all of the claims on the same basis, the objections will be consolidated . . . and the parties will effectively litigate the same class action.")

Conclusion

26. In sum, the Court should exercise its discretion and permit the filing of the Class proofs of claim. The veteran claimants hold disputed claims against the Debtor that can and should be resolved in the Bankruptcy Court. Debtors' attempts to disenfranchise the majority of these veterans by opposing the filing of a class proof of claim is contrary to public policies underlying the Bankruptcy Code, Bankruptcy Rule 7023, and class actions. As the Eleventh Circuit aptly noted, "[p]ersons holding small claims, who absent class procedures might not prosecute them, are no less creditors under the Code than someone with a large, easily filed claim."[69] Applying Rule 23 and permitting a class proof of claim in this case will permit all veteran claimants to participate in the bankruptcy case, and further the goal of efficient administration of the bankruptcy estate.

WHEREFORE, the Class Claimants respectfully request the Bankruptcy Court enter an order granting the 7023 Motion in its entirety, and granting such other and further relief as is requested herein and the Court deems just and proper.

Dated: October 8, 2026

Respectfully submitted,

PACK LAW
4649 Ponce de Leon Boulevard, Suite 405
Coral Gables, Florida 33146
Telephone: (305) 916-4500

By: */s/ Joseph A. Pack*
Joseph A. Pack
Email: joe@packlaw.com
Florida Bar No. 117882
Jessey J. Krehl
Email: jessey@packlaw.com
Florida Bar No. 1025848

[69] *In re Charter Co.*, 876 F.2d 866, 871 (11th Cir. 1989).

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that I caused a true and correct copy of the foregoing materials to be served via CM/ECF to all parties registered to receive electronic notice thereby on October 8, 2026.

By: */s/ Joseph A. Pack*
Joseph A. Pack
Florida Bar No. 117882

Composite Exhibit A

Cease and Desist Letters

VA | U.S. Department of Veterans Affairs

VA Accreditation Program (022D)
Office of General Counsel

810 Vermont Avenue, NW
Washington, DC 20420
ogcaccreditationmailbox@va.gov

In Reply Refer To:
022D-63877

JUN 29 2017

Mr. Jim Hill
Vet Comp and Pen Medical Consulting, LLC
2124 SW 102nd Terrace
Gainesville, FL 32607

Dear Mr. Hill:

The Department of Veterans Affairs (VA) has received information that your business, Vet Comp and Pen Medical Consulting, LLC, may be engaged in illegal activities, which include the unauthorized preparation, presentation, and prosecution of claims for VA benefits, as well as charging claimants for your services.

Chapter 59 of title 38, United States Code, and sections 14.626-14.637 of title 38, Code of Federal Regulations, govern the representation of persons seeking VA benefits. Under these laws, an individual must be accredited by VA as an agent, attorney, or representative of a VA-recognized veterans service organization to assist in the preparation, presentation, and prosecution of a claim for VA benefits. 38 U.S.C. §§ 5901-5902, 5904; 38 C.F.R. § 14.629. In other words, to provide assistance with a claim for VA benefits, even without charge, a person must be accredited by VA as an agent, attorney, or service organization representative. VA regulations provide a *one-time* only exception to this general rule, which authorizes a person to provide assistance on a particular claim, but such assistance must be without cost to the claimant and is otherwise subject to the laws governing representation. 38 C.F.R. § 14.630. Because neither you nor your business are currently accredited by VA, you are prohibited by law from assisting veterans in the preparation, presentation, and prosecution of claims before VA.

Section 5902(a)(1) of title 38, United States Code, authorizes VA to recognize veterans service organizations for the purpose of ensuring competent representation of veterans. VA implemented this authority in 38 C.F.R. § 14.628, which, among other things, requires that an organization applying for recognition demonstrate a substantial service commitment to veterans. An organization must apply for VA recognition, demonstrate that it satisfies the legal requirements for recognition, and then certify to VA that each of the organization's representatives who will assist veterans in the preparation, presentation, and prosecution of claims before VA meets the legal requirements for accreditation in 38 C.F.R. § 14.629(a). Vet Comp and Pen Medical Consulting, LLC, has not applied for or received VA recognition. Accordingly, Vet Comp and Pen Medical Consulting, LLC, does not have accredited

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Vet Comp and Pen Medical Consulting, LLC

representatives available to represent veterans before VA and is prohibited by law from representing veterans before VA.

On Vet Comp and Pen Medical Consulting, LLC's website, it states "Ensuring YOU Receive ALL the VA has Promised!" In a section titled "Who We Are & What We Are Experts In," the page advertises that your business is "a private medical/legal consulting firm," that helps "disabled veterans like you obtain ALL of the compensation benefits you're legally entitled to from the Department of Veterans Affairs." Comparing your company's services to VSOs, you highlight that "[t]hey're not legal professionals. . . . They don't have the extensive medical or legal training needed to fully decipher your personal VA disability puzzle from a medical/legal [sic]. . . . [C]an your VSO explain to you why you medically and legally qualify for 70% vs. 30%?" Additional sections of the business webpage, including a 11:56 long video entitled "The 6 Stages of the VA Disability Claims Process," extensively discuss legal entitlement to compensation for disabilities, and advertise how you guide Veterans through the process of applying for benefits, prepare application materials, as well as review prior decisions and records to assess for additional claims, including CUE claims.

Further evidence of your unauthorized representation of claimants for VA benefits is provided by an instruction sheet you provide to clients. The sheet specifically instructs clients to "[r]eview ALL enclosed VA forms and applications for accuracy of information. If you feel that something is inaccurate, please DO NOT alter anything (which includes checking any boxes) unless you call me first!" You further instruct clients to "please call me regarding ALL received correspondences from the VA, and let me handle them for you, so that no processing errors will occur!" The remainder of the instruction sheet provides guidance on filing claims packets, provided by your company, as well what to do upon receipt of various forms from the VA.

These statements strongly suggest that your organization is unlawfully assisting in the preparation, presentation, and prosecution of claims before VA. By assisting in preparing claims, you and your organization are violating the laws governing accreditation. *See* 38 U.S.C. §§ 5901-5902, 5904; 38 C.F.R. § 14.629. To our knowledge, no one from Vet Pen and Comp Medical Consulting, LLC, has obtained VA accreditation as an agent, attorney, or Veterans Service Organization representative. Therefore, you and your organization are prohibited by law from representing veterans before VA.

Further, under the laws governing representation, no person or organization may charge claimants a fee for assistance in preparing initial applications for VA benefits or presenting claims to VA. Only VA-accredited agents and attorneys may charge fees for assisting in a claim for VA benefits, and only after VA has decided the claim, a notice of disagreement (NOD) has been filed initiating an appeal of that decision, and the agent or attorney has complied with the power-of-attorney requirements in 38 C.F.R. § 14.631 and the fee agreement requirements in 38 C.F.R.

3.

Vet Comp and Pen Medical Consulting, LLC

§ 14.636(g). 38 U.S.C. § 5904(c)(1); 38 C.F.R. § 14.636(c).

The restrictions mentioned above are not the only the only restrictions on fees. Although the amount of fees charged by a VA-accredited agent or attorney for work completed after an NOD may be based on a fixed fee, hourly rate, a percentage of benefits recovered, or a combination of these bases, all fees charged must be reasonable. 38 C.F.R. § 14.636(e); *see also* 38 U.S.C. § 5904(a)(5). Factors that are considered in determining whether fees are reasonable include: (1) the extent and type of services performed; (2) the complexity of the case; (3) the level of skill and competence required; (4) the amount of time spent on the case; (5) the results achieved, including the amount of any benefits recovered; (6) the level of review to which the claim was taken and the level of review at which the representative was retained; (7) rates charged by other representatives for similar services; and (8) whether, and to what extent, the payment of fees is contingent upon the results achieved. 38 C.F.R. § 14.636(e). It is important to note that only a fee that does not exceed 20 percent of any past-due benefits awarded is presumed to be reasonable. 38 U.S.C. § 5904(a)(5); 38 C.F.R. § 14.636(f). Conversely, on the other end of the spectrum, any fee that exceeds 33 1/3 percent is presumed to be unreasonable. 38 C.F.R. § 14.636(f). It is further important to note that no fee agreement may require fees to be paid from future payments of benefits to claimants. *See* 38 U.S.C. § 5301(a) (prohibiting assignment or attachment of, or claim of creditors against, payments due or to become due under laws administered by the Secretary of VA, except to the extent specifically authorized by law); *Busch v. West*, 12 Vet. App. 552, 553 (1993) (per curiam order) (holding fee agreement lien provision, which included a lien on "any sums recovered" to be unreasonable under 38 U.S.C. § 7263(d) because it conflicted with § 5301(a) and 5904(d)(3)); *Vargas-Gonzalez v. West*, 12 Vet. App. 63, 64 (1998) (per curiam order) (same).

We have obtained information, including a "Medical Consulting Services Agreement," that discloses the fee arrangement you charge clients. The agreement outlines the fees your company charge, including that a Veteran shall be required to pay three times the difference between the pre-consulting monthly compensation benefit amount and the total newly awarded monthly compensation benefit amount. There is an additional charge of ten percent of any retroactive gross benefit awards that are a result of (1) expert medical opinions, (2) appeals, and/or (3) development of CUE claims. Because Vet Comp and Pen Medical Consulting is not accredited by the VA, and you are not an accredited individual, you and your company are prohibited by law from charging veterans a fee for assisting them in the preparation, presentation, and prosecution of their VA claims. Moreover, even if you were accredited by VA, the terms of the fee agreement allow for situations where the fee payable could exceed 33 1/3 percent of past-due benefits awarded and would be presumptively unreasonable, and would be an unlawful assignment of benefits pursuant to 38 U.S.C. § 5301(a).

Additionally, the standards of conduct for individuals accredited to represent claimants for VA benefits are based upon the Model Rules of Professional Conduct.

Vet Comp and Pen Medical Consulting, LLC

See 38 U.S.C. § 5904(a)(2). Rule 7.1 of the Model Rules of Professional Conduct requires that "[a] lawyer shall not make a false or misleading communication about the lawyer or lawyer's services. A communication is false or misleading if it contains a material misrepresentation of fact or law, or omits a fact necessary to make the statement considered as a whole not materially misleading." Comment [2] to the Rule makes clear that "[t]ruthful statements that are misleading are also prohibited." Your company's website possibly violates these requirements. *See, e.g., In re Huelskamp*, 740 N.E.2d 846, 848 (Ind. 2000). Of particular note is a passage where you boast:

> [D]uring the past 7 years, we NEVER had a single retiring veteran fail to hit 50% or higher VA Svc. Con. Disability rating when we reviewed their medical records while they were in their +/-365 window, with most Army & USMC retirees coming in at 90 to 100% rating. With our help, those veterans file an average of 25-35 claims while in the +/- 365 window vs. an average of 5-15 when they just use a VSO.

You additionally advertise assistance with a "Lifestyle Impact Claim," stating:

> The Lifestyle Impact Claim is a high-value secondary condition that most veterans are eligible for to varying degrees of ratings or intensity. It is one that is rarely acknowledged by the VA regional office, but it provides additional compensation to veterans for the impact their current service connected disability is having on their overall lifestyle, whether that impact is social, recreational, or vocational. Our clients typically receive 30%, 50%, or 70% for just this one claim alone. To qualify for this claim, you MUST be currently service connected at 0% or higher for a disability that is somehow significantly impacting your life in a negative way on a daily basis. We can help you establish a claim for both the disability and its impact on your lifestyle.

We are not aware of any such claim, and, therefore, even if you were accredited, your advertising may be considered a violation of the VA standards of conduct for accredited individuals, which requires that you be truthful in your dealings with claimants and VA as well as prohibits you from, among other things, engaging in conduct involving fraud, deceit, misrepresentation or dishonesty. *See* 38 C.F.R. § 14.632(a)(2) (requiring accredited individuals to be truthful in their dealings with claimants and VA), (c)(3) (prohibiting accredited individuals from engaging in conduct involving fraud, deceit, misrepresentation or dishonesty), (c)(4) (prohibiting accredited individuals from violating any of the provisions of title 38, United States Code, and title 38, Code of Federal Regulations), (c)(11) (prohibiting accredited individuals from engaging in any other unlawful or unethical conduct).

By law, you, individually, and your organization, must immediately cease all preparation of and assistance in claims for VA benefits. Within 30 days of the date of this letter, please inform us of the measures you are taking to address our concerns. If we do not hear from you or if we determine that you have not taken appropriate

Case 1:23-cv-22990-JAB Document 1-23 Entered on FLSD Docket 10/03/2023 Page 6 of 18
Case 3:23-cv-03286-JAB Doc 305-1 Filed 10/03/23 Page 6 of 18
Case 1:23-cv-22990-JAB Document 1-23 Entered on FLSD Docket 10/03/2023 Page 123 of 126

5.

Vet Comp and Pen Medical Consulting, LLC

measures to cease any and all illegal activities, we will refer the matter to the appropriate law-enforcement authorities.

Sincerely yours,

(b)(6)

David J. Barrans
Chief Counsel

VA | U.S. Department of Veterans Affairs

VA Accreditation, Discipline, & Fees
Benefits Law Group
Office of General Counsel

810 Vermont Avenue, NW
Washington, DC 20420
ogcaccreditationmailbox@va.gov

In Reply Refer To:
022D-100051

January 28, 2022

Sent via certified mail

Mr. James S. Hill
Trajector, Inc.
410 SW 140th Terrace
Newberry, FL 32669

Dear Mr. Hill:

The Office of General Counsel (OGC) of the Department of Veterans Affairs (VA) is in receipt of information obtained from publicly available sources suggesting that Trajector, Inc., for which you are the Chairman and Co-Chief Executive Officer (CEO), by and through its subsidiaries, to include Trajector Medical, may be engaged in activities which may violate various Federal statutes and applicable regulations, including the unauthorized preparation, presentation, or prosecution of claims for VA benefits and the charging of fees to VA claimants that are clearly unreasonable or otherwise prohibited by laws or regulations. Additionally, the information further suggests that attorneys employed by and through Trajector Legal, LLC (Trajector Legal), may be in violation of several provisions within VA's standards of conduct for VA-accredited individuals.

I. Trajector Medical

Chapter 59 of title 38, United States Code, and sections 14.626-14.637 of title 38, Code of Federal Regulations, govern the representation of persons seeking VA benefits. The purpose in regulating who may provide claims assistance to Veterans is to ensure that they "have responsible, qualified representation in the preparation, presentation, and prosecution of claims for veterans' benefits." 38 C.F.R. § 14.626.

Pursuant to 38 U.S.C. § 5902, VA is authorized to recognize organizations to assist claimants with their VA benefit claims. VA regulations require organizations to apply for VA recognition and demonstrate that the organization satisfies the legal requirements for recognition. 38 C.F.R. § 14.628(d)(1)(i). Our records indicate that

2.

Mr. James S. Hill

neither Trajector, Inc., nor any of its subsidiaries, to include Trajector Medical and Trajector Legal, hold VA recognition. Accordingly, as an organization, Trajector, Inc., and its subsidiaries are prohibited by law from preparing, presenting, or prosecuting VA benefit claims.

VA is further authorized to accredit individuals as representatives of VA-recognized veterans service organizations, agents, and attorneys, to prepare, present, and prosecute claims for VA benefits. 38 U.S.C. §§ 5901-5902, 5904; 38 C.F.R. § 14.629. VA regulations provide a *one-time* only exception to this general rule requiring accreditation, which authorizes a person to provide assistance to one claimant on a particular claim, but such assistance must be without cost to the claimant and is otherwise subject to the laws governing representation. 38 C.F.R. § 14.630.[1] Because the staff of Trajector Medical are not accredited by VA and do not qualify for the exception to the general rule requiring VA accreditation, they are prohibited by law from assisting Veterans in the preparation, presentation, or prosecution of their claims before VA.

An October 18, 2021, public filing to the Securities and Exchange Commission (SEC), set forth Trajector, Inc.'s business plan and stated, "[w]e help each Veteran develop a personalized claim strategy based on their medical evidence, including identifying critical connections between symptoms and medical conditions to formal medical diagnoses and linking them when appropriate to their military service so that our clients may prepare and submit these claims to the VA."[2] Form S-1, TRAJECTOR, INC., sec.gov, https://www.sec.gov/Archives/edgar/data/0001875772/000119312521300749/d180168ds1.htm (last visited Jan. 14, 2022). The SEC filing further stated that the company's Veterans Services segment "assists Veterans in evaluating their disabilities to understand how those disabilities are connected to their military services and how those disabilities fit within the VA Disability Rating criteria used by the VA for determining compensation." *Id.* Moreover, the Trajector Medical website advertises that "[o]ur team of knowledgeable, dedicated associates is experienced in assessing medical and service records to relate symptoms and diagnoses to military service, in accordance with [title 38 of the Code of Federal Regulations]" and assuring that the Veteran should "[f]eel confident that [the Veteran's] history and records are thoroughly reviewed and used in developing the right medical evidence to support [the Veteran's] VA disability benefits" because "[o]ur experience is speaking,

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[1] In addition, the VA General Counsel may also extend the exception to other claimants when unusual circumstances are present, but such extensions must be specifically requested though OGC. *See* 38 C.F.R. § 14.630(b).

[2]The SEC filing was withdrawn on January 4, 2022; however, the submission still remains available to the public. *See* Form S-1, TRAJECTOR, INC., sec.gov, https://www.sec.gov/Archives/edgar/data/0001875772/000119312521300749/d180168ds1.htm (last visited Jan. 14, 2022).

3.

Mr. James S. Hill

understanding, and applying [title 38 of the Code of Federal Regulations] in your personalized medical evidence." Why Us, trajectormedical.com, https://www.trajectormedical.com/why-us/ (last visited Jan. 14, 2022). The statements indicate that the services Trajector Medical staff provide involve preparing and developing claims to be submitted to VA, and those services are part of an overall business model to provide assistance, strategy, and advocacy in support of claims for VA benefits. A reasonable claimant would conclude that the services provided by Trajector Medical are for the purpose of assisting in the preparation, presentation, and prosecution of the claimant's VA benefit claim. This logical conclusion is reinforced by Trajector Medical's payment structure, discussed below. Accordingly, the statements in Trajector, Inc.'s SEC filing and Trajector Medical's advertising materials strongly suggest that Trajector Medical staff is unlawfully preparing, presenting, and/or prosecuting VA benefit claims. *See* 38 U.S.C. §§ 5901-5902, 5904; 38 C.F.R. §§ 14.628 and 14.629.

Further, under the laws governing representation, no person or organization may ever charge a claimant a fee for assistance in preparing an initial application for VA benefits or presenting an initial claim to VA. Only a VA-accredited agent or attorney may charge a fee for assisting in a claim for VA benefits, and only after VA has decided the initial claim and the agent or attorney has complied with the power-of-attorney requirements in 38 C.F.R. § 14.631 and the fee agreement requirements in 38 C.F.R. § 14.636(g). *See* 38 U.S.C. § 5904(c)(1); 38 C.F.R. § 14.636(c). Thus, because the staff of Trajector Medical is not accredited by VA as agents or attorneys, and because, based on Trajector, Inc.'s published statements, it appears that Trajector Medical staff is charging for the services they are providing in furtherance of the preparation and presentation of initial benefit claims, their actions appear to be contrary to law.

I remind you that, in June 2017, OGC wrote to you regarding the business activities of Vet Comp and Pen Medical Consulting, LLC, which is listed as a legacy brand of Trajector, Inc., in the SEC filing. *See* enclosure 1: OGC's June 2017 letter; *see also* Form S-1, TRAJECTOR, INC., sec.gov, p. 5, https://www.sec.gov/Archives/edgar/data/0001875772/000119312521300749/d180168ds1.htm (last visited Jan. 14, 2022). In OGC's June 2017 letter, OGC informed you that statements from your website strongly suggested that your organization was unlawfully assisting in preparing VA claims. OGC advised that you, individually, and your organization, must immediately cease all preparation of and assistance in claims for VA benefits. In your July 2017 response to OGC, you asserted that you did not represent or assist claimants before VA. *See* enclosure 2: James Hill's July 2017 letter. Through this letter, OGC is, again, informing you that Trajector Medical's website (and statements in Trajector, Inc.'s SEC filing) strongly suggests that the company and its staff are unlawfully assisting in preparing VA benefit claims. It is important to bear in mind that the statutory limitations on assisting Veterans with their VA benefit claims are based on the legislative scheme for VA claims established by Congress, and extend to all matters involving the preparation, presentation, and

prosecution of a claim, even if those activities occur before the official appointment of representation through the submission of VA Forms 21-22 or 21-22a. *See* 38 U.S.C. §§ 5901, 5902-5904.

Trajector, Inc.'s SEC filing stated, "we do not believe that … the evidence development activities of Trajector Medical require accreditation from the VA or are subject to the fee regulations imposed on accredited representatives." Form S-1, TRAJECTOR, INC., sec.gov, p. 26, https://www.sec.gov/Archives/edgar/data/0001875772/000119312521300749/d180168ds1.htm (last visited Jan. 14, 2022). Likewise, in your July 2017 response to OGC, you explained that you do not operate under or before VA and that you "prepare the *person*—not the *claim*—with a complete medical evaluation that educates and creates a competent and empowered claimant." *See* enclosure 2: James Hill's July 2017 letter, p 4. However, this is a distinction without a difference. Section 5901 does not limit the prohibition against acting as a claims agent or attorney to only those individuals who provide representation—meaning providing services after entering an appearance on the claim—to claimants before VA. *See* 38 C.F.R. § 14.627(p) (defining "representation"). Indeed, the implementing regulation, 38 C.F.R. § 14.629(b)(1), provides that no individual may *assist claimants* in the *preparation*, presentation, and prosecution of claims for VA benefits as an agent or attorney unless VA has accredited such individual. Trajector Medical's practice of "develop[ing] a personalized claim strategy … assist[ing] Veterans in evaluating their disabilities to understand how those disabilities fit within the VA Disability Rating criteria," and its statements regarding its experience in "speaking, understanding, and applying [title 38 of the Code of Federal Regulations] in [a veteran's] personalized medical evidence," strongly suggest that Trajector Medical is participating in VA claims preparation. *See* Why Us, trajectormedical.com, https://www.trajectormedical.com/why-us/ (last visited Jan. 14, 2022).

Moreover, Trajector Medical's fee structure, which charges a fee explicitly based on the successful outcome of a VA claim, further calls into question Trajector, Inc.'s assertion that its medical consulting services do not directly involve the preparation of VA claims. Trajector, Inc.'s SEC filing explains that the "fee for services provided [by Trajector Medical's staff] is calculated at a rate that considers the difference between the [claimant's] increase in pay for a period of five months." Form S-1, TRAJECTOR, INC., sec.gov, p. 86, https://www.sec.gov/Archives/edgar/data/0001875772/000119312521300749/d180168ds1.htm (last visited Jan. 14, 2022). However, a contract with a VA claimant generally may not obligate that claimant to pay fees from their payments of benefits. *See* 38 U.S.C. § 5301(a) (prohibiting assignment or attachment of, or claim of creditors against, payments due or to become due under laws administered by the Secretary of Veterans Affairs, except to the extent specifically authorized by law). The statute allowing for the payment of fees for the preparation, presentation, or prosecution of VA benefit claims from past-due benefits, 38 U.S.C. § 5904, is considered "an exception to th[is] assignment-of-VA-benefits statutory prohibition[.]"

5.

Mr. James S. Hill

Snyder v. Gober, 14 Vet. App. 154, 163 (2000), *adhered to in relevant part on reconsideration sub nom. Snyder v. Principi*, 15 Vet. App. 285, 291 (2001). And even this exception does not go as far as to allow for an attorney or agent to contract for the payment of fees from a claimant's future benefits. *Busch v. West*, 12 Vet. App. 552, 553 (1993) (per curiam order) (holding fee agreement lien provision, which included a lien on "any sums recovered" to be unreasonable under 38 U.S.C. § 7263(d) because it conflicted with §§ 5301(a) and 5904(d)(3)); *Vargas-Gonzalez v. West*, 12 Vet. App. 63, 64 (1998) (per curiam order) (same). Thus, even assuming arguendo that Trajector, Inc.'s logic is correct in that the services provided by Trajector Medical do not amount to the preparation, presentation, or prosecution of a Veteran's benefit claims, all fee contracts that Trajector Medical has entered into with Veterans would then appear to constitute unlawful assignments of benefits pursuant to 38 U.S.C. § 5301(a). Conversely, if Trajector, Inc.'s logic is incorrect and the services provided by Trajector Medical do amount to the preparation, presentation, or prosecution of VA benefit claims, then, as explained above, Trajector, Inc., would appear to be in violation of several statutes and regulations that govern VA accreditation and the charging of fees.

By law, Trajector Medical and its staff must immediately cease all preparation, presentation, and prosecution of VA benefit claims, charging fees for those services, and withholding VA benefits to the extent that they are doing so contrary to law. Within 30 days of the date of this letter, please inform us of the measures that Trajector, Inc., and Trajector Medical are taking to address our concerns noted above. If we do not hear from Trajector, Inc., within that time period, or if we determine that Trajector, Inc., or Trajector Medical, has not taken appropriate measures to cease any and all illegal activities, we will refer the matter to appropriate Federal and State law-enforcement authorities.

II. Trajector Legal

VA has received credible written information suggesting that attorneys of Trajector Legal may have engaged in improper conduct or demonstrated incompetence in connection with the preparation, presentation, or prosecution of VA claims.[3] OGC is responsible for monitoring the conduct of VA-accredited attorneys, agents, and veteran service organization representatives. *See* 38 C.F.R. §§ 14.632 and 14.633. Accordingly, I hereby inform all Trajector Legal attorneys named in

[3] The VA-accredited attorneys associated with Trajector Legal are: Natalie Porter Westbrook; Samuel Ryan Vanover; Thomas Jared Ellis; Susan Marie Fox; Derek Harper Wentz; Danielle Christine Choi; Sarah Elizabeth Jenkins; Michael John Ogden; Steven Bradley Howes; Lauren Elizabeth Moss; Patrick Scott Haynes; Tim Benjamin Carpenter; Kirsten Courtney Jansen; James Robert Davis; Nicholas Andrew Huntsman; Kayla Ilene Byrd-Daniels; David Daniel Bott; and James S. Trieschmann.

footnote 4 that OGC is opening an informal inquiry into their conduct, and providing them with an opportunity to respond.

A. Noncompliant Fee Agreements

Section 14.636(g) of title 38, Code of Federal Regulations, provides that all fee agreements for the payment of fees for services of agents and attorneys must be in writing and signed by both the claimant or appellant and the agent or attorney. VA has received fee agreements submitted by or on behalf of Trajector Legal attorneys, beginning February 21, 2021, through the present date, which include a signature affixed by an electronic device, but the authenticity of the claimant signatory cannot be verified by VA. This raises concern as to whether the claimants were aware of, understood, and consented to the terms of the agreements. Second, section 14.636(g)(1)(iv) requires that a fee agreement include the applicable VA file number. Fee agreements submitted by or on behalf of Trajector Legal attorneys did not include such information. Without the VA file number, the claimant's file cannot be associated with the fee agreement. Moving forward, OGC will no longer accept any fee agreement without a pen-and-ink signature and the inclusion of the VA file number.

Moreover, VA regulations further provide that the agreement must provide "the specific terms under which the amount to be paid for the services of the attorney or agent will be determined." *See id.* at 14.636(g)(1)(v). Fee agreements submitted by Trajector Legal attorneys include the following language:

> Any claims where a notice of disagreement was not filed before February 19, 2019, no fee will be charged. Any claims where the notice of disagreement was filed before June 19, 2007, no fee will be charged unless there has first been a denial by the Board of Veterans' Appeals.

See enclosure 3, redacted fee agreement. If this language is attempting to reflect when a fee may be charged pursuant to current law, the language is unclear and fails to provide to the claimant the specific terms of the payments. Additionally, to the extent any attorney at Trajector Legal is charging a fee for claims in which VA issued its initial decision after February 19, 2019, although such a fee would be permissible under current law, the attorney would be violating the terms of their contract because the contract language contains the restriction that unless a notice of disagreement was filed before February 19, 2019, no fee will be charged by the attorney regardless of whether the claim has been pursued by a later notice of disagreement or through a different avenue of review (e.g., submission of additional evidence or a higher level of review).[4]

[4] Pursuant to current law, a VA-accredited attorney or agent may charge a reasonable fee for services provided after VA has notified the claimant of its initial decision with respect to a claim if the notice of the initial decision was issued on or

7.

Mr. James S. Hill

Furthermore, the discharge and withdrawal provision in the fee agreements is inconsistent with applicable law as it calls for payment based on an hourly rate rather than a quantum meruit review. In accordance with 38 C.F.R. § 14.636(f)(2), where the fee charged is a contingency fee, a reasonable fee charged for an attorney who is discharged or withdraws from representation is one that fairly and accurately reflects his or her contribution to and responsibility for the benefits awarded, as informed by the factors set forth in 38 C.F.R. § 14.636(e). The factors considered in § 14.636(e) include: (1) the extent and type of services the representative performed; (2) the complexity of the case; (3) the level of skill and competence required of the representative in giving the services; (4) the amount of time the representative spent on the case; (5) the results the representative achieved, including the amount of any benefits recovered; (6) the level of review to which the claim was taken and the level of the review at which the representative was retained; (7) rates charged by other representatives for similar services; (8) whether, and to what extent, the payment of fees is contingent upon the results achieved; and (9) when an attorney's representation ended before the decision awarding benefits was issued, consideration will be given to the reason(s) that the representation was terminated.[5] 38 C.F.R. § 14.636(e).

At a minimum, these fee agreement practices not only raise concerns regarding the accredited attorneys' competence and compliance with the governing regulations but also suggest that any fees charged may be unreasonable or otherwise prohibited under the law. *See* 38 C.F.R. § 14.632(b)(1) & (c)(5). Therefore, we ask that each Trajector Legal attorney inform us if he/she has sought or collected fees for

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after the effective date of the modernized review system. 38 U.S.C. § 5904(c)(1). For cases in which a decision was made before VA implemented its modernized review system (February 19, 2019), there are additional requirements that must be met before a fee may be charged. If an agency of original jurisdiction issued a decision on a claim or claims before the effective date of the modernized review system as provided in 38 C.F.R. § 19.2(a), an accredited attorney or claims agent may not charge claimants a fee unless there has also been a notice of disagreement filed on or after June 20, 2007, with respect to that decision. In cases in which a notice of disagreement was filed on or before June 19, 2007, agents and attorneys may charge fees only for services provided after both of the following additional conditions have been met: (1) the Board of Veterans' Appeals (Board) promulgated a final decision with respect to the issue, or issues, involved in the appeal; and (2) the agent or attorney was retained not later than one year following the date that the Board promulgated its decision.

[5] In addition, the language of the fee agreements regarding fee disputes limits the recourse options of the parties to the Utah State Bar Fee Dispute Program. We question the validity of such limitation when VA statutes permit claimants to pursue reasonableness reviews by filing a motion with OGC. Notwithstanding any limitation written into a fee agreement, OGC always has the option to review fees for reasonableness, sua sponte. 38 U.S.C. § 5904(c)(3)(A); 38 C.F.R. § 14.636(i).

8.

Mr. James S. Hill

a case in which either (1) a notice of disagreement was not filed before February 19, 2019, or (2) the attorney was discharged or withdrew and sought fees pursuant to the hourly discharge and withdrawal provision set forth in the fee agreement. For each case identified, please provide: (1) the name of the claimant; (2) the VA file number; (3) the amount of fees charged, solicited, and/or received; and (4) the dates on which these communications or transactions occurred.

B. Contingency Fees for Expert Testimony

Section 14.632(c)(9) provides that a VA-accredited attorney is prohibited from engaging in, or counseling or advising a claimant to engage in, acts or behavior prejudicial to the fair and orderly conduct of administrative proceedings before VA. Section 14.632(d) provides that in addition to complying with the VA standards of conduct, a VA-accredited attorney is prohibited from engaging in behavior or activities that are prohibited by the rules of professional conduct of any jurisdiction in which the attorney is licensed to practice law. Under the Utah Supreme Court Rule of Professional Practice 3.4(b), an attorney shall not "falsify evidence, counsel or assist a witness to testify falsely, or *offer an inducement to a witness that is prohibited by law*." Utah Sup. Ct. R. Prof'l. Prac. 3.4 (emphasis added); *see also* American Bar Association's Model Rules, Rule 3.4. Utah Code § 78B-1-152, titled "Witnesses – Prohibition of expert witness contingent fees in civil actions," provides that "[a] plaintiff or defendant in a civil action may not engage an expert witness by means of a contingent fee agreement unless approval is sought and received from the court." Utah is not the only state that finds it unethical for an expert witness to be paid by a contingency fee. In fact, "it is considered unethical in virtually every jurisdiction to pay an expert witness a contingency fee, meaning a fee that is 'contingent upon the content of the testimony or outcome of the case." 12 Geo. J. Legal Ethics 465, 477 (1999) (quotations omitted). Indeed, "[s]uch fees are prohibited because they create an unacceptable incentive for the expert to tailor her opinion to the needs or interests of the retaining party. In other words, the expert's independence and objectivity become impaired when payment hinges on the success of the litigation." *Id.* Courts and state ethics boards are consistent that "it is unethical for a lawyer to knowingly present testimony of an expert witness compensated on a contingent fee basis." *Martello v. Santana*, 874 F. Supp. 2d 658, 667 (E. D. Ky. 2012); *see also Taylor v. Cottrell, Inc.*, 795 F.3d 813, 816-17 (8th Cir. 2015) (citing cases where U.S. district court decisions have found contingency-fee witnesses unreliable and unethical); *Tagatz v. Marquette University*, 861 F.2d 1040, 1042 (7th Cir. 1988) ("It is unethical for a lawyer to employ an expert witness on a contingent-fee basis … ."). A practicing attorney should be aware that the ethical concerns underlying this prohibition would apply to persons, such as medical professionals, who generate written evidence for the purpose of a judicial or administrative proceeding and whose independence and objectivity may be impaired by their personal financial stake in the outcome of the claim. Moreover, one could posit that the ethical concerns regarding improper inducements to expert witnesses are especially pronounced in VA's non-adversarial system where a medical opinion by a practitioner with a pecuniary interest in the

claim would naturally be subject to a lower level of scrutiny than in the traditional adversarial system. *See Hodge v. West*, 155 F.3d 1356, 1362-63 (Fed. Cir. 1998) (recognizing that, in enacting the Veterans Judicial Review Act, "Congress has designed and fully intends to maintain a beneficial non-adversarial system of veterans benefits" where "there is no room for such adversarial concepts as cross examination, best evidence rule, hearsay evidence exclusion, or strict adherence to burden of proof") (citations omitted). Thus, to the extent that a medical professional providing an advisory medical opinion or an examination is being compensated through a contingency fee arrangement, such arrangement would likely be contrary to the Utah Supreme Court Rule of Professional Practice 3.4(b) and section 14.632(c)(9) and (d) of VA's Rules of Conduct for VA-Accredited Individuals.

C. A Fee Exceeding 33 1/3 Percent Is Presumed Unreasonable.

In accordance with VA regulation 38 C.F.R. § 14.632(c)(5), an attorney is prohibited from entering into an agreement for, charging, soliciting, or receiving a fee that is clearly unreasonable or otherwise prohibited by law or regulation. *See also* 38 C.F.R. § 14.632(c)(5) (requiring an attorney to also comply with the standards of conduct of any jurisdiction in which the attorney is licensed); Utah R. Prof. Conduct 3.4(b). Moreover, under VA's governing regulations, a fee that exceeds 33 1/3 percent of the claimant's past-due benefits is always presumed to be unreasonable. 38 C.F.R. § 14.636(f)(1).

Additionally, courts and state ethics boards have found that, dependent on the facts of the case, it may be unethical to charge a contingency fee for legal services on top of a contingency fee for medical consulting. *See Ojeda v. Sharp Cabrillo Hospital*, 8 Cal. App. 4th 1, 17-18 (1992) (noting that ABA Formal Opinion 87-354 found that, "[t]o the extent the Consultant is assuming responsibility for services which the lawyer would normally provide, and may be required to provide as part of the normal service for a customary contingent fee, the lawyer's service is reduced, and what might otherwise be a reasonable contingent fee becomes unreasonable" and that District of Columbia Bar Opinion No. 55 determined that a consultant's services "may displace lawyer work" and "[t]o the extent that this happens, through its analysis of records, finding and interviewing witnesses, preparing factual statements for experts, and similar services the reasonableness of the lawyer's contingent fee percentage may be affected") (citations omitted).

As discussed above, Trajector, Inc.'s SEC filing makes clear that Trajector Medical charges a contingent fee for its services.[6] Indeed, in exchange for this

[6] Although in its SEC filing Trajector, Inc., described the services provided by Trajector Medical as a consulting service, it also stated that Trajector Medical employs its own experts to provide witness testimony. According to the SEC filing, the Trajector Medical staff includes 88 licensed medical, legal, and insurance professionals as well as 248 subject matter experts in the fields of pathophysiology, pharmacology, orthopedics, biomechanics, and psychiatry. *See* Form S-1,

10.

Mr. James S. Hill

contingent fee equal to the "difference between the increase in pay for a period of five months," *see* Trajector, Inc., SEC filing, it provides "medical evidence that meets the VA's [regulatory] requirements of their Schedule for Rating Disabilities," *see* Why Us, trajectormedical.com, https://www.trajectormedical.com/why-us/ (last visited Jan. 14, 2022). Separate and apart from this charge, attorneys employed by the same company, Trajector, Inc., by and through its subsidiary, Trajector Legal, are charging a fee in the amount of nearly 33 1/3 percent of the claimant's past-due benefits. *See* enclosure 3, redacted fee agreement. Although Trajector, Inc.'s SEC filing asserts that it "ensure[s] that [Trajector Legal's] attorneys are able to meet their ethical obligations," *see* Form S-1, TRAJECTOR, INC., sec.gov, p. 140, https://www.sec.gov/Archives/edgar/data/0001875772/000119312521300749/d180168ds1.htm (last visited Jan. 14, 2022), OGC has received evidence of apparent unethical conduct of Trajector Legal attorneys because, not only do they knowingly present the opinion of a medical expert compensated on a contingent fee basis but they also are charging a contingency fee of nearly 33 1/3 percent of the claimant's past-due benefits for their own legal services on top of, and without regard to the contingency fee charged for Trajector Medical's services, which appear to be much of the same services as normally provided by VA-accredited attorneys and agents.

OGC has received a Trajector Legal form, titled "HIPAA AUTHORIZATION FOR USE OR DISCLOSURE OF HEALTH INFORMATION," that informs the claimant that the attorneys of Trajector Legal intend to share medical information with all subsidiaries of Trajector, Inc. *See* enclosure 4, HIPAA Form. This language, among other things, suggests a close relationship between Trajector Legal and Trajector Medical. Based on the close relationship of the companies and the public disclosure of Trajector Medical's fee structure in the SEC filing by Trajector, Inc., it appears that Trajector Legal either knew or should have known of the contingency fee charged by Trajector Medical consulting company.

In addition, numerous fee agreements that Trajector Legal attorneys have submitted to OGC include not only a 33.3 percent contingent fee but also a provision stating that any fee agreements with other parties are completely separate from the fee agreement with Trajector Legal. A disclaimer attached to the fee agreements states explicitly:

> Client understands there are various companies under the umbrella of Trajector, Inc., which provide different types of services. Client may be using a different Trajector company while pursuing Trajector Legal, LLC, for legal services. Any fees for nonlegal services provided by other subsidiaries or companies of Trajector, Inc., are separate and distinct from the fees provided by Trajector, Inc., for legal services. For instance, if you owe a different

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TRAJECTOR, INC., sec.gov, pp. 5, 120, https://www.sec.gov/Archives/edgar/data/0001875772/000119312521300749/d180168ds1.htm (last visited Jan. 14, 2022).

11.

Mr. James S. Hill

> Trajector company for the cost of medical consulting services, your payment to Trajector Legal, LLC, for legal services[] does not waive or affect in any way your obligation to pay an agreed bill under your contract with the other company or satisfy your debt to the other company.

See enclosure 3, redacted fee agreement. Therefore, it appears that Trajector Legal attorneys are not only stacking a contingency fee for what is claimed to be legal services on top of a contingency fee for what is claimed to be medical consulting services, they are charging a presumptively unreasonable fee, as the ultimate fee charged to the claimant would necessarily be greater than the 33 1/3 percent contingent fee charged for legal services alone. Such a fee appears to be in violation of section 14.632(c)(2), prohibiting a VA-accredited attorney from circumventing a rule of conduct through the actions of another and section 14.632(c)(5), prohibiting an attorney from charging a fee that is clearly unreasonable or otherwise prohibited by law.

This letter initiates a preliminary inquiry pursuant to § 14.633(e) and provides the attorneys named within this inquiry with an opportunity to respond to the allegations within 30 days. Please note that, at this time, our office has not reached any definitive conclusions regarding the conduct. We will consider the responses we receive, along with other evidence of record, to determine whether to proceed with a formal inquiry to seek cancellation or suspension of Trajector Legal attorneys' accreditation pursuant to § 14.633(e) and/or refer the matter to the Chief Disciplinary Counsel of the Utah Office of Professional Conduct and/or other enforcement authorities.

Based on the credible written information referenced above, there is an indication that Trajector Legal attorneys may have violated the standards of conduct governing representation before VA in the following manners:

- ☒ Failing to provide claimants with competent representation before VA. *See* 38 C.F.R. § 14.632(b)(1).
- ☒ Violating the standards of conduct as described in 38 C.F.R. § 14.632. 38 C.F.R. § 14.632(c)(1).
- ☒ Circumventing the rules of conduct through the actions of another. 38 C.F.R. § 14.632(c)(2).
- ☒ Violating one or more of the provisions of title 38, United States Code, or title 38, Code of Federal Regulations. 38 C.F.R. § 14.632(c)(4).
- ☒ Entering into an agreement for, charging, soliciting, or receiving a fee that is clearly unreasonable or otherwise prohibited by law or regulation. 38 C.F.R. § 14.632(c)(5).
- ☒ Engaging in, or counseling or advising a claimant to engage in acts or behavior prejudicial to the fair and orderly conduct of administrative proceedings before VA. 38 C.F.R. § 14.632(c)(9).

12.

Mr. James S. Hill

☒ Engaging in any other unlawful or unethical conduct. 38 C.F.R. § 14.632(c)(11).
☒ Engaging in behavior or activities prohibited by the rules of professional conduct of any jurisdiction in which you are licensed to practice law. 38 C.F.R. § 14.632(d).

The VA General Counsel must cancel, or suspend, an attorney's accreditation if he finds, by clear and convincing evidence, that the attorney has violated or refused to comply with the laws administered by VA or with the regulations governing practice before VA, including the standards of conduct in 38 C.F.R. § 14.632. *See* 38 C.F.R. § 14.633(c)(1), (g). If the Trajector Legal attorneys wish to respond to the allegations against them, we request that the attorneys provide a written response within 30 days from the date of this letter. We will then make a determination, based on the evidence of record, whether to initiate a formal inquiry to seek cancellation or suspension of the Trajector Legal attorneys' accreditation pursuant to 38 C.F.R. § 14.633(e) and/or whether this matter should be referred to the Chief Disciplinary Counsel of the Utah Office of Professional Conduct.

III. Conclusion

If there are any questions regarding the matters in this letter, please contact (b)(6) the VA staff attorney assigned to this case at (b)(6) @VA.gov or (b)(6)

Sincerely yours,

(b)(6)

David J. Barrans
Chief Counsel

Enclosures:
1: OGC's June 2017 letter
2: James Hill's July 2017 letter
3: Redacted fee agreement
4: HIPAA Form

cc: Natalie Porter Westbrook; Samuel Ryan Vanover; Thomas Jared Ellis; Susan Marie Fox; Derek Harper Wentz; Danielle Christine Choi; Sarah Elizabeth Jenkins; Michael John Ogden; Steven Bradley Howes; Lauren Elizabeth Moss; Patrick Scott Haynes; Tim Benjamin Carpenter; Kirsten Courtney Jansen; James Robert Davis; Nicholas Andrew Huntsman; Kayla Ilene Byrd-Daniels; David Daniel Bott; and James S. Trieschmann.

Exhibit B

Better Business Bureau Complaints

BETTER BUSINESS BUREAU

BUSINESS PROFILE

Share

Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

- 336 total complaints in the last 3 years.
- 55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

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BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 08/14/2026

Type: Order Issues

Status: Answered

As of August 13, 2026, more than two years after terminating my services with Trajectory Medical, I continue to receive repeated and unwanted phone calls regarding an alleged debt. I consider the frequency and persistence of these calls to be harassing and unacceptable. I am requesting that Trajectory Medical immediately cease all collection calls and communications regarding an alleged balance. In March 2024, I officially terminated my services with Trajectory Medical by phone and email after paying my balance in full. Despite the termination of my services and full payment of my account in 2024, I continue to receive several phone calls each week in 2026 claiming that I owe money because I allegedly received an increase in benefits after my contract with the company was terminated. I am extremely concerned about how Trajectory Medical would know whether I received any increases in my benefits after my services were terminated with their company. This raises serious questions and concerns about how the company obtained this information and whether my private records or benefits information may have been accessed or obtained without my authorization. Once I officially terminated my services and paid my balance in full, any actions I took afterwards concerning my benefits on my own should not be the concern of Trajectory Medical. I no longer had an active contract with the company, and I had fulfilled my financial obligations to them.

Customer Answer

Date: 08/14/2026

I am requesting that Trajector Medical immediately stop calling me weekly regarding an alleged outstanding balance.
In March 2024, after my service with their company had been completed, I officially terminated my account by telephone and email. At that time, I had paid my account in full, and I understood that my financial obligation to them had been completely satisfied.

Beginning in late 2025 and continuing throughout early 2026, Trajector Medical has repeatedly and persistently called me, often on a weekly basis, claiming that I owe an additional balance,because they said I had received a disability increase in 2025, after I had already terminated my account and paid my balance in full with them.
Once my account was terminated and my balance was paid in full in March 2024, I had no further agreement or obligation to Trajector Medical for any disability increase I

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determine whether their disability rating have increased. Once a clients account has been paid in full and the contract has been terminated, Trajector Medical should have no reason or authorization to access or review the veterans records for any subsequent disability increases.

I am requesting that Trajector Medical cease all harassing telephone calls and other collection attempts regarding this alleged balance that I do not owe them.

Business Response

Date: 08/20/2026

Hello [redacted],

Firstly, we wish to extend our appreciation for your constructive feedback. Here at our company, we value the voices of our clients and consider them to be the driving forces for our persistent improvement and growth.

Your words have prompted a detailed investigation into your account situation. It seems fitting to start with an affirmation that we take account matters seriously. Therefore, we carefully traversed your account's history and status while adhering to our rigorous procedures and protocols.

Having delved into your account circumstances, we understood the importance of clarity and precise actions. An intensive review revealed the successful execution of the account closure procedure. This conclusion is reflected consistently across all our platforms. This solidity in our operational procedures ensures that every step taken, including account closures, meets our exacting standards of assurance and reliability, therefore giving you the peace of mind you deserve.

This brings us to address another essential aspect: your financial responsibilities with us. Rest be assured, as our records also confirm there are no active invoices connected to your account. It is our steadfast policy to ensure all financial obligations are settled before proceeding with the process of account closure. We're happy that this adherence to strict ethical and professional standards has once again stood firm.

We acknowledge that communication, clarity, and transparency are pillars supporting our responsibility towards our valued clients. Your situation has provided us with an opportunity to understand and implement these values more effectively.

Now, seeing all aspects attended to, we believe it is fitting to consider the matter settled to mutual satisfaction. However, while this will conclude our correspondence regarding your account, should you have any further questions or concerns, please let us know.

Respectfully,
Trajector Medical Team

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Date: 08/25/2026

Has Trajectory Medical been notified by your office concerning my complaint? I am not sure if the matter has been resolved, because they have not reached out to me since my initial complaint to you.

Initial Complaint

Date: 07/24/2026

Type: Billing Issues

Status: Answered

?I am filing this complaint against Trajector Medical regarding unlawful billing practices, deceptive contracting, and unauthorized fee collection related to my Department of Veterans Affairs (VA) disability benefits.?Trajector is an unaccredited company attempting to collect fees for VA disability claim assistance. Under federal law (38 U.S.C. 5901), entities assisting veterans with VA claims for compensation must be accredited by the Department of Veterans Affairs, and unaccredited entities are prohibited from collecting fees for preparing, presenting, or prosecuting claims.?Furthermore, the Department of Veterans [redacted] of General Counsel has issued formal Cease-and-Desist notices to Trajector warning that its business model violates federal law regarding unauthorized claims assistance and unlawful fee structures.?Despite my formal notification revoking any agreement and requesting a cease and desist of all communications, Trajector continues to demand payment and send aggressive invoices demanding $902.10. The rating increase I received was not the direct result of medical evidence developed exclusively by Trajector, yet they claim entitlement to an unlawful fee structure equal to five times my monthly increase.?Because Trajector lacks VA accreditation under 38 U.S.C. 5901, any underlying contract or fee agreement is illegal, void, and unenforceable.?Desired Resolution:?I request the following resolutions to consider this matter resolved:?Immediate and full cancellation of all current and future invoices, fees, or alleged outstanding balances billed to my account.?Formal written confirmation sent via email acknowledging that my contract/account has been closed with a zero balance.?Immediate cessation of all collection outreach, automated calls, emails, and postal mailings.?Confirmation that Trajector has purged my personal, medical, and VA logon credentials from their active databases.

Business Response

Date: 08/04/2026

Good afternoon, Mr. [redacted] appreciate your feedback regarding your account and experience with us. Please allow us to clarify some points for you:

Trajector Medical provides medical evidence services to Veterans pursuing VA disability

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provides medical evidence consultation to veterans under the authority granted in federal statutes and regulations including:
38 U.S.C. 5107(b), which requires the VA to consider all medical evidence of record, no matter where it came from;
38 U.S.C. 5125, which requires the VA to accept medical reports from private healthcare professionals;
38 C.F.R. 3.159(a)(1), which requires that the VA must consider the training, education, and experience of a healthcare professional to offer medical diagnoses, statements, and opinions to determine how much weight to assign to medical evidence developed by that professional; and 38 U.S.C. 5101(d)(1)(A), which requires the VA to post Disability Benefits Questionnaire forms on its public-facing websites so that private medical professionals can use them.
These regulations clearly detail that Veterans need not rely solely on VA or military records but are entitled to support their claims with private medical evidence.
At a 2023 congressional hearing, a VA senior staff lawyer testified under oath that We [VA] do not consider the submission of medical evidence to be part of preparation, presentation, and prosecution of a benefit claim. Medical evidence is created as part of, almost seen as, expert testimony, versus a claims preparer (an attorney, agent, or [redacted] representative) is an advocate on the veterans behalf. They are two separate roles, and they both play an important part in our VA system, but they are separate and distinct.
On the [redacted] Compensation webpage, the VA states: [t]he Department of Veterans Affairs encourages all Veterans to submit their private medical records for consideration
In summary, federal statutes, regulations, and VA guidance confirm Veterans right to obtain independent private medical evidence and expressly recognize the role of private, fee-based medical professionals in documenting evidence in support of disability claims.
You entered into a contract for our medical evidence services. We provided those services, and you utilized our medical evidence in support of your VA disability benefits claim. Accordingly, you remain contractually obligated to pay the agreed-upon fee for those services.
As stated in the contract, Trajector Medical is not affiliated with the [redacted] and does not independently monitor or access your VA claim or disability rating information. Instead, we rely on your agreement to provide your Rating Decision Letter (RDL) so that we may determine whether our medical evidence contributed to any rating increase obtained through your claim.
We are in receipt of your data privacy request and will process it in accordance with applicable law. Although not required, you may visit our data privacy request portals at Data Privacy Request and [redacted] Request to submit your request.

We are also in receipt of your request to cease communications from Trajector Medical and will comply as required by law. However, please note that applicable laws do not restrict our ability to contact you regarding outstanding contractual payment obligations.
We are pleased to have assisted you in supporting your disability compensation claim with medical evidence. As you likely know, medical evidence is often a significant factor in the successful adjudication of disability claims. We sincerely hope your efforts are successful and, if so, that you will honor your contractual obligations for the services we provided.

Regards,
Trajector Medical Team

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Initial Complaint

Date: 07/07/2026

Type: Service or Repair Issues

Status: Answered

The business was not and accredited va claims agent and used predatory tactics in charging excessive amount of money for services they didn't inform me that there were free resources available to get same services. They have been served multiple notices from [redacted] to cease and desist to no avail.

Business Response

Date: 07/17/2026

Hello Mr. [redacted] appreciate your valuable input and want to acknowledge the thoughts you have shared. We note that you've raised points related to your account and the invoice you've settled. Following a careful review of your account and communications, we would like to share some insights:

? Fee Disclosure

Our records show that during our enrollment process, clear discussions were held to explain how our services are billed, with opportunities given to ask any questions. Our representative took great care during enrollment to outline our pricing structure, using examples for clarity, discussing payment options and confirming your understanding before engaging our services.

? Alternative Resources

We affirm that your chat with a local Veterans [redacted] came to our attention. We did suggest that you were welcome to collaborate with a VSO or independently manage the process before you decided to utilize our services.

? Trajector Medical's Role

We want to reinforce that we clarified in our discussion that Trajector Medical does not represent veterans before the VA and does not prepare VA claims. Once you asked for clarification, we reiterated this point and your understanding was acknowledged.

As for VA accreditation, its important to note that companies like ours do not require accreditation to assist with medical records. This is thanks to legislation giving veterans the independence to choose which services they use. You were advised about this before we started offering our services.

We confirm that the service you paid for has been provided. As everything is now settled and your account is closed, we consider this matter resolved.

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Initial Complaint

Date: 07/01/2026

Type: Order Issues

Status: Answered

Complaint Against Trajector Medical I am filing this complaint because I believe Trajector Medical engaged in unfair and deceptive business practices.I repeatedly attempted to terminate my relationship with Trajector Medical before my VA disability claim was decided. I communicated by both telephone and email that I no longer wished to use their services and considered our relationship terminated.Despite these repeated requests, Trajector Medical continues to demand payment and insists I remain financially obligated. When I asked them to identify the specific contract provision requiring payment under these circumstances, they failed to provide a clear [redacted] my experience, the company provided minimal assistance beyond collecting information and submitting paperwork. I was responsible for tracking my own VA claim and obtaining updates. Their continued payment demands after my cancellation attempts have become harassing.I request that Trajector Medical:- Immediately stop all collection efforts.- Honor my termination of services.- Provide a complete copy of every agreement governing my account.- Identify the exact contract language they rely on to claim I owe payment despite canceling before my VA decision.- Confirm in writing that my account is closed if they cannot establish a contractual basis for their demands.I believe veterans deserve clear, transparent contracts and the ability to end services without continued payment demands. I am requesting a fair resolution and a written response addressing these concerns.

Customer Answer

Date: 07/09/2026

"I have received and reviewed the business's response from [redacted], the Escalations Specialist. I am submitting this rebuttal to firmly reject the company's framed narrative, to document their hostile tone, and to state clearly that I will not be withdrawing or amending this BBB complaint.
First, the businesss reply perfectly illustrates the exact type of hostile, aggressive maneuvering that led to this complaint. The company claims I 'insisted I would not send any documents.' In reality, I was forced to repeatedly and firmly say 'no' because Trajector Medical consistently badgered me, refused to respect my multiple attempts to withdraw from their services, and would not take no for an answer. They are now using my desperate attempts to end their harassment as a weapon against me in this public forum.
Second, the company claims they never 'demanded payment.' While they may not have issued a final invoice, their relentless hounding for my private VA decision letterswhich dictate financial billingfunctioned as an explicit, high-pressure attempt to establish a financial claim against me before my VA process was even complete.
I acknowledge their written statement that my account was closed on June 30, 2026,

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Medical is permanently severed. I consider this matter closed. I do not expect to hear back from them, nor do I require or consent to any further phone calls, emails, or communication from this company for any reason in the future."

Business Response

Date: 07/24/2026

Hello Mrs. [redacted] extend our gratitude to you for providing your feedback. The insights we derive from experiences like yours are invaluable in helping us strive towards betterment in our services.

It has come to our attention that there have been some queries regarding your account and certain communications. We have taken immediate steps to clarify the situation and ensure your complete peace of mind. We understand that the main query circles around the status of your account and the existence of an invoice.

Applying the utmost diligence to ensure the accuracy of our records, we confirm that your account was successfully closed out as of last month. Coinciding with our commitment to absolute transparency and respect towards our clients, we affirm that closure of accounts would not proceed if any invoice was pending. The inception of your case did lead us to a thorough recheck of our records. It's important to emphasize that our policy prevents us from closing any accounts with pending invoices. Hence, we can be certain that no active invoice currently exists in your name.

It's equally important to highlight that a request for documents might have inadvertently reached you post the closure of your account. Such a scenario might have led to some misunderstanding, for which we extend our clarifications. Further supplementing this, our documentation states that a member of our client experience team had initiated contact with you to convey these details and ensure clarity on the status of your account closure.

While our records indicate a mutual understanding of the account status, we trust the current overview has reaffirmed that no further obligations stand between us. Moving forward, we want to assure you that you won't be receiving any further follow-ups on this matter, maintaining your privacy and bringing this chapter to a close.

We value the relationship we had with you and should you ever decide to reconnect with our services in the future, our team will be more than happy to ensure smoother experiences for you.

Warm Regards,
Trajector Medical

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Date: 07/27/2026

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint:

I appreciate Trajector Medical confirming in writing that my account is closed, there is no active invoice, and I have no further obligations. However, I remain dissatisfied with the confusing communications I received after ending my relationship with the company. My concern has always been about the handling of my account and the unnecessary stress it caused. I appreciate the written confirmation, but I do not consider my experience to have been handled appropriately.

Regards,

[redacted]

Initial Complaint

Date: 05/14/2026

Type: Product Issues

Status: Answered

The company KNOWINGLY over charged me thousands of dollars breaking Federal Law that protects veterans and once I confronted them they played dumb, canceled my last payment, and asked for return of my overpayment they will not respond to me ignoring me.

Business Response

Date: 05/28/2026

Dear Mr. [redacted] you for your feedback. We appreciate your concerns about Trajector Medical's fee structure and its compliance with federal law pertaining to veterans' claims for VA disability benefits.

To address your questions, please note that Trajector Medical operates within the legal framework which permits veterans to secure and present private medical evidence in support of their claims. We provide such medical evidence services under the authority provided by multiple federal statutes and regulations which include the following:

1. 38 U.S.C. 5107(b) obligates the VA to assess all medical evidence of record, regardless of the source.
2. 38 U.S.C. 5125 necessitates the VA to acknowledge medical testament from independent healthcare practitioners.
3. 38 C.F.R. 3.159(a)(1) mandates the [redacted] to weigh the education, training, and experience of a healthcare professional when assessing medical diagnoses.
4. 38 U.S.C. 5101(d)(1)(A) requires the VA to publish Disability Benefits Questionnaire forms

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alongside VA or military records.

In a 2023 congressional hearing, a senior VA lawyer maintained that medical evidence, typically seen as expert testimony, is an integral but separate facet of the benefits claim process. This is separate from being an advocate or representative for the veteran's claim. The VA's Compensation webpage also supports this perspective, encouraging veterans to submit private medical records for consideration.

The engagement you had with us was for medical evidence development services, entailing us to consult on and provide the medical substantiation used in your VA disability appeal. Your use of this evidence contributed to an increase in your disability rating. As per our agreement with you, these services were successfully executed, and the obligations fulfilled

A thorough review of your account was done. The review resulted in us waiving off your remaining balance completely, and henceforth your agreement has been closed and no further financial obligation exists from your end. We won't be providing a refund as there's no provision in the agreement for repayment for services that have been delivered.

While we understand your dissatisfaction, we appreciate your feedback which is integral to our continuous process of improvement. We appreciate the opportunity to assist you in your journey. We remain committed to supporting veterans, so should you have any further questions, please let us know.

Sincerely,
Trajector Medical Team

Customer Answer

Date: 05/28/2026

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]
Complaint: **24847657**

I am rejecting this response because: first of all it was NOT an appeal! It was my initial claim. Trajector turned me down when I asked to appeal saying that they didnt do that. Second as per my current attorney who is actually helping with my appeal and is not taking more the the required 20% of back pay as per federal law informed me that Trajector missed half of what was in my medical records! Half!! They literally did the least they could do then charged 100% of my back pay. Federal law states that no business assisting veterans is entitled to more than 20% of our back pay! This law is in place to protect us from companies like Trajector. Trajector is claiming that since they are not affiliated with the VA or are operating in some grey area they do not have to abide by this federal law and can charge as much as they want all under the banner of helping and assisting veterans knowingly praying on our ignorance. It was truly my fault for trusting them and not doing my research. But for them to KNOWINGLY over charge using my ignorance of the system against me then blatantly refusing to refund my over payment when

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daily multiple times a day before I even got my check. I asked if they were going to help with an appeal to raise my rating and they turned their back on me saying they didnt do that, and when I confronted them with the law they canceled my last payment immediately then blatantly ignored me when I asked for my over payment back. They say the owner is a Veteran. They claim they care about our service. These are all lies so they can capitalize off of our injuries with false claims and playing a system. Its beyond disgusting and I want my over payment back. They are operating unlawfully playing some grey area because no one can enforce the law on them and its going to cost me more to fight for my money than the $2600 they owe me in OVERPAYMENT and they know it! Literally gross.
Regards,

Business Response

Date: 06/04/2026

Dear Mr. [redacted] you for sharing your feedback. We fully comprehend your continued dissatisfaction and regret that our prior correspondence hasn't addressed your concerns to your satisfaction.

We want to once again communicate, in line with our previous response, our firm conviction that Trajector Medical has fulfilled all its obligations to you as outlined in our agreement. We provide medical evidence services to veterans seeking VA disability benefits, a function that is firmly enshrined and protected by federal law.

Trajector Medical operates within the legal framework set by federal statutes and regulations, providing medical evidence consultation to veterans. Among the authorities we rely on are:

- 38 U.S.C. 5107(b): This mandates the VA to consider all medical evidence on record, irrespective of the source,
- 38 U.S.C. 5125: This obligates the VA to accept medical documents from private healthcare professionals,
- 38 C.F.R. 3.159(a)(1): This necessitates that the VA consider the education, experience, and training of healthcare professionals when deciding the weight to assign to medical evidence given by that professional,
- 38 U.S.C. 5101(d)(1)(A): This requires the VA to make Disability Benefits Questionnaire forms available on its public websites so private medical practitioners can use them.

These regulations clearly state that veterans are not solely dependent on VA or military records, but have the right to support their claims with private medical evidence. You entered a contract with Trajector Medical for us to develop this medical evidence for you. These services were duly provided and you made use of the evidence we developed to support your VA disability claim. Consequently, your disability rating increased. We believe we duly delivered the services set out in our agreement, and we received payment for these services.

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refund for services already completed doesn't align with our policies.

To conclude, your account currently stands without issues and the services promised were delivered in full, as agreed. In our view, all issues related to this matter have been adequately addressed and we consider it resolved.
Regards,
Trajector Medical Team

Initial Complaint

Date: 04/07/2026

Type: Product Issues

Status: Resolved

I called Trajectory because I didn't know how to file with the VA on my own and was concerned about if the separation bonus I had received (52K) in 1995 would prevent me from receiving disability benefits. I was told by [redacted] that it would not. He told me I would owe Trajectory the first 5 months' worth of the settlement, if any. I email him the form showing the bonus I received as well as emailing it to Charizzeanne [redacted], the second [redacted] I talked to. I did everything I was told to do, went to all the appointments and filed all the paperwork. The [redacted] gave me 10% disability. The [redacted] will keep the money and give $0.00 to me for the next 25 years to recoup the 52K I received for separation. The very thing [redacted] told me would not happen. As he stated, Trajectory would get the first 5 months of payment which in this case is $0.00 and not $902.10. I have never written the BBB before, but [redacted] (Jesbeth) was supposed to call this morning to discuss this did not. Instead, I receive a second invoice after only 2 days from receiving the first. I feel I was lied to from the first phone call and now am being blown off. If Mr. [redacted] didn't know if separation pay would be an issue, he should have said so or found out because that's why I called them in the first place.

Customer Answer

Date: 04/07/2026

Update: Trajectory phoned to inform me I would not have to pay the invoice they sent.

Initial Complaint

Date: 03/11/2026

Type: Customer Service Issues

Status: Resolved

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several times on the phone. They cannot or will not explain to me how they calculated the amount they now claim that I owe them. The representatives are polite, but persistent, calling me everyday now. They refuse to send me a detailed invoice by US mail or by email. I would like to submit this disagreement to arbitration. I will gladly accept the arbitrators decision. Both the company and I did agree to binding arbitration of disputes.

Business Response

Date: 03/20/2026

Dear Mr. [redacted] genuinely appreciate you taking the time to share your thoughts. Your feedback not only helps us improve, but it aids us in understanding the full scope of our client experiences, a factor we regard as invaluable.

Feedback such as yours underscores our efforts in constantly striving to deliver high-quality and clear service to meet all our clients' requirements. In line with this, we shared detailed information about our fee structure in our contract, especially those matters that pertain to cases like VA disability submissions. We want to assure you that our commitment to providing fair services holds strong.

Records of our interaction suggest that our client experience team reached out to you multiple times, resulting in a constructive dialogue. We believe it contributed to a comprehensive understanding of the situation, and we're glad to have been given the chance to share our perspective and help clarify points of discussion.

We thank you for your openness and cordiality during these interactions. As a result, we've successfully processed the closure of your account in accordance with our standard procedures. Though our professional agreement has reached its natural conclusion, we extend our most sincere wishes of success in all of your endeavors. Once again, thank you for entrusting us with your business, and for giving us the chance to serve you.

Respectfully,
Trajector Medical

Customer Answer

Date: 03/31/2026

Complaint ID: [redacted] [redacted]
03/31/2026

Dear BBB,
This complaint has been satisfactory resolved now. As I stated before I was very satisfied with the services I received from this company. We had a math calculation disagreement on billing. Once this issue was raised to the BBB a company

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Regards,
[redacted]

Initial Complaint

Date: 03/04/2026

Type: Service or Repair Issues

Status: Resolved

As of January 27, 2026 I talked to [redacted] on the phone at around 8 AM. I requested her to cancel my account and all [redacted] that Trajector Medical is providing. I need to be able to file for SSI at my 62 year old birthday coming [redacted]. She stated that she will turn my account over to the cancellation department and they will contact me when it has been completed. As of to date, we have not received any information other than they will not cancel our agreement until [redacted] sends a letter stating that I am not approved for disability. I have sent Trajector Medical my last known contact with SSI requesting my secondary military unit after active service. I do not know that information. I have already told this to Trajector Medical and they have not given any advise to me to find or send this information. Now I need to file for my SSI at my 62nd birthday coming in [redacted] and SSI says they cannot give me any information because Trajector Medical is representing me in a disability request.

Business Response

Date: 03/20/2026

Hello Mr. [redacted] genuinely appreciate your constructive feedback, as it gives us the opportunity to grow and improve our service for all our clients. We have taken your comments on board and we understand that different aspects of the agreement structure may not have been to your complete satisfaction. It is important to mention that the transparency in our agreement is a top priority and that details regarding the fee structure and any other potential costs were provided in the contract shared with you at the beginning of our collaboration.

We believe in proactive communication, and our diligent client experience team has been making multiple attempts to engage in conversation with you through various channels such as emails, phone calls, and text messages, with the aim of providing more assistance and clarity. Although the dialogue we had with you didn't reach a resolution, it gave us valuable insights into your situation. The door is always open and our team remains available and ready to assist.

Regarding the ongoing processing with your VA disability claims, it's important to clarify that modifications to the account at this stage are not possible due to the pending status of your

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We understand dealing with the VA disability claims process can be challenging, and we offer our full support in these times. Our commitment to assisting you remains strong and we are more than willing to provide any additional help related to your case once proceedings with the VA have been completed.

Concerning your query on representing you for SSI, unfortunately, this falls outside the scope of our services. As per the contract you reviewed, agreed to, and signed, we explicitly specified that we don't provide any legal representation services. Hence, we are not in a position to advocate on your behalf in any context, whether it be at the [redacted], SSI, or any other institution.

We always strive to serve our clients better and your feedback is instrumental in achieving that goal. Take care, and do not hesitate to reach out again if you have more inquiries.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 03/24/2026

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]
Complaint: **24597679**

I am rejecting this response because: There are no rejections from the [redacted] for disability. As a matter of fact, it has been stalled due to a request from [redacted] to get a discharge letter from EDD, not from my secondary military unit as I once believed. I am now working with [redacted] directly to get them the information they need as requested. If your service was doing a good job, this would have been given to me to proceed with the proper information [redacted] needed. This has been an on going issue since the start of your service. Not getting me lined up to give [redacted] the information they needed. And the only reason I found out what they needed is because I talked directly to [redacted]. As far as I feel, you are not providing any service worthy of your payment. If you did you would have made sure I was giving the information that [redacted] needed. If you want to fix this problem, get the information [redacted] needs and get me that information or get it yourself if possible. Either way, I do not feel your services have been good enough to receive payment as required.
Regards,
[redacted]

Business Response

Date: 04/02/2026

Dear Mr [redacted] highly appreciate your feedback and the time it took to share it

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In reference to your recent communication, we aim to clarify our position. While we strive to provide a broad spectrum of services, representation for SSI isn't one we're able to offer currently. Our services are outlined with precision within our contract agreement, clarifying that legal representation is not within our purview. Regrettably, this means we aren't equipped to step in as advocates before institutions such as the VA or SSI.

We also feel it's important to emphasize that additional communication on our behalf is out of our scope. Specifically, any dealings with entities concerning your SSI is not a task we car undertake.

We believe in investing time and effort into possibilities that serve both parties well. Our comprehensive review has led us to a point where we feel a mutual decision to part ways serves the interest of both parties. This conclusion considers the various services we have provided and reflects our wish to maintain a mutually beneficial relationship. Considering the various dialogues we've shared, we believe we've deliberated all available paths. While we empathize with the complexities of your circumstances, there remains a gap between your needs and our core offerings. Thus, it seems most fitting at this point to cease our professional arrangement, in line with our previous discussions.

To maintain clarity, do note that with your account status as closed, we won't be in a positior to provide further assistance or engage in additional communications. We value your understanding in this matter and wish you luck with your future endeavors.

Trajector Medical Team

Customer Answer

Date: 04/06/2026

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 02/19/2026

Type: Order Issues

Status: Answered

Trajector medical offered support in filing VA claims but helped me submit incomplete claims that were denied, they knew at the time these claims would not work but

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denied automatically from the VA, they did not advise me of this and misrepresented the validity of the claims.

Business Response

Date: 03/03/2026

Dear [redacted],
This is to acknowledge your feedback about our services and your overall journey with us. It's invaluable and drives our effort to make our services more accessible and productive.
We want to clarify that our role focuses on assisting you with the disabilities you wish to pursue with the VA. However, it should be noted that we aren't entitled to submit, handle, or file disability claims on your behalf.
Furthermore, our assistance doesn't extend to disabilities denied previously by the VA, requiring appeal processes beyond our offerings. We are absolutely committed to delivering the finest support to the claims within our scope responsibly, maintaining all laws and regulations.
Reflecting upon our records, it seems that the unfavorable outcomes surfaced post our involvement, not prior. Such outcomes may be disheartening, and we genuinely empathize. However, the predicted results of your submissions are beyond our control. We made sure this was clearly outlined in the contract you agreed to at the onset of our services.
In response to your feedback, It's our belief that we have endeavored to exercise every possible measure to ensure a swift and satisfactory conclusion on our part. Rest assured that all the required actions on your account closure have been swiftly undertaken. Please note, you will not receive further communication from our end, aligning with the cessation of our services.

Respectfully,
Trajector Medical

Initial Complaint

Date: 02/03/2026

Type: Order Issues

Status: Resolved

Nature of Complaint: Predatory Practices, Misrepresentation, Failure to Perform, Deceptive Communication I am filing this complaint against Trajector Medical, LLC for deceptive practices targeting disabled veterans seeking VA disability assistance. The company advertises hands-on help with [redacted] claims, yet after enrolling I was required to complete nearly all work myself while Trajector continued to present itself as assisting me.Trajector repeatedly scheduled phone appointments and failed to make real contact. I received notices of attempted calls, but my phone never rang and no missed calls appearedonly voicemails placed directly in my mailbox. I learned this is ringless voicemail, technology that bypasses a call to create the appearance of contact. This method falsely documents outreach, prevents real-time communication, and allows the company to claim

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Veterans deserve ethical assistance, not profit-driven tactics.I request:Review of Trajector Medicals practices Accountability for deceptive communications Release from any contract Refund of fees for services not provided

Business Response

Date: 02/06/2026

Dear [redacted],

Hearing about your recent experience with our services caught our attention and we value the time you took to share your feedback. We acknowledge that situations like this often stir a range of sentiments and want to assure you that we've been attentive to every detail.

Allow us to clarify that we employ a variety of communication avenues, including SMS, emails and phone calls via our electronic phone system. At no point do we utilize a "ringless voicemail system". We assure you this holds true for all our operations, maintaining transparency and consistency in our interaction methods.

As stated, the scheduling of any appointments or examinations related to your VA submissions falls under the purview of the [redacted] and linked third-party companies. Our service does not encompass this aspect, focusing primarily on advocating for you.

Our client experience team reached out to engage with you on these matters. We include this step in our processes so we can handle your experience firsthand and most importantly, to ensure we are aligned with you in our understanding of the situation. It was positive to know they successfully connected with you and had the opportunity to talk through all details at play.

Having discussed the conclusion best suited for your preferences, we've proceeded to prepare the necessary arrangements for your account in our systems. We strive to ensure every step of our process reveals our commitment to respect your decisions.

Your experience and your feedback matter. While our paths may diverge at this point, we believe every conversation adds a layer to profound learning.

Thank you once again for reaching out and sharing your thoughts.

Best Regards,
Trajector Medical

Customer Answer

Date: 02/06/2026

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I have reviewed the response made by the business in reference to complaint ID

1 2 ... 28 Next

Trajector Medical is BBB Accredited.

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BETTER BUSINESS BUREAU

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When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BUSINESS PROFILE

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Trajector Medical

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 01/28/2026

Type: Order Issues

Status: Answered

This company somehow thinks they helped my uncle get an increase in his service connected disability. He lives in a veterans home. I have been his medical and financial [redacted] for ten years. I and the facility assisted with this process but suddenly he was getting text messages requesting payment for $3200. He is on medical assistance. He doesnt even have that kind of money. His increase went straight to the VA facility. I called and they refused to speak with me. Had no record of me despite me being listed in all his medical records as [redacted] so what records did they have? I told them he has a brain injury and not sure how they would have even gotten his info without my consent. I asked how I could get the [redacted] to them and they were supposed to send me an email to upload but never did. Total scam trying to rip off veterans.

Business Response

Date: 02/11/2026

Hello Ms. [redacted] you for taking the time to share your perspective. We recognize the care and attention youve devoted to your uncles affairs, and we appreciate the thoughtfulness behind your message. Feedback like yours gives us the opportunity to reflect on our processes and ensure that every interaction is handled with clarity and respect. Its clear how much youve invested in supporting your uncle, and we value the dedication behind your outreach.

Our team has completed a detailed review of everything connected to your uncles account, including the full history of activity and all information available within our system so that we can reach a resolution quickly. Every step in the closing process has now been completed. The account has been updated and finalized, and the closing documentation has been provided so you have clear confirmation of the completed actions. This documentation serves as a formal record for your files and reflects the final status of the account within our system.

We value the opportunity we had to support your uncle throughout his time with us. Each individual connected to our work matters, and we remain committed to offering steady, reliable service at every stage. While all steps related to this matter are now complete, our team remains available should anything new arise in the future.

Respectfully,
Trajector Medical

Initial Complaint

Date: 01/22/2026

Type: Product Issues

Status: Answered

Last year I filed a claim for service connected disabilities. As of this date, the claim has been somewhat approved. I say "somewhat" because I only received a 10% disability rating. During the course of filing, with Trajector under the impression that the company would not only boost my rating to a higher percentage but also move my claim along at a faster pace. Neither of which happened. Services rendered by the company was relegated to merely calling me several times to see how my case was moving along. I was under the impression that they were going to contact the VA for me to handle all of that. Not sure where the company derived that $900 fee from but I feel it's excessive. Especially in light of the low rating i received along with the minimal amount of money I will be receiving. The medical disabilities that I filed for amounted to 12. I received payment for only ONE disability out of that 12. Obviously, Trajector didn't help me much at all.

Business Response

Date: 02/06/2026

Dear Mr. [redacted] genuinely value your thoughts shared with us. We believe that real improvements stem from such open channels of communication, and were committed to continuous growth and enhancement.

We understand how crucial it is for our clients to fully comprehend our fee structure and other contractual terms. This is why we always strive to maintain utmost transparency from the outset. Ensuring that these elements are not only clear but agreed upon prior to establishing any services remains a priority to us.

We also deeply care about every client and their experience with us. In line with this, we've invested considerable effort in reaching out to you through multiple communication methods. Our goal here was simple to facilitate better understanding and [redacted] open dialogue.

As an entity that specializes in crafting support documentation for disability claims, our objective is to augment the empowerment of our clients during the claim process. That said, it's important to keep in mind that certain aspects such as increasing disability ratings or affecting the VA processing speed are simply beyond our control.

Taking everything into account, we've decided that the best way forward involves updating your invoice and continuing from this point. By doing so, we aim to optimize our resources towards aiding other clients and effectively utilize our time in providing superior service.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 02/06/2026

To Whom:
I continue to stand on the fact that Trajector failed to give me the service that they are charging me for. In essence, I am NOT getting what they want me to pay for. Once again, I was only able to obtain a low 10% rating. And that rating was approved without any assistance from Trajector. Therefore, as of this date, I am NOT satisfied with the "work" Trajector has done on my behalf. Which is LITTLE to NONE. If you cannot assist me in eliminating this problem with this company then I would like for you to suggest other avenues I could explore to alleviate this problem. Thank you

Business Response

Date: 02/09/2026

Hello Mr. [redacted] you for taking the time to share your feedback. We appreciate the opportunity to respond and provide clarity.

Our service structure, including pricing and applicable terms, is fully outlined in the agreement that was provided, reviewed, and acknowledged prior to any services being performed. That agreement explains how fees are assessed and includes a detailed breakdown of potential costs. Our records confirm the agreement was reviewed and signed before work began.

We made multiple attempts to connect with you regarding your account and invoice through phone calls, emails, and text messages, with the intent of offering assistance and ensuring alignment. Unfortunately, we were unable to establish contact during that time.

With respect to our services, our role is to assist by compiling and preparing supporting medical documentation for disability claims. While we bring experience and guidance to this process, outcomes and processing timelines are determined exclusively by the VA. We do not represent that results or processing speed can be influenced by our services.

Regarding our most recent communication, we want to clarify that the reference to moving forward related to the administrative update of your invoice and the subsequent closeout of your account. After careful review, we have completed that update and initiated the account closeout process. This decision was made thoughtfully and allows our team to focus our time and resources on supporting clients who are actively engaging with us.

This message serves as our final communication regarding this matter.

The Trajector Medical Team

Initial Complaint

Date: 01/06/2026

Type: Order Issues

Status: Answered

As a retired Army officer, Trajector Medical ("TM") was contracted to assist in my submission of a Veterans' Administration (hereafter called "VA") claim for disability. Upon submitting TM's generated claim documents in April, 2025, the [redacted] awarded me 10% disability in July, 2025. The monthly VA disability pay was $175.51. My TM contract stipulated that I was to pay TM 5 times the award amount, which should be a one-time payment of $877.55. I sent an email to TM requesting that I be invoiced for $877.55. I later decided to challenge the VA finding of 10% disability - on my own & without any aid / assistance / advice from TM - and submitted 2 VA requests (1 on-line form and 1 hardcopy form) after Trajector Medical's involvement was completed. The VA evaluated my re-submissions; in late 2025, I was awarded a disability rating of 50% first & then 60%. After this, I started receiving multiple [redacted] calls from TM informing me that, since I was now rated at 60% disability (which would qualify me for $1,396 in monthly VA disability), I now owed Trajector Medical 5 times that NEW amount, or $6,980. I learned, through a recent investigation of Trajector Medical, by [redacted] ([redacted]), that Trajector Medical uses my provided personal [redacted] ID - via electronic entities called "CallBots" - to query the VA & identify any increases to a servicemember's VA rating...then invoice them AGAIN for 5 times any increase. In fact, I received an email from TM stating (and I quote) "This invoice is for your most recent decision only. If additional benefit increases are awarded, you may receive additional invoices." I object to (1) TM's attempt to collect more than what they were contracted to initially receive, (2) use my personal information to contact the VA, then (3) attempt to collect additional monies for VA decisions they did not influence...ad infinitum. I didn't agree to a lifelong series of payments & should only pay the original $877.55 due, and nothing else.

Business Response

Date: 01/16/2026

Dear Mr. [redacted] you for sharing your feedback with us, and for bringing this to our attention.

We acknowledge your points regarding our service fee. As part of our process, we aim for clarity in our agreements. Our intention is always that our terms and conditions, including our fee structure, are clear and well-understood by all parties involved.

In regards to your account, we value open communication and have strived to connect directly with you to achieve mutual understanding. We genuinely believe our services provide real benefits, and it's essential for us to understand where expectations may not meet reality. Moving forward, we have updated your current invoice and decided, in good faith, to end your account.

We strive to provide our clients with value for every cent spent on our services which are aimed at improving their experiences. In light of the circumstances, we have updated your recent invoice and made the decision to bring our business relationship to a close.

We ensure you this was not an easy decision and was made after careful consideration. We

appreciate your understanding as we prioritize providing top-quality service to our clients and look forward to serving those clients who actively engage our services.

Respectfully,
Trajector Medical

Initial Complaint

Date: 01/05/2026

Type: Sales and Advertising Issues

Status: Answered

I am a veteran who hired Trajector Medical in 2023 to help with a VA disability claim. I learned today that Trajector is not accredited by the Department of Veterans Affairs ([redacted])I also learned unaccredited claims predators are not allowed to charge veterans to help process their initial claims They built a full medical evidence package for my case.They then typed all of the information into the VA claim forms themselves and presented the completed forms to me only for review, not for data entry.I reviewed what they had already entered and then submitted the completed claim through the VA disability page. After [redacted] granted my initial claim, Trajector charged me a lump-sum fee of $8,315.30 for this work.Trajectors fine print says they are not accredited to prepare VA claims and that I must physically enter my information onto VA forms. However, they filled in the forms and typed the information themselves, built the entire claim packet, and simply had me review and click submit. This directly contradicts the way they try to describe their services to regulators and in other BBB responses, where they claim they only develop medical evidence and never complete or file VA forms.They functioned as a unaccredited representative, preparing my initial VA claim and then charging me $8,300 for it, contrary to VA guidance.Requested resolution:A full refund of the $8,315.30 fee, or at minimum a substantial refund based on the fact that this was an initial claim and they are not VA-accredited to provide this service.I am able to provide comprehensive evidence as needed.

Business Response

Date: 01/09/2026

Hello [redacted],

Thank you for taking the time to share your experience with the BBB, as it offers us a valuable opportunity to clarify.

The VA accreditation rules you cited are important. They apply to entities that can legally represent a client with the VA such as lawyers who can charge for services with VA claims. As a private company, we specialize in creating and providing medical documentation for your disabilities. We don't create or submit VA claims on behalf of our clients. This is why we are authorized to charge for our services.

With regard to your refund request, we're limited by several factors:
-Your account was concluded on 3/19/2024, so there's no ongoing business relationship

-Our records indicate that you experienced an increase in disability benefits after using our services
-The foundation for your refund request doesn't meet our refund policy criteria

As per the indicated timeline and evidence, we maintain that our obligations were met and your service extended its benefits. As such, we're concluding our interactions regarding this matter.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 12/09/2025

Type: Order Issues

Status: Answered

My name is [redacted] and for over two years, I have been POWER OF ATTORNEY for my husband, [redacted] L [redacted]. [redacted] and I filed his VA claim in 2023 and was told by the [redacted] to refile in 2024, which we did. With the help of a friend, [redacted], without my knowledge and advice, filled out a service agreement with Trajector not knowing (due to cognitive issues) the legal implications that might be attached to signing such a document. During phone calls with [redacted], the representative of Trajector should have been able to pick up on his issues. Also, the contract is horrendous, awarding Trajector for services which are entirely free through the VA. We filed the claim, not Trajector, and that was done before [redacted] was put in touch with Trajector. I have seen that he gets to his appointments, of which the VA notifies us directly. Everything that we have done has been done directly with the VA. Also, I understand from my research that Trajector is unaccredited by the VA. [redacted] gets $136.00 a month disability from the [redacted]. Trajector needs to leave this 82-year-old Veteran alone.

Customer Answer

Date: 12/19/2025

We received a letter today (12/19/2025) from the BBB dated 12/15/2025. The letter states that a response needed to be made within five days of the date of the letter. When I went in to respond, I find that the complaint was invalid for lack of response. This is confusing as I as Power of Attorney for [redacted] had no time to respond to your letter. Do I need to refile the complaint? Or do I just need to respond to your letter asking for a resolution. My resolution to the original complaint would be for Trajector to withdraw any agreement which may have been signed by [redacted] due to diminished capacity. Further, there should be no contact with [redacted] by Trajector. [redacted] D. [redacted]

Business Response

Date: 01/16/2026

Dear Mrs./Ms you very much for taking the time to share your valuable feedback with us. Your comments provide us with essential insights that we use to continually enhance our customer experiences and .

Please be assured of our ongoing commitment to uphold the highest standards of transparency regarding our services. This includes offering clear communication regarding our contracts, which fully outline our role as a non-legal entity and our inability to represent clients before the VA. It also highlights our fees compared to other free services.

We are a steadfast team, utilizing our knowledge and expertise to provide the necessary medical documentation support for disability evaluations. Over time, we've specialized in and refined this task, seeking to add value to our clients' journey. Despite the presence of free services, many clients choose us, recognizing the specific advantages of what we offer.

Our unique business model and fee structure are clearly outlined in our contracts. This offers a comprehensive view to those who prefer our services over other free services available.

With respect to your comments about the nature of our services, we aim to be clear and upfront. As stated in our client agreement, our role is strictly to provide supportive medical documentation. We do not engage in a legal capacity or aid with the submission of claims.

Given your feedback, we have conducted a final review and have decided to close your husband's account. Though we are taking this step, we sincerely appreciate the opportunity we had to work with both of you. Your insights have been incredibly beneficial to us, and we look forward to applying them towards consistently improving our service.

Thank you again for your feedback.

Initial Complaint

Date: 12/05/2025

Type: Service or Repair Issues

Status: Answered

they charged me over dollars for absolutely nothing they advertise they will assist you with filling you claim they do not they cannot do to them not being certified by the V.A they refuse to give me copies of the paperwork they wanted signed they have literally done nothing but harass me and have some how gained access to my V.A. information without my permission.

Customer Answer

Date: 12/17/2025

said they would develop my claim with the V.A. yet I find out that the [redacted] develop the claims they give the impression that they are a legitimate V.A service company they are not. after I filed a complaint with the BBB they sent Emails asking for a good time to call I have responded with times they said they have attempted to call but I have no

Business Response

Date: 12/23/2025

Dear Mr. [redacted] you for bringing the details of your recent experience to our attention. Your feedback is invaluable, allowing us to continually refine and enhance our products and services. It also helps us to better understand and meet the needs of our clients, who are at the heart of everything we do.

We understand that there may have been some slight confusion about the scope and boundaries of our services. Our primary area of specialization is the creation of personalized medical documentation, tailored to substantiate our clients' disability claims. While we strive to provide thorough, comprehensive documentation to serve as a robust support system for your disability needs, the filling and management of claims is not within our purview. We do, however, assure you that we always endeavor to offer you our utmost expertise and support in our defined area of service.

Your comments regarding your account and invoice have been duly noted. In response to these concerns, we promptly engaged our well-versed client experience team, to address the situation directly. Our aim was to clarify any misunderstandings and to align a resolution that is in [redacted] with your expectations and our service standards.

Thanks to our ensuing dialogues, we were guided to take appropriate steps and make necessary adjustments to your account balance and invoice. With these updates, we have outlined the subsequent course of action to finalize the transition of your account smoothly, promptly, and conveniently, once the invoice issue has been sorted out.

Your cooperation and understanding throughout this process have been deeply appreciated. As we work on perfecting our services, your patience and open-mindedness speak volumes about who we are as an organization.

Even as we move forward from this experience, we remain at your service. Should you have further questions, need additional assistance, or wish to share more feedback, we are here to listen and help. We are committed to maintaining an open line of communication and forging strong bonds based on mutual respect and understanding.

Once again, we appreciate your contribution and assure you of our unwavering dedication to providing exceptional service and a better experience.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 12/01/2025

Type: Billing Issues

Status: Answered

Was billed for services they did not help with it paid another company for service they say they provided

Customer Answer

Date: 12/02/2025

I want this balance zeroed out i should not have to pay for services not received. I've already paid someone else for these services after this company failed to help

Business Response

Date: 12/17/2025

Dear Mr. [redacted] take note of your recent experience with our services and genuinely thank you for sharing your insightful feedback. It helps us understand where attention and improvements can be needed to enhance our service delivery.

We are committed to ensuring that our clients' interactions with us are as smooth and valuable as possible. Hence, one of our dedicated Client Experience Team members has been working diligently to connect with you to discuss your invoice and account details. So far, their multiple outreach attempts through calls, texts, and emails have enthusiastically been aimed at clarifying any aspects you so desire.

We understand the value of your time and aspire to streamline the process for you. To help in this, could we kindly ask for your preferred mode of communication or an optimal time to reach you? Our goal is always to dialogue directly with clients like yourself to [redacted] open, productive discussions.

Let's move forward positively by focusing on shared facts. Thus far, without any supporting documentation from your end, it will be challenging for us to make adjustments. However, we assure you that as soon as any new proof is available, we are more than prepared to incorporate it into our client relationships and account management.

For now, your account status remains active, and we continue to look forward to the chance to establish a better understanding of your concerns, leading towards a mutually beneficial resolution.

Respectfully,
Trajector Medical

Initial Complaint

Date: 11/26/2025

Type: Order Issues

Status: Answered

Im a U.S. Veteran seeking compensation for war injuries. I was referred to this company and spent over 6 months going through the process of filing and waiting to receive my compensation, only to learn that this company never filed any information on my behalf to receive compensation. Over 6 months of calls and collecting data. The [redacted] informed me that this company is scamming US Veterans out of their entitled total compensation for charging (large sums $$$$) for a service that is free to all US Veterans. A U.S. Veteran should never have to pay anyone for receiving their entitled compensation for serving their country. After letting Trajectory know that I was informed by [redacted] that nothing was on file for me to receive compensation, this company dropped me and closed out my files. They scammed me, used over 6months of my time with numerous calls, and have all my private, essential information. Now Im receiving alerts that my information is being misused and I feel this company is the blame. Scamming the ones that serve our country and doing it intentionally, shameful. Trajectory (CEO: [redacted]) took advantage of me when I was at my lowest. Please stop this disservice to people that have served this country with great honor.

Customer Answer

Date: 11/26/2025

Yes, Time Cost (7 months of numerous calls (on the phone for hours), data collection, etc) and false promises.

Customer Answer

Date: 11/26/2025

This complaint should be taken much higher because this service is FREE to all US Veterans and this company is getting rich by taken advantage of vulnerable Veterans who, like me, needed help. Im now contacted directly with the [redacted] Department and the [redacted] informed me that they dont interact with outside companies. The VA Department also informed me that no U.S. Veteran should ever have to pay anyone for their entitled compensation for serving their country. This company has cause me so much mental anguish that I became homeless and no longer can work.

Business Response

Date: 12/17/2025

Dear [redacted],
Thank you for sharing your feedback with us. Its crucial for us to understand client experiences, this helps make our services even more refined.
With regards to your invoice, upon signing our contract, an understanding was established about the free services available and the applicable fee only when there's an increase in

benefits from our work. Meetings were held upfront to clarify these nuances before any services commenced. As per our understanding, the supporting documents we provided played an instrumental role in the rise of your associated benefits.

Regarding your account, we noted your thoughts and immediately initiated a dialogue to gain a deeper understanding and offer our assistance. Your swift account review was carried out to ensure we could address your needs as effectively as possible. The recent updates made to your account include its processing for closeout. This process brings to a conclusion our ongoing obligations and communication.

Respectfully,
Trajector Medical

Customer Answer

Date: 12/17/2025

GREED. You are not entitled to any Veteran benefits. The services that your company offers are FREE to ALL VETERANS. You lied about your connection to the VA. The VA don't allow outside company in this process. All US Veteran paying this company are being robbed of their entitled benefits for sacrificing their lives for their country. This company is a disgrace and hopefully will soon be exposed to the World.

Customer Answer

Date: 12/17/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]
Complaint: **24193992**

I am rejecting this response because all services that this company provides to US Veterans are FREE to All Veterans. [redacted] is stealing money that US Veterans are entitled to for sacrificing their lives for their country. Trajectory is a disgrace and hopefully the public will soon know about how they are robbing US Veterans. Trajectory lies and make you think they have connection with the VA. The VA don't let outside companies in the process of receiving US Veteran benefits. If you are paying these people, you are being scammed out of your entitled Veteran benefits. [redacted] is this company motivation and the VA needs to do better by their Veterans, so that companies like Trajectory can't rob US Veterans of their benefits.

Regards,
[redacted]

Business Response

Date: 12/18/2025

Dear [redacted],

Thank you for your recent feedback.
We understand that some aspects of our service may not have met your expectations. Your observations are taken seriously, and your feedback is indeed valuable.

When it comes to the cost of our services, the fee structure we have in place has been specifically designed to bring financial transparency to our actions. As agreed upon when initiating our relationship, the fee is applicable only when our combined efforts and strategies achieve success. The transparency of our fees was designed with our clients in mind, ensuring they would not bear costs when outcomes were not favorable. Your decisior to engage with our team, in spite of alternative no-cost solutions, serves as a testament to your faith in our support and services - something that we are very grateful for.

In order to maintain openness and clarity in all our operations, we take great care to inform clients about our role and function which is that we offer our professional assistance and support to our clients. We also emphasized that we are independent, and while we serve with the utmost regard for the veteran community, we are not directly affiliated with the [redacted]. Ensuring we communicated this clearly was, and will continue to be, a priority fo us.

In relation to your account status, kindly allow us to confirm that your account has been processed to its completion and closure. With this action, we have fulfilled and thus finished our contractual obligations to you. This closure signifies the successful completion of our commitments under the service agreement, and it also reflects the conclusion of our professional journey together. We want to extend our gratitude once again for your valuable insight and for giving us the opportunity to respond to the points raised. Your feedback will continue to guide our pursuit for client service excellence.

respectfully,

Customer Answer

Date: 12/21/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]
Complaint: **24193992**
I am rejecting this response because this company is stealing from US Veterans. You don't have the right to take U.S. Veteran benefits that they are entitled to for sacrificing their lives for their country. You think you are our Savior but your just a clever theft. After 7 months of lies ,numerous phone calls, has caused mental anguish. I will be seeking compensation and I'm in the process of exposing this company disgraceful and should be unlawful practices.
Regards,
[redacted]

Customer Answer

Date: 01/06/2026

There are VA employees that are assisting this company (Trajectory) and Im about to expose ALL that are involved.

Initial Complaint

Date: 11/24/2025

Type: Billing Issues

Status: Answered

charging alot of money that I thought my out of pocket was zero. I asked around at the va no body heard of them. Quit taking their calls cause something seemed off. Just sorry I got involved.

Business Response

Date: 11/21/2025

You have brought this complaint against Trajector Disability. We are a Utah firm that helps individuals seeking Social Security disability. That is our SOLE area of practice.
At no time have you ever been a client of Trajector Disability. We have never contacted you, and until today, did not know your name or any of your contact information. You are mistaking us for someone else you may have done business with.
We respectfully ask that you direct your questions and concerns towards the correct company. You are not, and have never been, a client of ours.

Customer Answer

Date: 12/01/2025

Originally i just wanted to see if i could get health care thru the Va. So i worked with my local senior center, they had a one day meeting with an [redacted] person which ended up with a second meeting. So from him i was told i would be hearing from the Va. A couple of months went by an nothing so i was lookin around at different options when i came across Trajector. So i called an spoke with A person Named [redacted] on aug.13 2025. I asked alot of questions, one of which was does this service cost me anything, i was told if any cost it would be covered by the Va. I stressed the point that i did not need any more bills, an just was interested in getting health coverage. While speaking with them i asked where the location was, my answer was the [redacted], at that point i was ready to hang up, but he say no we are world wide. Botton line is they assigned a person for me and would leave a text message on my phone when i sure call this person, by the name of RubyJane. That should have been another flag strange name an she was never there to take my return calls. At this point i quit returning any calls, mean while the service i originally got counseled for before trajector sent me a Va. letter for eligable health care. Then I recieved a bill from Trajector for $877 an some

change. I looked online at BBB I guess a little late but found 58 complaints for this company. They spent very little time with me an i know not $877 worth of time. Just would like them to go away if possible.

Business Response

Date: 12/22/2025

Dear Mr. [redacted] sincerely value your feedback and want to acknowledge your thoughts shared on your experience.

In relation to your invoice, our contract did make it clear that services would only be billed under specific circumstances, i.e., when our assistance leads to an increase in benefits. It also highlighted that there would be no charge if there was no resulting award. These particulars were communicated upfront, prior to commencing any service-based activity.

Going by our records, the enhancement to your benefits aligns with the supporting materials we prepared. This build-up gives us confidence that the invoiced amount is attributable to the services provided.

Recognizing the crucial role of swift resolution, we have initiated a comprehensive review of your account and the related invoice. We've subsequently updated your invoice following this detailed assessment, which has led to the closing out of your account.

We felt sure that our initial invoice accurately reflected our service. But as we believe in investing our time to ensure high customer satisfaction, we've chosen to revise the invoice before concluding your account.

While your journey with us has come to a close, we hope this action demonstrates our dedication to fortifying the trust and satisfaction of our clients.

regards,
Trajector medical

Initial Complaint

Date: 11/24/2025

Type: Service or Repair Issues

Status: Answered

This company has made false claims that they could guarantee if I had them file for my VA claim for disability they could get me 50% or more. I finally got my claim back and it is only 10%. In there contract it states that when I get my award letter I owe them $3,800. Ummm that is a little steep for only getting $175 a month and the rating is not 50 it 10. They keep calling me and I told them that to stop calling because they are taking advantage of a veteran and when I talked to a VA [redacted] on the phone they stated that what they have done to me was illegal and they are pursuing avenues to investigate the fraud they are

committing to veterans stating that they can guarantee 50% but they cannot legally state that as it is fraud.

Business Response

Date: 12/09/2025

Dear Mr. [redacted] value the feedback you've shared and understand how crucial it is to ensure your experience aligns expectations. Transparency and clarity are matters we continuously strive to uphold in every transaction.

Regarding your observations around your account and invoice, we are keen on ensuring these matters are given adequate attention. With that in mind, our client experience team has been vigilant in their efforts to make contact.

Our records indicate several touchpoints, including calls, texts, and emails, aimed at providing support and discussing any queries you may have about your account. Your engagement in these dialogues would undeniably contribute to streamlining this phase.

We have faith in the reliability of the invoice generated, given that it pertains to services availed as per our understanding. However, we are more than willing to rethink our perspective should you provide any contrary documentation.

In the spirit of a productive conversation and with the goal of achieving a mutually beneficial resolution, your account will stay active, and the communication efforts will persist. We genuinely look forward to hearing from you soon so that we may strengthen our bond in resolving any uncertainties that might prevail.

respectfully,
Trajector Medical

Customer Answer

Date: 12/10/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **24182613**

I am rejecting this response because:

This is a generated generic response to the issue with trying to bill me for services not rendered in regards to the help and guaranteed 100 % approval response to VA benefits. I was completely denied all benefits and have found another company to go with because of recent reviews of trajectory medicals deceitful practices and taking advantage of veterans in general and the VA has put a hold on all future trajector medical helped veterans initial and future correspondence with them. If the VA finds out that Veterans are getting help from TM they will pursue legal avenues to stop them from doing so. I also was

told by VA legal that if TM does not stop and desist all correspondence I was to tell them and they will take care of this on my behalf on their end.

Business Response

Date: 12/22/2025

Hello Mr. [redacted]

Your thoughts and reflections about the service we provided are extremely valuable to us. We appreciate you taking the time to express them, as they provide us the opportunity to refine our approach and ensure our clients' satisfaction.

When you engaged with our services, it was clarified in the contract that our fees only apply when our work results in an increased benefit to our clients. This method of fee application was transparently shared and mutually agreed upon prior to initiating services. Reviewing our records, its indicated that your benefits augmented, in part due to the supportive documentation our team provided, which hence triggered the creation of your invoice.

Recognizing the importance of your feedback, we have moved forward with a thorough examination of your account status and the specifics of your invoice. This in-depth review included a meticulous analysis of all the interactions, documented agreements, and services rendered to you.

Upon the completion of this comprehensive review, a few changes have been introduced to your invoice. Additionally, we've completed the procedure of finalizing your account closure, respecting your decision to discontinue our services.

Despite our conviction about the accuracy of the initial invoice, your perspective has led us to undertake these actions. It is essential for us to emphasize that these steps were taken in good faith, with the aim to end this chapter on amiable terms.

Respectfully,
Trajector Medical

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

Share

Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 11/21/2025

Type: Sales and Advertising Issues

Status: Resolved

I began to use this organization to start a disability claim. [redacted] attempted to file a disability claim stating issues that I had no complaints about. I believe this organization was attempting to create lies regarding disability to receive higher pay for themselves. I called multiple times and spoke with them to complain. They continued to seek disability off of lies. I called them to fire them. They stated they understood. After I began seeking disability on my own through VA. [redacted] continues to contact me regarding disability claim. I believe they seek a reward even after their efforts were halted and the old claims were stopped.

Business Response

Date: 11/20/2025

You have reached out to Trajector Disability, a Utah firm that represents individuals seeing Social Security Disability benefits. Before receiving this complaint, we had never heard of you. You are not a client of ours and, other than in trying to resolve your complaint, have never spoken with you or interacted with you in any manner.
Based on the information you provided in the complaint, you are not seeking Social Security Disability benefits. Please direct your comments to whichever company it was you were working with on your VA claim. It most certainly wasn't Trajector Disability.
We respectfully ask that the BBB remove this misdirected complaint from our profile.

Business Response

Date: 12/09/2025

Dear Mr. [redacted] you for sharing your experience and providing an opportunity for us to grow and better our services. We put great value on your feedback.

Our mission is centered on the delivery of high-quality medical documentation to support al interactions with your disabilities, which we take pride in. We believe this forms the bedrock of beneficial relationships between medical practitioners, the claimants, and their cases.

To bring clarity to your recent encounter, we assure you that direct claim filing is not part of our services in any capacity, yet we continually aim to be your trusted medical documentation provider.

Your comments surrounding your account and invoice have been thoroughly noted. Wishing to alleviate your queries promptly, we actioned a comprehensive review of your account. Our dedicated client experience team has made efforts to reach out and discuss these matters directly with you.

Following our dialog with you, your account and invoice were promptly updated. We are making preparations to close your account as soon as your invoice matter concludes. We acknowledge your kind understanding throughout this process and greatly appreciate your cooperation.

We're here to provide assistance should any additional questions arise.

Respectfully,
Trajector Medical

Customer Answer

Date: 12/13/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 11/21/2025

Type: $ Billing Issues

Status: Resolved

Complaint Against: Trajector Medical Summary of Complaint: Trajector Medical contacted us in April [redacted] disability rating. We agreed to their services, and by September 2025 his rating was increased from 20% to 50%. Trajector Medical billed us $3,775.45 (five times the monthly increase of $756), which we paid in full in September. After that payment, we received no communication until November 18, 2025. In the meantime, I independently pursued the VA process, scheduled several exams, added a spouse as a dependent, and successfully obtained an additional increase to 60% without any assistance from Trajector Medical. Trajector Medical is now requesting documentation of the updated rating and payment history in order to bill us an additional $2,109.00 (five times the new monthly increase of $421.87). I strongly dispute this charge. The additional increase was achieved solely through my own efforts, and Trajector Medical provided no services or support toward this outcome. Desired Resolution: I request that Trajector Medical close our account and consider the $3,775.45 already paid in September as full and final payment for services rendered. No further charges should be assessed, as the subsequent increase was obtained without their involvement. Supporting Details: - Initial engagement: April

2025 - Disability rating increase to 50%: September 2025 - Invoice paid: $3,775.45 in September 2025 - Independent increase to 60%: Achieved through my own efforts, finalized after September 2025 - Seeking additional information for more invoicing

Customer Answer

Date: 12/01/2025

Trajector Medical Called & spoke to us & I feel my complaint has been resolved to my satisfaction. After my final payment of $1400 is paid our account will be closed. Thank you for your help, it was appreciated.

[redacted]

Initial Complaint

Date: 11/17/2025

Type: $ Billing Issues

Status: Answered

I engaged Trajector Medical to assist with a VA disability claim. After an initial phone conversation, I received from them basically a transcript of what I had described to them. After that, they made multiple appointments to discuss, evaluate and develop evidence. None of which ever took place, they failed to follow up. Never did they develop any evidence or review my medical records. Out of the blue I received an email congratulating me on my claim approval and sending me an invoice for $17,076.75! The information provided demonstrates they access my VA account information without my knowledge or consent. I completed the process on my own with basically no help from them. The company is basically a scam. The services they claimed in the email were NOT provided at all. Congratulations on the increase in your VA benefits!Youve been positively rated and compensated for your recognized VA disabilities.We're delighted that the conclusive Medical Evidence we developed contributed to achieving this result!Since we began our journey together on Nov 20, 2024, we:Analyzed your records to identify potentially underrated or overlooked disabilities.Cataloged presumptive, aggravated, and/or secondary ties of * to your military service record.Identified clinical connections between your reported symptoms and disabilities that may have otherwise seemed unrelated.Curated a personalized Medical Evidence Packet complementary to your formal VA Claim Application.Leveraged technology to electronically self-submit your VA Claim Application.Set expectations of anticipated medical examination standards for your VA Claim Exam.Audited your VA decision & rating response to make sure no evidence was overlooked or underrated.["MEDICAL EVIDENCE AND CONSULTING SERVICES FEE. I am especially horrified they somehow have the ability to access my VA account and VA [redacted] records without my consent! My VA records are extremely private to me that contain details I do NOT consent to ANYONE accessing.

Business Response

Date: 12/12/2025

Dear Mrs. [redacted] you for sharing your input with us. Here at Trajector Medical, we strongly value the perspectives of all our clients as it enables us to continuously enhance the services we provide.

To clarify the matter pertaining to the invoicing, your contract allowed for supporting documentation based on our standard fee structure, which was detailed for your review prior to any initiation of services. Our records imply a correlation between the enhancements in your benefits, and the preparation of materials pertaining to your case. It was with this understanding that your invoice was initially issued.

As part of our ongoing commitment to ensuring customer satisfaction, we have undertaken a thorough review of your account and invoice in an endeavor to provide resolution to this matter. Following an in-depth discussion with our financial department we have updated your invoice and have processed your account for completion.

In light of the circumstances, and with a focus to allocate our resources effectively, we have made adjustments to your invoice. Our unwavering objective is to prioritize our efforts in continual service improvements for the betterment of our customer experience. Our motivation stemmed from a deep-rooted interest in optimizing our services to benefit our clients. While we maintained that the invoice was integral to the support rendered, we revised the invoice in cognizance of your feedback, before finally resolving your account.

Respectfully,

Initial Complaint

Date: 11/13/2025

Type: Service or Repair Issues

Status: Resolved

This company is saying that I owe them for getting my VA disability and they have never helped me not once in getting my disability rating and I have called over 100 times and I am told that someone will call me back to get it resolved and no one calls back and I feel that they are attempting to to harass me me for over 4000 dollars when they have never helped me at all

Customer Answer

Date: 11/17/2025

Trajectory was able to close my case out and found that I didnt owe the monies to them

Initial Complaint

Date: 11/06/2025

Type: Product Issues

Status: Answered

Would like cease and desist from Trajector Medical in [redacted]

Business Response

Date: 11/06/2025

[redacted],
We've confirmed your account has been closed and we have sent you an email confirmation as well. Thank you for your feedback.
Respectfully,
Trajector Medical

Initial Complaint

Date: 10/28/2025

Type: Order Issues

Status: Answered

I contracted trajector to help filie va claim. They filed, I got rating & letter. Paid them, their commission. They never went over letter of determination with me, never explained [redacted] optins. They switched my [redacted] with someone over seas whom was not competent. I requested to anull [redacted] resentation, they said they would & would send letter/email. Never received. I want them off my case. Im hiring another more competent company

Business Response

Date: 11/19/2025

Dear Mr. [redacted] us first express our gratitude for sharing your feedback. Constructive input such as yours empowers us to continually refine our services and ensure we're meeting the needs of our valued clients like yourself.

We want to clarify that our main role lies in compiling and providing critical documentation for disability claims. While we are not a VA-accredited representative for veteran clients, we are dedicated supporters in your journey. Our focus is to provide you with the resources needed to successfully file your claims a role outlined within our mutually agreed and signed contract at the outset of our collaboration.

Moving toward addressing your account-related enquiries, it became evident that these need to be looked at more closely. Accordingly, our client experience team has been

diligently reaching out to assist in unraveling these issues and ensure a swift resolution. Connective efforts have included calls, emails, and texts, however, we've yet to establish a response a point we hope to rectify promptly.

Kindly note that your account remains active for now pending the ongoing processing of your disability claims by the VA. This verdict has the potential to reveal how effectively our support has steered your core process. Rest assured, we stand by our commitment to see this through to a favorable close.

The importance of communication cannot be overstressed, and therefore, we eagerly look forward to resuming our discussions. We trust that this will lead to suitable actson and an opportunity to further refine how we can better support your journey. Therefore, we kindly ask that you get back to us at a time of your convenience.

Respectfully,
Trajector Medical

Initial Complaint

Date: 10/20/2025

Type: Order Issues

Status: Answered

This company is supposed to assist veterans in obtaining VA benefits. I filled out paperwork to work them and never heard from them again. Over 7 years later after I got awarded benefits after working with an attorney, they billed me over $3200. There were no claims submitted from them they can't even provide paperwork of submitting anything for me. They asked for my decision letter on which it stated who recovered the benefits for me. I submitted it and asked for confirmation that I no longer owe them any funds and they refuse to provide proof of that. They continue to send me these bills. They are not professional or effective and should not be allowed to trick other veterans that are just trying to get what is owed to them.

Business Response

Date: 11/04/2025

Dear [redacted],

We wanted to take a moment to express our thanks and appreciation for expressing your views. Your feedback is integral to our continuous pursuit of service excellence. Circle of communication is key, and we appreciate the opportunity you've given us to understand and address your comments.

The specifics of our contract, including our fee structure and the resources we provide, are designed to be transparent, straightforward, and of benefit to those we serve. Your perspective has highlighted the importance of reinforcing this element of mutual understanding and acceptance in every interaction we have with our clients.

Driven by your feedback, we have earnestly reviewed the aspects of your account related to this experience. Our devoted Client Experience Team recently reached out and engaged in a valuable dialogue with you. Were glad to have shared this conversation which was a contributing factor in mutual understanding and action.

Our primary commitment is to fulfill your needs and expectations. As part of this commitment, and following our recent discussions, necessary adjustments have been made to your account aligning with your preferences. Our intention always remains to promote trust, build stronger relationships and ensure your peace of mind.

Your understanding and participation in these recent measures is greatly appreciated. We are driven to refine our protocols and improve our services continuously - and your input is a critical part of that.

With kind regards,

Trajector medical

Initial Complaint

Date: 10/14/2025

Type: $ Billing Issues

Status: Answered

Trajector Medical has been harassing me with phone calls and emails. I have asked them to stop contacting me! They charged me and VA told me that they cannot by law charge veterans for initial claims. Anyway, I asked them to discontinue any and all contact. Destroy and delete any PHI and PII. They continued the contact. I later received a bill and they kept harassing me with the annoying phone calls, voice messages, emails, etc although I quoted the [redacted] S. Code that specifically states they cannot charge.. I finally decided to just pay them because it was very stressful and was afraid that not paying would affect my credit and could possibly lose my job. I have a zero balance and would like them to stop all contact with me by emails, text, mail, etc and to delete and properly destroy all PII and PHI. I do not want any other contact with this company. It is bad for veterans. I am asking them again to STOP! They did nothing to help with my rating.

Business Response

Date: 11/04/2025

Dear [redacted],

Allow me to extend our sincere gratitude for sharing your valuable thoughts regarding your experience with us. We firmly believe that open and honest communication forms the bedrock of successful relationships, and appreciate you entrusting us with your views.

We understand that there has been some confusion regarding the nature of the services we

provide. We are a dedicated team proficient in creating comprehensive supporting documentation that aid our clients in their disability claims. Please note, as a non-VA affiliated entity, we do not perform tasks directly related to preparing, presenting, or prosecuting VA claims. Such roles are exclusively for [redacted]-accredited representatives, who undergo defined training programs and meet specific standards of expertise.

In the spirit of ensuring your satisfaction, we have thoroughly reviewed your case after receiving your feedback. Following this diligent review process, changes were made in line with our objective of reconciling any perceived discrepancies. While we have always been confident in the legitimacy of our initial invoice based off our rendered services, we are equally respectful of your views and understand the paramount importance customer satisfaction holds for us.

We've now confirmed the closure of your account. Please be assured, your feedback is not just appreciated but is held in high regard as it provides us with a unique perspective. Should you feel inclined to discuss this further or share additional comments, you're always welcome to connect with us at [redacted].

Sincerely,
Trajector Medical Team

Initial Complaint

Date: 10/10/2025

Type: Order Issues

Status: Answered

I paid $5,510.20 for the initial service once I was approved for a 50% rating. Their fee doesn't reflect the amount of work they did for me. After I reached the 50% rating and paid the initial invoice, the representative who called me told me that I wouldn't have to pay them anymore after that. They took the initial medical information from me and filed an application on my behalf. I personally had to file another application to appeal everything that was denied because they stopped communicating after I paid the first invoice. So I was shocked when I received another invoice congratulating me on my increase and charging me $6,654.25 more! This is in direct violation of federal law, which states that the charges can not exceed $9,200 for this type of service regarding disability. Then there is the fact that they gave me no assistance in getting the additional percentage, so they are asking for payment for doing no work. Veterans beware, this company is not VA-accredited, and the [redacted] says to stay away from them because they are claim predators, and I am experiencing that firsthand.

Business Response

Date: 10/24/2025

Dear Mr. [redacted] you very much for your feedback. We greatly appreciate the time you've taken to share your insights with us. Constructive comments, like yours, illuminate our path to continuous improvement and help us enhance our services. Our foremost priority is to

ensure our clients satisfaction, and we sincerely value your perspective as we strive to consistently meet and exceed expectations.

We would like to address the points you've brought up about your invoice. When we came together to form a partnership, you were given an overview of our fee structure relating to the disabilities support services we provide. This structure was presented clearly and in a detailed manner, with the understanding that certain costs may come into effect contingent on any benefits awarded through our collective efforts. With regards to the recent increase in your benefits, it appears that this might be directly connected to the strategic effort put into preparing the extensive supporting materials on your behalf.

In the event you possess any paperwork or evidence suggesting a different perspective, we are more than willing to reopen the matter for discussion. Please feel free to present this information to us at your earliest convenience. We are committed to thoroughly understanding all aspects of your experience, and believe that remaining open to discussion and providing transparent information is fundamental to maintaining a fruitful relationship.

Concerning the status of your account with us, it will remain active and we will continue to maintain open lines of dialogue. This decision is primarily due to the active invoice associated with your account which we believe can be successfully addressed through mutual communication.

We're eager for the opportunity to continue working together to address any lingering queries or concerns, and to [redacted] an enduring and mutually beneficial relationship. Thank you again for your feedback, and we're looking forward to move ahead in an ever-improving fashion.

Respectfully,
Trajector medical

Initial Complaint

Date: 10/08/2025

Type: Service or Repair Issues

Status: Answered

I am writing this for my husband who is unable to do so. . It involves [redacted] thinking Trajectory was a VSO and free and him giving them all the information on himself for them to fight for a claim, He was a 0 but we were fighting some and have won some that they want money for. At the time of talking with them [redacted] who has medical problems and was just beginning the fight with throat cancer with 5 radiations a week and chemo was telling them about himself. I am being his medical power of attorney and wife asked him to talk some other time. I hope what I wrote below is what shows up, not this. [redacted] talked to them thinking them a VSO, As I put below with everything [redacted] was going though, they should of hung up and said we will talk some other time. But after reading about them, I see why they did not. [redacted] has won one rating at 20 percent that I fought for in 2024. I re fought it and they are sending us an invoice for it. They knew before we knew he won it. That make me very uneasy. He has since won more, and they are calling so much. They never quit calling even when I told them he was in the

hospital very sick during his fight. Even when i called them and said his mom died please do not call we are heading to [redacted] they called and emailed. They will not talk to me unless it is convenient. [redacted] has put in I think 4 forms to talk to me to them to and they come back saying he did not fill out the forms their analysist said. They charge an enormous fee 5 times what you get. I did not realize that [redacted] had signed anything with them for a bit. He should never have done that. He said they asked him questions and told him to sign. Also,,a neighbor was over here being with [redacted] so I could run errands, and he said he was listening to them prompt [redacted] into saying yes to everything. . They are trying to get pay on something that was denied I fought in 2024 and fighting it won in 2025. The are ruthless, I tried below to write most of what happened.

Business Response

Date: 10/24/2025

Dear Mr. [redacted] input and insights are extremely valued, and we thank you for taking the time to share your feedback. Your experience plays a vital role in helping us continually refine and enhance our professional conduct and facilitate effective communication pathways.

With respect to the inquiries you made about your invoice, we trust the client experience team's actions provided clear direction and understanding. They have taken into account your feedback and it will serve to guide our future interactions, ensuring clarity and precision.

Considering the unique circumstances shared, we have put appropriate measures to fully conclude your services. There will be no continuation of our previous communication ensuring respect for your personal needs. A final statement has been issued for your files as well.

We remain at your disposal for any future discussion or inquiry, should you desire it. We take your feedback into serious consideration and intend to utilize it to improve our commitment towards superior client care. Thank you again for your communication.

Regards,
Trajector Medical

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

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BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 10/08/2025

Type: Service or Repair Issues

Status: Resolved

I was called in January by trajector medical. I explained to them I just got an increase. They asked all kinds of questions , Im 64. Of coarse I have problems with my body. They got a nurse on the line and asked me all kinds of questions. I got very uncomfortable because they pretty much asking about every body part. I stopped them and told them. I didnt want to continue with them. I had surgery on May 27, 2025. My vso put in the paper work to assist with claim from surgery. I am temporarily at 100% disability. They stated that I owe them almost $9,000 . For one thing its temporary while healing. Another thing they were asked not to continue anything with me as again I felt uncomfortable and forced to continue with their services cause after I said NO several times. They are calling me twice a day if not more wanting money. They didnt put in any paperwork for my surgery. They didnt even know about it. This company is harassing and trying to take advantage of the people who served. I wont give them information. By the way I only got $1800 more a month more and they are wanting almost $9000

Customer Answer

Date: 10/08/2025

I told them by phone that I was uncomfortable with the process of attempting to use every possible ailment against the VA. I told them I dont want to continue any correspondence with them. I want them to stop calling me and I will not pay 5 times of what the temporary adjustment is , I feel I owe them nothing because I told them I didnt want to continue

Business Response

Date: 10/24/2025

Dear [redacted],

We've read and carefully noted your recent details provided. Your input is invaluable, and our aim is always to ensure the highest level of satisfaction, making feedback such as yours critical in driving our continual efforts to improve.

We understand the value of swift resolution. That's why we want to assure you that our client experience team has been diligently working to establish contact with you. Despite not having had the opportunity to connect directly, we remain committed to ensuring your

satisfaction.

In light of this, we've taken the initiative to conduct a comprehensive account review. We immensely respect your perspective and this detailed procedure has allowed us to gain further clarity. Subsequent to the review, in alignment with ensuring a swift and streamlined conclusion, your account has been updated and subsequently closed.

While we believe in the validity of the services provided, we took it upon ourselves to revise your most recent invoice during the closeout reaffirming our commitment to a seamless and fair client journey.

Please be aware that your account closure has been effectively processed. While our path together has reached a conclusion, our lines of communication remain open to you. We're always willing to listen and learn; your viewpoints are invaluable to us. Our team can be contacted at [redacted] any time you wish to share more.

Thank you for your time and for sharing your experience with us.

Recpectfully,
Trajector Medical

Customer Answer

Date: 11/14/2025

I would like to write and tell bbb that trajector did work with me as they understood my complaints of how this incident progressed. As of now they cleared my bill and will no longer represent me in any future endeavors. . I want to thank them for reaching out and working with me as I explained my situation. Even though the experience didnt start out on a positive note they did clear everything up. I want to thank them for the understanding of this incident

Initial Complaint

Date: 10/06/2025

Type: Customer Service Issues

Status: Resolved

The business created contract in which they were to contact you before all appointments. Assist in helping you complete the required steps in seeking help with VA. They have predatory practices they help you fill out paper work never call again. I went to three appointments and they never called once. When I called they said sorry and wanted payment for a job they never did. They are in breach of there contract and demanding money. I advise them to never call again because the lady demanding money was rude. I called to to pay them thats the only reason they said sorry. I find it odd they breach there contract but are still taking money out my account for a service they did not provide. The

Governor of the State of Florida before I joined or was aware of Trajectory advised against taking advantage of Veterans as this company is currently doing. They help you fill out paper and leave you until you get a percentage then come back and demand money for services never received this needs to be stopped.

Business Response

Date: 10/27/2025

Hi [redacted]. Thank you for taking the time to connect with us. We have updated your account and sent an email highlighting the changes. Should you have any additional questions, please call or email us.

Customer Answer

Date: 10/28/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 10/02/2025

Type: Order Issues

Status: Resolved

I used Trajector Medicals services to assist with my VA claim. Their evidence helped increase my claim, which I was then charged for their services and paid the bill due. A year later, an appeal that I initiated, completed evidence for, and solely completed on my own was successful and increased my rating which then Trajcetor sent me a new bill for services that they did not render. I have since received nonstop phone calls and emails even after providing them evidence that they were not involved with this new appeal. I have talked to multiple representatives, emailed them, and taken the necessary steps to show that our interaction was complete over a year prior only to be left with an outstanding bill and continued harassment.

Business Response

Date: 10/16/2025

Dear [redacted],

We've read and carefully noted your recent details provided. Your input is invaluable, and our aim is always to ensure the highest level of satisfaction, making feedback such as yours critical in driving our continual efforts to improve.

We understand the value of swift resolution. That's why we want to assure you that our client experience team has been diligently working to establish contact with you. Despite not having had the opportunity to connect directly, we remain committed to ensuring your satisfaction.

In light of this, we've taken the initiative to conduct a comprehensive account review. We immensely respect your perspective, and this detailed procedure has allowed us to gain further clarity. Subsequent to the review, in alignment with ensuring a swift and streamlined conclusion, your account has been updated and subsequently closed.

While we believe in the validity of the services provided, we took it upon ourselves to revise your most recent invoice during the closeout reaffirming our commitment to a seamless and fair client journey.

Please be aware that your account closure has been effectively processed. While our path together has reached a conclusion, our lines of communication remain open to you. We're always willing to listen and learn; your viewpoints are invaluable to us. Our team can be contacted at [redacted] any time you wish to share more.

Kindly note, adhering to professional guidelines, this communication acknowledges the closure of your account, cherishing mutual respect and understanding.

Thank you for your time and for sharing your experience with us. We respect our time together and wish you the best in all your future endeavors.

Respectfully,
Trajector Medical

Customer Answer

Date: 10/16/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 09/23/2025 **Type:** Order Issues

Status: Answered

I am writing to file a complaint against Trajector Medical (also known as Vet and related entities). Trajector Medical offered to assist me by gathering information and preparing an evidence packet for my VA claim. I spoke with them by phone two or three times and provided information about my claim. They then submitted a packet to the on my behalf after having me sign a contract agreeing to pay them five times the monthly payout based on the rating awarded. I feel they misrepresented who they were when we first spoke. The packet they submitted contained incorrect information, and several of the claims were denied. For example, they submitted a claim for sleep apnea when my issue has always been insomnia. When I tried to contact them for guidance afterward, I initially received no response. Emails I found were sent to me as no-reply emails. About a week later, they called once while I was at work, even though they were aware I am unable to take calls during work hours. Since then, I have moved forward with my claim independently with support from the VA and local resources. However, I am now receiving nonstop calls (mostly during work hours) and even an emailed bill for over /$11,000. I have since learned that Trajector Medical is not accredited by the VA to represent veterans. They are not attorneys, accredited agents, or VA-recognized . To my understanding, under 38 CFR , it is illegal for an unaccredited organization to charge fees for preparing, presenting, or prosecuting a claim before the VA. Their practice targets veterans who may not know these rules, creating large and unfair financial demands. I respectfully request that your office investigate their practices. I am asking that they stop billing me and stop contacting me for an unfinished and mismanaged job. If this issue is not resolved, I will also submit a formal complaint to the Office of General Counsel.

Business Response

Date: 10/10/2025

Dear ,

Firstly, allow us to extend gratitude for taking the time to provide us with vital feedback on your experience. Here at our organization, we undoubtedly value your input, and it's through interactions like yours that we continuously refine our services to cater to the unique needs of our resolute clients.

Our primary service, as clearly specified in our agreement, revolves around the preparation of supporting documentation for disabilities you are intending to claim for. As we continually work to communicate this to all our clients, we are not VA-accredited representatives and consequently, we are not authorized to submit disability paperwork to the on you behalf. This task, as defined by specific training standards, remains within the scope of -accredited representatives, including attorneys, claims agents, and Veterans (VSO) representatives.

As non-accredited professionals, our extensive expertise and commitment lie in generating accurate and comprehensive supporting documents for your disabilities. Our full suite of services is outlined in the agreement you previously acknowledged and signed, and our transparency in delivering these services remains a key characteristic of our operations.

In regards to your invoice, we want to ensure that you feel empowered and informed throughout every step of our service process. Upon the signing of our agreement, you recognized and agreed to our explicitly stated fee structure associated with the support we provide towards the disabilities you intend to claim for. These criteria, as always, were shared upfront to maintain clear and open communication.

From our records, there is a visible connection between your increased benefits and the materials we diligently prepared. However, we are open and eager to review additional data or documents you wish to share that might provide further insights into this matter.

As we continue to aim for client satisfaction, we want you to know that your account remains active, and our dedicated team is committed to maintaining open lines of communication with you, until all aspects linked to your account are efficiently resolved. Our continued interaction is a testament to our commitment towards understanding and meeting your needs.

Respectfully,
Trajector Medical

Customer Answer

Date: 10/16/2025

Response to Trajector Medicals Statement:
Thank you for your response. While I appreciate the acknowledgment of my concerns, I continue to dispute Trajector Medicals claim that I owe any payment for services rendered.
To clarify, I was led to believe that Trajector Medical (also referred to as Vet Comp & Pen) would assist with my VA disability claim in a manner similar to an accredited representative. At no point was it clearly communicated that this company is not VA-accredited, nor that they are legally prohibited from charging fees for the preparation, presentation, or prosecution of VA claims under 38 CFR 14.636.
I spoke with their staff only a few times, provided basic background information, and was told they would prepare an evidence packet. The materials they produced included incorrect and irrelevant information including conditions I did not claim (e.g., sleep apnea). I did not receive ongoing communication or guidance after that, and I ultimately sought assistance from my local [redacted]-accredited representative, who helped me correctly prepare and submit my claim.
My VA claim was adjudicated based on documentation prepared by the [redacted] and my accredited representative, not by Trajector Medical. I have reviewed my VA decision in full, and it does not indicate that Trajectors materials were used in determining my rating.
Despite this, I continue to receive calls during my work hours (despite previously stating I am unavailable by phone), and I have received a bill exceeding $11,000. This is both unreasonable and unjustified.
I have now formally requested that all future communication be in writing only and that they cease phone contact.
I respectfully maintain that:

Trajector Medical misrepresented their role and failed to clarify their lack of VA accreditation.
They did not contribute to the favorable portions of my claim outcome.
They should not be billing veterans for claim preparation, as this violates VA regulations.
I request that the BBB continue to review this case and ensure that Trajector Medical stops contacting or billing me for services I neither authorized in full nor benefitted from.
Respectfully,
[redacted]

Initial Complaint

Date: 09/10/2025

Type: Product Issues

Status: Answered

They gave me information to send to the VA for disability and misrepresented the information that was given to them. When I received the rating of 10% they immediately wanted $800 and offered no help with the other issues that were denied that they stated they would help with as well. Now they will not quit calling demanding money when they do not want to help with the rest of the process. When I told VA my story with them they asked that I make a complaint.Very [redacted] trying to take money from veterans that are already in financially poor condition.

Business Response

Date: 09/24/2025

Dear Mr. [redacted] you for sharing your viewpoint on our services. We have received your recent feedback, and we value your thoughts greatly. We understand the importance of clear and open communication and respect your perspectives.

To address your comments on the invoice, wed like to remind you that our fee only applies when our efforts yield an increase in benefits; it is never charged in the absence of an award. We initiate services after affirming detailed terms outlined in the agreement, including our fee structure. We welcome any new information that you would be willing to present to us in this respect.

Additionally, the parameters of assistance provided, such as not extending support for appeal claims, were explicitly shared within the signed agreement. This does not diminish the value of services that have already benefitted you.

Please know that we are committed to promptly prioritize and realize resolutions. We have tried to establish contact multiple times via call, text, and emails without much fortune. We believe open dialogue will provide opportunities to address your thoughts in a more

personalized manner.

We encourage you to return our calls when convenient to you so that we can constructively discuss and make progress. Were eagerly looking forward to hearing from you.

Respectfully,
Trajector Medical

Customer Answer

Date: 09/25/2025

They are relentless and will not quit calling or emailing me. I was told that they would provide help with my va claim even if I was denied they would help me throughout the process. I received a 10% va rating and was denied with a slew of claim that they made on my behalf. Basically, they threw everything against the wall hoping something would stick. When I told them that I had received the 10% rating they immediately asked for the 5x the monthly benefit, which is extremely predatory especially when I found out that this service if free to veterans. I asked for help with appealing the claim and they said we don't help with that. They stated that they would help me throughout the process and that was a complete lie. They made so many promises that were not true and I told them I would not pay them until they did what they stated they would do.
This company is under investigation for their predatory practices and have been under many different names as they are a company that is taking advantage of Veterans as it is illegal for them to make the claim or do the paperwork. That is why they send it to you to send so they are not liable. Very shady practice that I was unaware of how the process really worked.
I told VA about this, and they told me that it was completely illegal for them to do this. My communication with them is over, they can take me to court for the $800 and they will lose as they are already under investigation by the federal government. This will just help the justice [redacted] put an end to these predatory companies. The BBB should be trying to the same as Veterans are the reason will our freedom from this type of issues.
Sincerely,
[redacted]

Business Response

Date: 10/03/2025

Dear Mr. [redacted] appreciate your feedback and its essential for us to understand better our clients' experiences. It always contributes to our continuous growth, as we aim to provide premium service at all times.

In reexamining our initial contract, it was clearly explained that our fees apply only when our work leads to an increase in benefits. As per the agreed terms, no charges are applicable if no award is given. Based on our records, your benefits have indeed encountered an upturn that seems connected to the input we provided. These terms were well articulated upfront, establishing transparency prior to any service commencement.

Moving on to the aspect of appeal support for denied disabilities, it is crucial to note that it falls beyond our service scope, which was outlined in the same agreement. Although we may not be able to assist with appeals, the work we've already undertaken has successfully supported your current benefits increment.

We keenly operate within our capacity, which is centered on collating, organizing, and facilitating compelling medical evidence for clients' disability claims. However, it is [redacted] to reiterate that we do not undertake representation of clients nor submission of claims to the [redacted], as explicitly stated in our contract. We operate as a non-accredited organization focusing on our client's medical evidence requirements, not on [redacted] claims representation.

Our client experience team has been reaching out to you on numerous occasions through calls, emails, and text messages as part of our commitment to ensure the best possible resolution. We are genuinely interested in maintaining a constructive and progressive dialogue with you to facilitate the most favorable outcome. We understand the significant impact immediate actions can have and we've been dedicatedly working to enhance the situation.
In the interim, your account remains active with us as there is an ongoing invoice. We request that you return our call at your earliest convenience. We eagerly look forward to hearing from you and trust that through open dialogue, we can find a resolution.

Warm Regards,

Initial Complaint

Date: 09/03/2025

Type: Product Issues

Status: Resolved

Upon referral by a coworker, I contacted Trajector Medical to assist in increasing my VA rating from 0% to anything higher. I sent in any info they requested, I answered their medical questions, I attended the exams. Most of my claims were denied but I did receive an increase in rating to 20%. Trajector quickly sent an invoice for payment on August 12, 2025. I paid in full on August 14, 2025. I received an email receipt of my payment from Trajector and I have zero balance with them.But ever since, I continue to get phone calls, text messages, and email notifications from them, two to three times a week. I appreciate the service that they rendered, I promptly paid them in full on my end but I believe our professional relationship is ended. I am formally requesting my Trajector Medical account to be closed and there be no further contact.

Business Response

Date: 09/24/2025

Dear Mr. [redacted] truly thank you for sharing your feedback with us with regard to your recent experience. Such inputs from valued customers like you give us the opportunity to continuously improve our services and cater to your needs more effectively.

We took your feedback earnestly and immediately set our gears in motion to ensure a comprehensive review of your account. We strongly believe that open communication is the key to solving any discrepancies and we made it our priority to reach out to you in the soonest possible time.

Our records indicate that our client experience team was successful in establishing contact with you to gain a better understanding of your concerns and answer any queries that might have arisen during the process. We hope that this conversation was beneficial and provided a path towards resolution.

Subsequent to this conversation, we have updated your account based on your specific preferences. To respect your favored mode of communication, your account has been adjusted to 'email-only' contact, effectively blocking any automated calls and texts moving forward. We trust that this alteration suits your requirements and assures you a more optima interaction with us.

If there are any additional queries or assistance that you require, please do not hesitate to reach out to us. We are committed to providing you exceptional service that matches your unique needs. Your satisfaction is our ultimate aim and we are more than willing to walk that extra mile for it.

Thank you once again for allowing us to understand your viewpoint and move towards improvements.

Best regards,
Trajector Medical

Customer Answer

Date: 09/29/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 08/27/2025

Type: Sales and Advertising Issues

Status: Resolved

This service is a scam which takes advantage of military veterans. They claim to be a full service disability claim assistance liaison for the veteran and the VA. They never looked at my medical records, which contains all the evidence to receive a rating. All they did was

copy and paste symptoms onto a form that I described, and send it to the VA. Upon my appointment I personally had to dig through my medical records and find dates of appointments and symptoms to actually back up my claim. After this I was informed I should contact a [redacted] and my service was complete and I owed a large sum of money. This was anything but a full service help and a wasted of time and money, especially since I am just passed to a free VSO anyway.

Customer Answer

Date: 09/04/2025

Trajector has reached out and settled the issue that I have initially written about. I appreciate them making the effort to fix this issue and we have come to a satisfactory ending to this.

Initial Complaint

Date: 08/20/2025

Type: Service or Repair Issues

Status: Answered

Trajector Medical claims to assist veterans with [redacted] disability claims. When I submitted paperwork, the [redacted] informed me I already had claims on record and that Trajector is not authorized. A [redacted] representative advised me to discontinue my contract, stating they are “claim sharks” and only accredited [redacted] are authorized.

I reviewed Trajector’s paperwork and found spelling errors, inaccurate information, and unprofessional presentation. On March 16, 2025 at 05:07 AM, I submitted a “Request for Discontinuation” as outlined in the contract.

Despite cancelling, I was harassed with repeated spam calls and emails demanding money. I suffer from PTSD and anxiety, and this harassment has been extremely distressing for me and my family.

Trajector later sent fabricated invoices for $13,629.80 for services not properly provided. In reality, they only submitted poorly written, error-filled forms that could have been completed in minutes.

This company continues to harass me after cancellation, sending false bills and repeated calls. Their actions demonstrate a pattern of exploitation of veterans, intimidation, and fraudulent billing practices.

There is a more detailed version attached. The limitations of characters in this box were exceeded.

Business Response

Date: 09/03/2025

Dear [redacted],

Thank you for taking the time to share your experience and provide feedback. We always aim to deliver the highest quality service and your insights are crucial in that commitment.

To clarify our role, while we are deeply committed to assisting our clients, our service is not of a legal nature. We do not represent clients or submit claims to the [redacted]. We are a separate entity from the [redacted] and we do not facilitate communication on behalf of our clients with them. This was outlined in the initial agreement which you acknowledged before we commenced our services.

Preparation, presentation or any prosecution of [redacted] claims is strictly undertaken by [redacted]-accredited representatives such as attorneys, claims agents, or [redacted] ([redacted]) representatives. These individuals have fulfilled specific training criteria which we, as an unaccredited organization, do not provide. This was clearly delineated in the contract provided to you prior to the commencement of our services and was acknowledged by you.

In relation to your invoice, we wish to highlight that our fee structure was pre-discussed and acknowledged by you in the agreement. This fee is associated with the claims we support. Our assessment suggests that the increase in your benefits correlates with the materials we assisted in preparing. While we do not have any contrary indications, we are more than willing to review any material or information you would like to share with us on this matter.

For now, your account will stay active and ongoing communication will prevail to continue working towards a resolution for any matters on your account. We remain committed to keeping our communication lines open so we can navigate through this together. Our team is empowered to address every aspect of your experience, and we remain available to you until this matter reaches a satisfactory outcome

Respectfully,
Trajector Medical

Customer Answer

Date: 09/03/2025

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: [redacted]

I am rejecting this response because:

Dear Trajector Medical,

Thank you for your response. Unfortunately, it did not address the issues I raised in my original [redacted] complaint. As outlined in our contract, I formally requested discontinuation of services, yet that has been consistently ignored.

It feels as though any communication with your company is met with a scripted reply rather than genuine consideration. The fees you insist upon do not reflect legitimate services rendered but instead resemble an attempt to pressure customers into payment.

At this point, it is clear that continuing this back-and-forth through the [redacted] will be unproductive. I now better understand why so many complaints remain unresolved—or are eventually closed simply because people realise it is a waste of time talking to a brick wall and give up. Meaningful resolution is impossible when the company refuses to engage with anything beyond collecting money.

Sincerely,
[redacted]
[redacted]

Business Response

Date: 09/12/2025

Dear [redacted],
Thank you for sharing your experience with us. We appreciate all forms of feedback as it aids in refining our customer service minutiae. It's essential for us that all our valued customers, including you, perceive the dedication we put into ensuring service transparency and clarity.
We respect your viewpoint and realize that each interaction depends heavily on personal perception. We adhere strictly to all guidelines and laws, and we ensure our customers have an understanding of all terms before proceeding. To this end, we understand and recall that an agreement was reached before the commencement of our service, which was documented in the contract you signed.
We also take note of your comments regarding the invoice. Each invoice we issue is based on the services rendered. After carefully considering all aspects and respecting your communication, we have decided to confidently move forward with closing your account.
We value utmost integrity, honesty, and collaboration in our client relationships and we believe this move mirrors our uncompromising ethos. We believe this action is in the best interest of both parties.

Traiector Medical Team

Initial Complaint

Date: 08/18/2025

Type: Product Issues

Status: Resolved

I engaged Trajector Medical to assist with a VA disability claim, After an initial 30 minute phone contact I received from them basically a transcript of what I had explained to them. After that they made multiple appointments to discuss evaluate and develop evidence. None of which ever took place they failed to follow up. Never did they develop any evidence nor review my medical [redacted] out of the blue I received an email congratulating me on my claim approval. The information provided demonstrates they access my VA account information without my knowledge or consent. I completed the process on my own with basically no help from them this in my opinion is basically a scam.Below is the email I received from them and they performed NONE of the line items indicated.Mark -Congratulations on the increase in your VA benefits!Youve been positively rated and compensated for your recognized VA disabilities.We're delighted that the conclusive Medical Evidence we developed contributed to achieving this result!Since we began our journey together on Nov 20, 2024, we:Analyzed your [redacted] records to identify potentially underrated or overlooked disabilities.Cataloged presumptive, aggravated, and/or secondary ties of [redacted] to your military service record.Identified clinical connections between your reported symptoms and disabilities that may have otherwise seemed unrelated.Curated a personalized Medical Evidence Packet complementary to your formal VA Claim Application.Leveraged technology to electronically self-submit your VA Claim Application.Set expectations of anticipated medical examination standards for your VA Claim Exam.Audited your VA decision & rating response to make sure no evidence was overlooked or underrated.["MEDICAL EVIDENCE AND CONSULTING SERVICES FEE (1)"]$ $[redacted] Invoice Total:$ [redacted]

Business Response

Date: 09/09/2025

Dear Mr. [redacted] you for sharing your feedback with us. We highly value the perspectives of our clients and are always looking to improve where we can.

About the invoice you mentioned, please recall that during the signing of our agreement, all details were comprehensively communicated, including our fee structure for the claims we support. Your benefits have reflected enhancements which correspond to the assistance we've provided.

In spite of any misunderstandings, our dedicated client experience team has already reviewed your account to ensure optimal resolution. They connected with you recently, as per our records, and we are glad to learn that they were able to lend a helping hand. As per your discussion with the team, your account has been processed for closeout accordingly.

We're profoundly thankful for your cooperation throughout this process, and for allowing us the chance to provide the top-rate service that is our brand's promise. Do not hesitate to reach out should there be other ways we can lend our assistance.

Warm regards,
Trajector Medical

Customer Answer

Date: 09/09/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 08/18/2025

Type: Service or Repair Issues

Status: Resolved

have been sent an invoice for no reason. Trajector took me from a 50% rating to 60%. I paid the 10% difference monthly as agreed, starting in January. Ever since then it has been an absolute disaster working with you. I receive multiple calls, for no reason and now have a new invoice INV-[redacted] for [redacted], unsure why since you have been paid in full.

Business Response

Date: 09/02/2025

Dear Mr. [redacted] highly value your feedback and deeply appreciate your commitment to sharing your perspective. Our primary goal is to ensure the satisfaction and success of our clients, and your comments help us continuously strive for improvement.

Let's address your comments on your invoice. Our practice is to fully disclose our fee structure with our clients, which you acknowledged at the beginning of our agreement. Our records indicate that there has been an increase in benefits that align with the materials we helped to prepare. We welcome the opportunity to review any further documentation you have that would support your case and allow us to update your account accordingly.

To facilitate a swift resolution, our dedicated client experience team has been actively seeking a time to discuss with you. Although their calls, texts and emails havent yet resulted in a connection, our lines remain open, and we are eagerly waiting to continue our conversation.

With your account still active, we are more than willing to engage in open dialogue and work to align our services with your expectations. Please, at your earliest convenience, reach out to us. We remain committed to serving you and ensuring your satisfaction.

Looking forward to speaking with you soon,

Trajector Medical

Customer Answer

Date: 09/03/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Prev. 1 ... 3 4 5 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

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When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of

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BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 08/14/2025

Type: Service or Repair Issues

Status: Answered

I am filing this complaint due to Trajector Medicals ongoing billing attempts and unauthorized access to my VA disability rating information after I previously terminated my agreement with them weeks before any increase was awarded. My request to end the relationship and revoke their access was ignored, and they are trying to pressure me into a payment plan under misrepresented terms and a non-payment penalty fee. I have now formally re-terminated the agreement and am demanding written confirmation of its receipt, this time, from them, but they have yet to comply. I originally signed an agreement with Trajector Medical to help develop medical evidence for a VA disability claim. When I went to the [redacted] appointment, the [redacted] informed me that I would be denied (leg, foot, back) because the paperwork was written wrong by Trajector Medical. I contacted Trajector medical, from the parking lot that day, and informed them, that day, that I no longer wanted their services because they refused to understand my complaint insisting that the submitted documentation was correct and the [redacted] was wrong. The [redacted] was right, I was denied for that claim (leg, foot, back) just as the [redacted] said I would be but a week later I was approved for another issue (mental) by a different [redacted] told me they were cancelling on that day I spoke with them from the parking lot (before any increase or approvals were granted for mental) informing them of their mistake.

Business Response

Date: 08/26/2025

Dear Mr. [redacted] you for sharing your feedback with us. We are wholeheartedly invested in crafting meaningful and supportive customer experiences, and your input is extremely valuable for us to continue improving.

It's evident your recent appointment process didn't meet your expectations. It's always our intention to radiate positivity and understanding during every interaction. While we do not directly coordinate these exams, our team is dedicated to supporting you throughout the process.

We're heartened to note that our dedicated client experience team was able to connect with you for an in-depth discussion and provide answers to your queries. We strive to fortify our relationship through resolution at the earliest possible moment and we are glad we could extend this for you.

We are here to support you continually. If you have any more queries or need additional information, do let us know. We are here to assist you in any way we can.

With appreciation,
Trajector Medical Team

Initial Complaint

Date: 08/06/2025

Type: Product Issues

Status: Answered

Trajector Medical contacted me around August [redacted] disability rating.They asked general questions over the phone about my health and what I had already received benefits for.I was contacted a couple months later and was "taught" how to answer questions at my C&P Exams.Communication was non existent until after I had completed my C&P exams and they called and emailed repeatedly leaving messages asking if I had received a rating yet and to call them [redacted] this point I realized that they must have impersonated me to the VA to find out this information because about 2 days after I found out about my rating increase, Trajector Medical began calling daily and multiple times a day asking if I received a rating. I have not spoken with Trajector Medical since last year I believe. They did nothing for me and sent me an email with an invoice totaling $7609.90 I refuse to pay a company that I NEVER signed a contract with nor gave any verbal authority to use my information to contact the Department of Veterans Affairs.

Business Response

Date: 08/27/2025

Hello Mr. [redacted] appreciate you taking the time to share your thoughts and contribute to our continuous improvement. We hold high regard for all feedback we receive.

In reference to your mentioned points about data use, our agreement assures the strict use of your information as a limited proxy for the sole purpose of accessing your military service details and benefits. The essence of this agreement ensures no power to decide or change any information on your behalf. Our Notice of Privacy Practices in the agreement you signed elucidates our uncompromised stance on information security.

As to your invoice-related matter, our agreement does specify our policy on free availability of services. The stipulated fee only applies when an increase in your benefits is recorded, relating directly to our efforts. The fee structure was transparently shared and agreed upon prior to initiating our services. As per our records, the enhancement in your benefits seems to correspond with the documents we assisted in preparing. We encourage and welcome any documents from you that might suggest differently.

We are keen on prompt resolutions and please rest assured that our client experience team has been diligently trying to reach out. Despite attempts via calls, texts, and emails, a connection has been elusive. We kindly request you reach out at your earliest convenience to address these discussions.

Once again, thank you for your feedback. We are committed to meeting your expectations and a successful collaboration.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 08/27/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **23704373**

I am rejecting this response because:

I want to see all of the work that Trajector did that they believe is worth thousands of dollars from each veteran that turns to them. I had an initial phone call just to gather my basic information. The next phone call, that was clearly from a call center, was roughly 45mins to an hour that someone just asked does this hurt, do you have issues with this, could this be related to this? etc. All of this in very broken English. All of that information is apparently injected into a "master copy" to be sent to the [redacted]. After that, I received a phone call to "teach" me how to answer the physicians questions at my exams. Basically, "be honest and help them understand how it affects your daily life". I showed up to my first appointment embarrassed because I was under the assumption it was for my mental health but it was for my lower back injury. The [redacted] looked at me like I was crazy but that was what was gone over during my last phone call with Trajector.

I do not see how it is legal, moral, or ethical to copy and paste information from 1 document to another and then charge thousands of dollars because you supposedly did something. I am grateful that I have finally received the benefits I believe I have always deserved because I, unfortunately, earned it. I have to continue to live with the pain and suffering everyday and probably for the rest of my life. But to all of you I am just another check in the mail and another veteran duped by your silly claims that y'all "fought for me". I could imagine paying something for an appeal or to take opposition to what the [redacted] rated me but just to file a single report, I don't think so. As far as the contract is concerned, I do not feel as if Trajector held up their end of the deal with the help and support that I was told I would receive. That is why I do not agree with the payment amount.

Also, I have stayed in contact via email for the sole reason that I work for a living and also I want documentation because he said, she said apparently does not bode well. I truly do hope that Trajector Medical will honestly look in the mirror and see the wrong of their ways and do what is right and HELP our veterans instead of using us in a

scheme to make money from our injuries, pain, and suffering that we all deal with everyday.

Regards,

Business Response

Date: 09/04/2025

Hello Mr. [redacted] role is to assist our clients by providing medical evidence to support their claims for various forms of disability benefits, to present during the course of litigation related to injuries, etc. As you acknowledged in your signed agreement, we do not represent clients before the [redacted] nor can we influence VA decisions. Our scope is limited to assisting in the provision of medical evidence based on your medical history, symptoms, and personal accounts, which are then submitted by you to the VA as part of your disability claim. The fee structure you agreed to is based on results: specifically, five times the monthly increase in your VA benefits, but only when there is a tangible, documented increase in compensation using medical evidence that we provided. This outcome-based model ensures our services are aligned with successful results for the veterans we serve. Your message references concerns about legality and ethics. Please rest assured that our model, agreements, and operations have been developed with legal review and adhere to all applicable standards governing medical documentation and billing practices. The terms of your agreement were presented in advance of services, and your signature acknowledges understanding and acceptance of those terms, including the fee arrangement. We do not prepare itemized invoices, as thats simply not how our fees are structured.

We also respectfully note that, as outlined in the agreement, you committed to keeping us informed of VA communications, including sharing any award letters or rating decision letters. This step is critical in verifying whether and how our services contributed to your outcome. While we stand behind the services provided and the value they contributed to the claim you submitted, we are committed to resolving this matter constructively. If you have documentation that contradicts our current understanding of your benefit increase or the timeline of events, we invite you to share it with us so we can reassess the fee in good faith. If the rating decision letter does not show that our evidence was used in awarding your increase, well cancel the invoice accordingly.

Again, we thank you for your service, and we are genuinely sorry that you feel let down by your experience. We hope to work with you toward an amicable resolution that respects both your perspective and the terms we agreed upon.

Respectfully,
Trajector Medical

Initial Complaint

Date: 07/23/2025 **Type:** Customer Service Issues

Status: Answered

Asking for to much money when they under delivered. The medical evidence they provided me was only for a mental health condition, in June 2025 i was awarded 70% for the mental condition in July 2025 they VA said a mistake was made an service connection is not warranted and the 70% will be severed. i told trajector about this and i still received a bill for 5X the 70% rate. I asked for help about my sleep apnea in getting a nexus letter they denied me help and offered absolutely no medical evidence, no diagnosis no anything. All they provided me for mental health claim was a PCL 5 scale assesment and that was not enough. I was denied for everything else. I do not want their help any further because they did not deliver the proper medical evidence that fits my situation. I should not be billed for a VA disability that is severed. i feel taken advantage off and stuck in a contract i do not wish to be apart of especially when they were not helpful and i had to provide so much more evidence on my own with no help from them.

Business Response

Date: 08/13/2025

Dear Mr. [redacted] you for taking the time to share your feedback. We value hearing from you and appreciate the opportunity to respond.

At Trajector Medical, our priority is to provide clear guidance and dedicated support for veterans within the framework of current VA laws and regulations. As these guidelines evolve, we continually update our services to ensure they remain compliant and effective. While certain claim types are now outside our scope, we remain committed to assisting with the areas we are able to support.

Regarding your case, our records show we provided services aligned with the agreement you accepted when beginning with us, including the fee structure for supported claims. The increase in your benefits appears consistent with the materials and preparation we contributed. If you have additional documentation or information, our team would be glad to review it in detail.

Your account remains active, and our team is available to answer questions, clarify next steps, or discuss any materials you wish to share. We value your trust and remain committed to delivering the highest level of service possible within the regulations we follow.

We welcome the opportunity to speak with you directly at your convenience.

Trajector Medical Team

Initial Complaint

Date: 07/02/2025

Type: Billing Issues

Status: Resolved

I am writing to file a formal complaint against Trajector Medical regarding their unethical billing practices and persistent harassment.

In 2024 and 2025, Trajector Medical assisted me with the initial submission of my veteran disability claim, which resulted in a 90% disability rating. I acknowledge their service in this specific instance and paid them accordingly.

However, my subsequent increase to a 100% disability rating was achieved entirely through my own efforts, without any assistance from Trajector Medical. After receiving my 90% rating, I contacted Trajector Medical seeking assistance with an additional claim to potentially reach 100%. and I was explicitly informed by their representatives that they could not help me with such a claim. Consequently, I independently prepared and submitted my mental health claim to the Department of Veterans Affairs, and it was approved, elevating my disability rating to 100%.

Despite their clear lack of involvement in obtaining my 100% rating, Trajector Medical is now aggressively demanding payment for services they did not provide. I have been subjected to numerous, persistent telephone calls from their company, which I consider harassment, given the lack of legitimate basis for their claims.

I have informed Trajector Medical that I do not owe them any money for my 100% disability rating, as they did not assist in securing it. I have also demanded that they cease all further contact. However, the calls continue.

I am requesting your assistance in resolving this matter. Trajector Medical should be compelled to cease all billing attempts for services not rendered and to stop all harassing communications immediately.

Business Response

Date: 07/15/2025

Dear [redacted],

Thank you for taking the time to share your experience.

We've completed a thorough review of your account, including all relevant documentation, communications, and activity. Following that review, your account has been closed, and you invoice has been adjusted to reflect our final determination based on the available information.

We understand the importance of clear communication and accurate service—especially in matters that impact your goals and peace of mind. While your experience may not have met your expectations, please know we remain committed to serving veterans with professionalism, transparency, and respect.

Every interaction matters to us, and we use feedback like yours to continue improving how we support those who trust us with their journey. Our goal is always to provide a positive experience, and we appreciate the opportunity to clarify and resolve matters when they

arise.

If there's anything more you'd like to discuss or clarify, our team is available and happy to help.

Sincerely,
Trajector Medical

Customer Answer

Date: 07/19/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 06/29/2025

Type: Order Issues

Status: Answered

I am filing this complaint due to Trajector Medicals ongoing billing attempts and unauthorized access to my VA disability rating information after I previously terminated my agreement with them. They issued a new invoice based on a rating increase they had no involvement in, and used access privileges I no longer consented to in order to do so. My request to end the relationship and revoke their access was ignored, and I felt pressured into a payment plan under misrepresented terms. I have now formally re-terminated the agreement and am demanding written confirmation, but they have yet to comply.I originally signed an agreement with Trajector Medical to help develop medical evidence for a VA disability claim. After an initial increase, I terminated the agreement and informed them I no longer wished to continue. However, they later accessed my updated VA records, despite not being my authorized representative or POA, and issued a new invoice based on an increase they did not assist with. I never authorized this, nor did I confirm the rating with them.I recently sent a formal termination letter (via email and certified mail), including revocation of all PII/PHI access and a request for documentation of their claim. They have failed to acknowledge my previous termination or justify the new invoice.This behavior is predatory and deceptive. I have filed complaints with the VA Office of Inspector General, the [redacted], and the California Attorney General.

Business Response

Date: 07/15/2025

Dear Ms. you for taking the time to share your feedback. At Trajector Medical, we are committed to supporting veterans with the respect, care, and clarity they deserve. We take every opportunity to review concerns thoughtfully and thoroughly.

Following your recent communication, we completed a comprehensive review of your account. Based on that review, wed like to provide the following clarifications regarding the points you raised:

1. Invoice and Fees
When you enrolled in our services, you reviewed and signed a contract that clearly outlines our fee structure. Our records indicate that the increase in your benefits is directly related tc the materials and support we provided during your claim process. To date, we have not received documentation showing otherwise.

2. Use of Information
As part of your agreement, you authorized Trajector Medical to act as a limited proxy to access specific service-related documents and records. This access is strictly limited to reading and reviewing recordsit does not allow us to alter any information or act on your behalf in front of any federal agency. We take this responsibility seriously, and your persona data remains protected in accordance with and our Privacy Practices.

3. Retention of Data
We understand your request to delete your information. However, as a healthcare-related organization operating under Florida law and federal HIPAA guidelines, we are required to retain certain information, including relevant medical and service records, for a minimum of six years. This ensures compliance and accountability for all parties.

4. Account Status
Your account remains active due to an outstanding balance. In accordance with our policies accounts with open invoices cannot be closed. We are always open to further conversation if you would like to revisit your account or explore resolution options.

We recognize that this experience may not have met your expectations, and we appreciate the opportunity to explain our process. Our team remains committed to serving the veteran community with professionalism and integrity.

If you would like to continue the conversation, our team is available to speak directly and assist with any next steps.

Sincerely,

Customer Answer

Date: 07/16/2025

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **23532476**

I am rejecting this response because:

Thank you for your response. I appreciate the opportunity to address several critical issues that remain unresolved.

1. Invoice and [illegible] start="639" data-end="642"> I continue to dispute the invoice tied to a 90% VA disability rating. I have not provided documentation of that rating to Trajector Medical, nor have I received a clear explanation of how your team became aware of that information. My previous submission included documentation only for a 70% increase, which I am currently paying toward. If you claim the 90% outcome was directly tied to your services, I respectfully request proof of how that information was obtained and which medical packets specifically contributed to the additional increase. Without that, your assertion remains unverified and raises serious concerns.

2. Use of Information / [illegible] start="1309" data-end="1312"> I remain concerned about how my personal and protected health information (PII/PHI) was accessed. While your response references the limited proxy agreement, it does not address whether anyone from Trajector Medical actively accessed my VA or eBenefits accountnor have you provided logs, dates, or methods of how you learned of my 70% rating. A general reference to proxy authority is not a substitute for transparency. I am requesting a specific statement confirming whether any member of your staff accessed VA systems to obtain information not voluntarily submitted by me.

3. Retention of [illegible] start="1914" data-end="1917"> I understand federal [illegible] requirements around record retention. However, this does not excuse your failure to address my explicit revocation of proxy access and my concern that my data may be used beyond the minimum necessary for financial recordkeeping. I expect a written statement confirming that my data will not be accessed or used in any capacity beyond the legally required minimum and that no future collection attempts will rely on data obtained without my consent.

4. Account [illegible] start="2415" data-end="2418"> Your reply reaffirms my concern that Trajector is conflating outcomes in order to justify a larger invoice. I have been cooperative by paying toward the portion I believe corresponds directly to the 70% increase. Your continued insistence on keeping the account open while declining to provide proof of how you obtained other rating information raises ethical and potentially legal concerns.

I remain open to a good-faith resolution, but I also reserve the right to escalate this matter further with regulatory bodies or through other appropriate channels if it remains unresolved.

Regards,

[illegible] - [illegible]

Customer Answer

Date: 07/27/2025

To Whom It May Concern,
Thank you again for providing a platform where consumers can raise concerns.
Since my last communication, Trajector Medical has continued to send billing statements and requests for documentation via emailmost recently through a Monthly Account Snapshot on 17 July 2025. While seemingly routine, I believe these are

calculated attempts to solicit informal engagement, which would allow them to bypass the formal written boundaries Ive clearly established.
To date, Trajector Medical has failed to provide any verifiable documentation showing how or when their team became aware of my 70% or 90% VA disability ratingdespite multiple requests. I have not submitted any rating decision documents beyond the portion confirming the 70% increase, and Trajector has not demonstrated how any work they performed directly led to that rating or any subsequent increase.
Their continued refusal to provide these critical details raises serious questions about their transparency and good-faith participation in this process. As the party asserting that I owe payment for services, they bear the burden of proof, and so far, they have not met it.
While I have continued to make payments toward the portion of the invoice I believe is valid (the 70% increase), I will now begin submitting formal complaints to respected veterans advocacy organizations to ensure other veterans are informed and protected.
I respectfully request that this complaint remain unresolved until Trajector Medical provides full and documented transparency into:
How they became aware of my rating without direct submission from me
How they believe their efforts contributed to any rating increase
Why they continue to bill without addressing those core issues.
Thank you again for your support.

Sincerely,
[redacted]

Business Response

Date: 07/29/2025

Dear Ms. [redacted] you for sharing your feedback.

We appreciate your continued engagement and want to acknowledge the time youve taken to express your perspective. Our team has conducted a thorough review of your account and correspondence, and wed like to offer a clear summary of the current status based on that review.

?? Scope of Services
Your signed agreement authorized our support across 15 conditions. As part of that service, we provided medical research and documentation relevant to several of those conditions, including PTSD, tinnitus, and musculoskeletal claims. These efforts were performed within the scope of our agreement and aimed at supporting the overall success of your claim strategy.

?? Benefits Monitoring and Billing
A billing event occurred following a successful increase to your benefits, and prior to the receipt of your termination notice. A subsequent increase was identified through authorized internal monitoring, consistent with your signed consent. Disputes about billing and timing have been reviewed, and we continue to rely on the terms of your agreement to guide our process.

?? Information Access and Privacy

All use of your personal information has been conducted in accordance with federal and California data privacy laws. As outlined in the Notice of Privacy Practices and the [redacted] agreement you signed, we are permitted to retain and use your information while there is an open invoice.

Its important to note that:

* We do not have access to your VA account, and we are unable to make any changes to your federal records.
* Internal outcome monitoring was conducted solely to verify the status of claims related to our work and remained within the boundaries of your signed authorizations.
* [redacted] is not subject to deletion while the account remains active and unresolved, as permitted under applicable California and federal law as well as contractual terms.

?? Account Status
At this time, your account remains open due to an outstanding invoice. As a matter of policy accounts with balances are not closed until resolution is reached. A senior member of our team has reached out to discuss these matters and remains available to speak further.

We respect your position and understand that navigating benefits can be complex. Our goal is, and has always been, to provide professional and compliant support based on your authorizations.

Sincerely
Trajector Medical

Initial Complaint

Date: 06/20/2025

Type: Service or Repair Issues

Status: Answered

They were referred to by the disability office and thereby thought they were a legitimate company that would be helping with my benefits claim for veterans benefits and SSI benefits. They led me to believe they would be there and helping every step of the way. They did very little above what I was doing myself. I still had to fill out all the paperwork etc. They didn't help at all with my SSI disability benefits and the benefits I was awarded from the VA are only $185 per month. The back payment for this was only $800. Yet they billed me $800 for their services. At the moment this $185 is my sole source of income. I have been paying them $50 monthly even at the expense of my not having basic living essentials. I have paid roughly $250 already but they have now been calling [redacted] telling me that isn't enough [redacted] that they want more. I do not have more to give and would like to find out why they billed me so much in the first place when I thought it was a lot lower of an amount they would charge me. I would think them getting $250 out of $800 is more than they could take much less the full $800 I received in back payment. Especially when they did little to nothing to assist me. Harassing me to pay more than $50 out of my monthly $185 when what i have been paying them is more than I can

afford is wrong entirely. I would like to find out where they are justifying $800 fee for an $800 back payment on a monthly award of only $185. I would also like the harassing calls to stop. I have not been approved for ssi disability and only receive this $185 monthly. I can possibly send $5 a month to show effort but this was supposed to benefit me and lessen burden on family amd friends. Not stress me out by having them harass me for every dime for the very little they did.

Business Response

Date: 07/02/2025

Dear Mr. [redacted] you for taking the time to share your feedback. We've completed a full review of your account and want to provide clarity on the outcome.

Your account has been closed, and there is no remaining balance. No further action is needed on your part. While every situation is unique, were proud to have supported an increase in your benefits during your time with us, and were glad that result will continue to serve you moving forward.

At Trajector Medical, were dedicated to serving veterans with care, respect, and professionalism. While your recent experience may not have met your expectations, we hope this resolution brings peace of mind and closure.

We appreciate the opportunity to have worked with you and wish you the very best in the future. If you ever need support down the road, were here.

Sincerely,
The Trajector Medical Team

Initial Complaint

Date: 06/17/2025

Type: Billing Issues

Status: Answered

Last Wednesday June 11 I attempted pay off Trajectory Medical for money I owed them for representing me in a Medical claim. However when I went to the portal to pay off the amount of $3803.70 they attempted to try and rip me off by adding an extra $1666.26 to the amount. This would have had me paying $4969.96 when I only owe them $3803.70. I called there customer service department and spoke to several kids there. One kid tried to get me to give him my credit card number and stated he would run the amount but it would still charge me a fee of $1166.26 but not to worry he would fix it. He then offered me a second option of making a partial payment but said he could go in and manually remove the fees of $1166.26. They then sent me a email asking me to do a bank wire transfer. At this point I don not trust these people anymore with any of my banking information. They seem to be trying to rip people off and are into scamming people. They are suppose to be helping veterans not ripping them off. Its a shame to do people like this. I would like a invoice with the amount I owe emailed to me with there billing address. I will then mail

them there payment by money order. I will not be doing anything with my checking or banking account to allow them to rip me off. I am sick and on a fixed income and just give money to people trying to rip people off.

Business Response

Date: 07/02/2025

Dear [redacted] you for taking the time to share your feedback. Weve completed a detailed review of your account and are writing to confirm that your payment has been received and your account is now fully closed with no remaining balance.

We understand that clear communication and timely follow-through are important. While your experience may not have aligned with your expectations, we want to reaffirm our continued commitment to serving veterans with care, dignity, and professionalism.

We appreciate the opportunity to support you and to ensure your account was handled with the attention it deserves. Feedback like yours helps us continue to improve the experience for everyone we serve.

If you have any further questions or need anything in the future, our team is here to help.

Sincerely,
The Trajector Medical Team

Initial Complaint

Date: 06/16/2025

Type: Order Issues

Status: Resolved

I am writing in regards to Trajector medical. As many others have stated on the very high percentage of invoice as compared to benefits received. All was fine with initial set up, as they provided assistance from what seemed to be professionals. However after that is was pushy calls from what seemed a foreign call center. I understand there was a contract, however that was forced to be signed before services began. And though my claims were submitted. I feel like I am paying around $8000.00 for services that do not add up to what was promised. With the follow up calls it was always poorly scripted conversations with no real understanding of what was going on and these calls were made by persons that spoke little to no English. They could not answer my questions in a way that were clear. Only the same rewritten jargon was relayed to me. I feel that the amount owed should be adjusted to properly match services received. After reviewing all the complaints I can not believe the Company is still allowed to deceive Veterans. Anyone reading this complaint be forewarned that though there may be positive results, they do not come with genuine ethic.

Business Response

Date: 06/23/2025

Dear Mr. [redacted] you for sharing your experience through the Better Business Bureau. We appreciate the opportunity to connect with you directly and value the chance to support your needs with clarity and care.

Our records show that a member of our client experience team reached out and spoke with you to address your questions. Following that conversation, [redacted] confirmed that your account and invoice have been updated to reflect the outcomes of that discussion. Were glad we could provide that clarification and help ensure everything is aligned moving forward.

At Trajector, were committed to offering responsive service and a thoughtful client experience. Every piece of feedback helps us strengthen the work we doyour input is no exception. We approach each interaction with a focus on understanding and partnership, and were grateful for the opportunity to do so here.

Should you have anything further youd like to discuss, we welcome the conversation. Our team is always here and ready to assistyou can reach us directly at [redacted]
Regards,
The Trajector Medical Team

Customer Answer

Date: 06/23/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me. [redacted] with Trajector was tremendous help. The invoice was able to be adjusted and my new rating of business is 5 stars!!!

Initial Complaint

Date: 06/16/2025

Type: $ Billing Issues

Status: Resolved

I am filing a formal complaint against Trajector Medical for attempting to collect payment for services that were never used or submitted on my behalf.

Trajector Medical prepared a medical evidence packet for my [redacted] disability claim.

However, I did not submit their packet to the [redacted]. I independently gathered and submitted my own medical documentation, which led to my claim being approved. Despite this, Trajector has attempted to charge me a fee based on a 5X increase in my monthly benefits, claiming credit for the outcome without evidence that their services were used.

I have repeatedly notified them in writing that I did not use their documentation in my [redacted] claim, and requested cancellation of the invoice and closure of the account. They refuse to acknowledge my dispute and continue to attempt to collect on the account, even offering a “discount” and threatening to keep the account open unless I pay.

This is a deceptive and coercive billing practice, and I am requesting that the CFPB investigate and require Trajector Medical to cancel the invoice, cease communication, and close the account. I am happy to provide all written documentation proving my position.

?

Requested Resolution:
• Cancel the invoice
• Close my account
• Prevent further collection attempts
• Hold Trajector accountable for deceptive billing

Business Response

Date: 06/24/2025

Dear [redacted],

Thank you for your feedback. We’ve taken the time to carefully review your account and all related activity. While we understand there are differences in perspective, we remain confident that our team approached your case with professionalism, transparency, and a sincere commitment to supporting your goals.

At Trajector Medical, we take pride in advocating for veterans and delivering services that are rooted in respect and clarity. We believe your case was handled with those values in mind, and we appreciate the opportunity to have worked with you.

As of now, your account has been fully reviewed, finalized, and closed. No further action is needed, and we consider this matter complete.

Sincerely,
The Trajector Medical Team

Customer Answer

Date: 06/24/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Thank you for your support in resolving this matter.

I acknowledge the response from Trajector Medical and accept the closure of this complaint on the condition that my account is fully closed, all invoices have been canceled, and no further communication or collection attempts will be made by Trajector Medical.

Sincerely,
[redacted]

Initial Complaint

Date: 06/12/2025

Type: Service or Repair Issues

Status: Answered

They were to get back with me I used them for va disability and was told the bill would be half the amount that was awarded they are charging me everything that was awarded. They use pressure and long phone calls and never give time to think. I was was told 50percent of the new adard minus any money I was already receiving. I am disappointed and am a disabled veteran who is getting taken advantage of. I have mental issues and they are pushing me in to depression.

Business Response

Date: 06/23/2025

Dear Mr. [redacted] you for sharing your feedback. We appreciate the chance to engage with you directly and are committed to providing a clear, respectful, and helpful experience every step of the way.

Our client experience team has reached out and spoken with you to ensure your questions were answered and that your account reflects the details of that recent communication. Weve confirmed that your invoice and records have been updated, and we trust this brings clarity to the matter.

At Trajector, were always working to support those we serve with transparency and care. Your perspective is important to us, and we welcome the opportunity to learn and grow from every interaction.

Should you have any additional questions or thoughts youd like to share, our team is here and ready to help. Please dont hesitate to reach out to us at [redacted] always listening.

Regards,
The Trajector Medical Team

Prev. 1 ... 4 5 6 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

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When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 06/08/2025

Type: Sales and Advertising Issues

Status: Answered

I signed up with trajector with the assumption they would help me through the VA process. They did nothing but attach themselves to my claim without any assistance so informed them of such, but they had access to my disability % change somehow and when asked, an employee slipped and said they used my social security number and birthday to sign in as me. Fairly certain that is illegal. They now claim a piece of my 100% even after providing evidence their help wasn't needed or useful. I have been enduring 3-5 calls per week claiming I owe them many thousands of dollars, regardless of if I show the evidence or not.

Customer Answer

Date: 06/10/2025

I would like them to stop excessively calling me and to wipe out my account from their records. I owe them zero dollars.

Business Response

Date: 07/02/2025

Dear Mr. [redacted] you for taking the time to share your thoughts with us.
Weve completed a comprehensive review of your account in light of your recent feedback. As part of that process, we looked carefully at all aspects of your experiencefrom the support provided to the communications and account activity involved. Following this review:

-Your account has been formally closed in our system.
-The invoice you received has been reviewed and updated to reflect the outcome of our internal assessment.
-We confirmed that all actions taken were in alignment with the terms of our agreement, including the handling of your information.

We know how important it is to feel heard and supportedespecially when navigating something as significant as the process of increasing your benefits. While we understand that your experience did not align with your expectations, our commitment to serving veterans with care, clarity, and respect remains unchanged.

At Trajector Medical, we take pride in providing dedicated support to those who have served. Our goal is always to deliver service that is professional, transparent, and grounded

in the trust our clients place in us.
We appreciate the opportunity to fully review your account and ensure that all steps were taken thoughtfully and thoroughly. Should you have any further questions or would like additional clarification, our team is here and ready to assist.

Regards,
Trajector Medical

Initial Complaint

Date: 06/08/2025

Type: Billing Issues

Status: Resolved

Trajector medical originally helped me get from a 60% to a 90% VA disabiltiy rating. They immediately sent me an invoice shortly after my award and I promptly paid them what I owed. That was just over 2 years ago and I haven't used their services since. Trajector medical is now harrassing me with emails, phone calls and text messages saying I now owe them an additional $7,774.75 even though they have done nothing for me in the last 2 years! I request they formally close my account and even issue me an apology for the harassment.

Business Response

Date: 06/12/2025

Dear Mr. [redacted] you for taking the time to share your feedback.

We understand that navigating benefit claimsespecially when they involve outside agenciescan be a complex and sometimes uncertain process. While Trajector Medical is not connected to the VA and does not have access to their internal systems, our role is to assist with preparing and supporting claims in ways that help veterans pursue the benefits theyve earned.

Prior to beginning services, we share a clear outline of our process and fee structure. These details are designed to ensure transparency throughout the journey. From our records, it appears that our team reached out to you directly, responded to your questions, and provided the requested information regarding your account. Weve also confirmed that your account has been closed.

We value the opportunity to have worked with you and appreciate you sharing your perspective. Every piece of feedback helps us better support the veterans we serve.

If youd ever like to reconnect, our Client Experience Team is always here to help at [redacted].

The Trajector Medical Team

Customer Answer

Date: 06/12/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution satisfactory to me. [redacted] did an excellent job answering my questions and helped me navigate my account close out steps/procedures.
I am thankful Trajector Medical has employees like [redacted]!

Initial Complaint

Date: 06/05/2025

Type: Service or Repair Issues

Status: Answered

I hired this company in November of 2023 to see if I can high my [redacted]%. They only got me 10%. I paid them 950 for 3months work and I stopped all communication with them. A year later I hired a different [redacted] lawyer and they just now got me 70% thru the [redacted]. The issue is trajector is trying to collect 6,000.00 dollars from me for nothing. I haven't talked to them in a year. Please help this is ridiculous

Thank you
[redacted]
[redacted]

Business Response

Date: 06/23/2025

Dear [redacted],

Thank you for sharing your feedback—we appreciate the opportunity to connect with you directly.

We understand how important it is to have clarity, especially when it comes to your experience and account details. Our client experience team has reached out, and based on our records, they were able to speak with you, answer your questions, and ensure your account is now fully closed.

At Trajector Medical, we're committed to being responsive and respectful in every interaction. While every experience is unique, your feedback helps us continue to improve how we serve all of our clients.

If you have anything more you'd like to discuss or share with us, our team is here and ready to listen. You can reach us anytime at [redacted]

Regards,
Trajector Medical

Initial Complaint

Date: 06/02/2025

Type: Service or Repair Issues

Status: Answered

I am requesting assistance in terminating my contract with Trajector Medical (formerly Vet Comp & Pen). I engaged their services to assist with a VA disability claim but have serious concerns about their practices.I never completed or signed the required VA forms (such as VA Form [redacted]a) authorizing Trajector to represent me before the Department of Veterans Affairs. Despite this, I believe they may have accessed or submitted information on my behalf without proper authorization, potentially violating VA policy and my privacy rights.Furthermore, the contract I signed lacks clear terms on cancellation, and Trajector has not provided a straightforward way to terminate the agreement. I do not wish to move forward with their services, and I want all activity on my behalf to stop immediately.I am asking the BBB to help with the following:1.Terminate my contract with Trajector Medical.2.Confirm Trajector will not act on my behalf or contact the VA further.3.Ensure they will not attempt to collect any fees related to services I no longer [redacted]a veteran, I take my privacy and representation seriously. I appreciate the BBBs help in resolving this quickly and fairly

Business Response

Date: 06/10/2025

Dear Mr. [redacted] you for sharing your feedback with us. At Trajector, safeguarding client information is a core commitment. We have comprehensive policies and protocols in place to ensure privacy and data security, including rigorous vetting and confidentiality agreements for all team members. Our operations fully comply with applicable U.S. and state privacy and consumer protection laws, reflecting our dedication to industry-leading standards.

We appreciate the opportunity to connect with you directly and address your questions. Our team remains available to provide support and guidance as you navigate your current circumstances. Please feel welcome to reach out anytime while your account is active with [redacted] here to assist.

Your input is important to us, and we are committed to maintaining a supportive and transparent relationship.

Trajector Medical

Initial Complaint

Date: 05/22/2025

Type: Service or Repair Issues

Status: Answered

After getting some of my results i was told that i need to pay for services and I told them the full results were not in which most times you don't pay until all results were in. They told they were ok to settle with the results that came in and we would be square for settlement being done early. So after paying them 7000 dollars which to me is way to high for the service they provided. Anyways they are now trying to collect more as all the results came in. They told me we they have scheduled payments without my permission to pull from my account. My problem is frist they told me were good when i paid them the 7000 now they are trying to force me to pay them more even after being told i was paid in full and making a payment plan without my permission

Business Response

Date: 06/10/2025

Dear [redacted] you for your feedback. We appreciate the opportunity to clarify and continue supporting you.

From the beginning of our work together, weve aimed to ensure transparency around the services we offer and the associated fees. Before any work began, we shared the full details of our fee structure and received your signed acknowledgment. These steps help set clear expectations and align our support with your goals.

Our records show that the increase in your benefits appears to be tied directly to the materials and claims support we provided. We understand you may have a different perspective, and we remain open to reviewing any additional documentation youd like to share with us. We want to ensure that every detail is considered fairly and thoroughly.

We also want to emphasize that our client experience team has been actively trying to connect with you through multiple calls, texts, and emails to address your feedback and find a path forward. Were here to help, and meaningful resolution is most effective when its a two-way process. We remain ready to continue the conversation whenever you're open to it

At Trajector Medical, our goal is always to serve with clarity, purpose, and care. Your experience matters to us, and were committed to closing this loop in a way that feels both fair and forward-looking.

Thank you again for taking the time to share your perspective.

The Trajector Medical Team

Customer Answer

Date: 06/12/2025

There was no confusion on my part. I was told to settle with them for 7000. I paid them 7000. Then they are trying say now i owe them more. As well i show you what i sent them! They didnt comply with my ask. Ask you can see they are Not accredited by the [redacted]. By law they dont have the right to charge money to veterans the help on there [redacted] claims. So i am not sure how they got your approval for this?

Business Response

Date: 07/03/2025

Dear [redacted],
Thank you for your continued engagement. Weve carefully reviewed your feedback and taken the time to reassess your account in full.
As part of this review, weve confirmed that the updated invoice reflects a separate adjustment related to a subsequent increase in your benefitsdistinct from the initial invoice you previously settled. Based on our records and the services provided, we believe the updated charges are appropriate. That said, in the spirit of respect and resolution, weve finalized your invoice and made all applicable updates to your account.
We understand how important clarity and timely communication are, and weve worked to address this matter with thoughtfulness and care. While we may see aspects of the situation differently, our commitment to treating all veterans with fairness and dignity remains unchanged.
With your account now closed, no further action is needed. Please let us know if you have any questions.
Sincerely,
The Trajector Medical Team

Initial Complaint

Date: 05/15/2025

Type: Service or Repair Issues

Status: Answered

Trajector advertises helping veterans obtain disability benefits, however the actual service provided is nothing more than brief a document to submit to the [redacted]. Trajector has stated in emails that they do not assist with appeals, which begs the question as to why I should be billed an astronomical $3500.

Advertising and initial phone calls led me to believe that Trajector would assist with the entire [redacted] claims process.

While I respect the work done to provide the initial document, I would like 90% of my payments refunded and cancellation of the existing balance.

Business Response

Date: 05/28/2025

Dear [redacted],
Thank you for taking the time to share your experience. We truly value all feedback, as it helps us grow and improve.
Our team strives to provide a positive and supportive experience for everyone we work with. While we understand that your experience didn't meet expectations, we appreciate the opportunity to learn from your perspective.
We want to clarify that our services are not legal in nature, and we do not represent clients or submit claims to the [redacted]. Only [redacted]-accredited representatives-such as attorneys, claims agents, or [redacted] ([redacted]) representatives-are authorized to prepare, present, or prosecute [redacted] claims, and they must meet specific training standards. As a non-accredited organization, we do not offer those services and do not claim to represent veterans before the [redacted]. Regarding appeal claims, we've updated our services to align with current [redacted] laws and regulations, which means we no longer offer support for those types of claims. We understand changes like this can be unexpected.
We've closed your account and updated your invoice in our system.
If you have any questions or would like to discuss things further, please let us know.
Trajector Medical

Initial Complaint

Date: 05/15/2025

Type: Billing Issues

Status: Resolved

When solicited by Trajector, I was told that their fee would be equivalent to one month's disability payment since I was currently not receiving disability payments from the [redacted]. After it was determined by the [redacted] that I was 70% disabled I was awarded $2,018.19 a month. I called Trajector to pay that amount but was informed I owe $10,090.95.

Business Response

Date: 06/04/2025

Dear [redacted],
Thank you for taking the time to share your perspective. We've made several good-faith efforts to find a fair and reasonable resolution, including offering a 50% reduction on your invoice. That offer remains available to you.

We understand that while speaking with the team, you informed them that you were also speaking with your lawyer on this matter. We've also invited you to share your attorney's contact information if you prefer to handle this through legal channels. We're more than willing to connect our team directly to ensure all communication is handled appropriately and professionally.
Your account remains open while we await your decision. We're hopeful you'll choose to re-engage and work with us toward a solution that reflects the value of the support you received and respects both sides.
In regard to your original comment about our pricing model—we've reviewed the call recordings from your intake. The five-times monthly increase structure was clearly explainec and acknowledged during your conversation. This model is standard across all clients and is always disclosed upfront to ensure transparency.
We're here to make things as clear and straightforward as possible, and we're ready to move forward constructively whenever you are.
Trajector Medical

Customer Answer

Date: 06/04/2025

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: [redacted]

I am rejecting this response because:
Trajector filled in and completed my forms and also facilitated the submission of the forms to the [redacted]. This is a criminal action. Trajector, is not accredited by the [redacted] to assist, complete or submit forms for clients. Also, the way Trajector filled out my forms is now causing issues because they were not consice and used very bad english. I am now having to undo the damage they cause, which will take more time. The only way to resolve this without legal issues is to close my account and quit trying to collect on the invoice. What is really crazy about this is that Trajector received a cease and desist order from the [redacted]. Yet you continue to be a claim shark.
[redacted]

Regards,

[redacted]

Business Response

Date: 06/13/2025

Dear [redacted],

Thank you for taking the time to share your perspective. We always value feedback from those we've had the opportunity to work with, and we welcome the chance to offer clarification.

At Trajector Medical, our focus is on helping veterans develop independent medical evidence to support their disability claims. We are not accredited representatives and do not advertise ourselves as such. In line with public guidance and legal standards, we do not prepare, present, or prosecute [redacted] claims. Clients remain in full control of their own submissions, whether filed personally or through an accredited third party of their choosing.

To address one point directly: Trajector Medical has not received a cease and desist order from the [redacted]. This statement is not accurate. We continue to operate in full compliance with all applicable laws and policies governing our work.

We understand that you may feel differently about the materials provided. From our end, we've made every effort to ensure our services and fee structure were presented clearly and agreed upon at the outset of our engagement. Throughout the process, we've aimed to act in good faith and in alignment with our mission—to support veterans with care, professionalism, and integrity.

While we may not see eye to eye on every detail, we remain committed to resolving matters constructively. Our offer to reduce your invoice by 50% still stands as a gesture of goodwill. We believe this approach is both fair and reasonable. If you prefer to have your legal counsel continue the conversation on your behalf, we are open to that as well.

Again, we appreciate your feedback and the opportunity to provide further context. We remain committed to respectful communication and to supporting those who've served.

respectfully,
Trajector Medical

Customer Answer

Date: 06/16/2025

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: [redacted]

I am rejecting this response because:
In the last message you wrote a lot of words, which said absolutely nothing. I believe its call gobbledygook. However, you did lie when you said that Trajector never received a cease-and-desist letter.
[redacted]

The above link to a document clearly shows that a representative of your company stated in the affirmative that trajector did indeed receive a cease-and-desist letter from the [redacted]
Trajector also is listed as a, "Claim Shark," by the [redacted].
[redacted]

Trajector please consider this complaint to the [redacted] as my cease-and-desist letter to Trajector to quit hounded me over your bogus invoice. I can not and will not be giving you a dime.

Regards,

[redacted]

Business Response

Date: 06/24/2025

Dear [redacted],

Thank you for sharing your feedback. We've taken the time to carefully review your account and all related correspondence to ensure we approached everything with thoughtfulness and integrity.

At Trajector Medical, we're committed to supporting veterans through a process that's transparent, respectful, and rooted in our mission to improve lives. While we recognize that our approach may not have aligned with your expectations, we're confident that our team acted in good faith and according to the terms agreed upon.

Following our final review, your account has now been closed, and no further action is required on your part. We consider this matter fully resolved.

Sincerely,
The Trajector Medical Team

Customer Answer

Date: 06/24/2025

I only require a signed letter on Trajector letterhead that states than no balance is due and that my account is now closed. Once that is complete, I will accept Trajector's responce and close the BBB complaint.

[redacted]

Customer Answer

Date: 06/27/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 04/28/2025

Type: Service or Repair Issues

Status: Answered

Subject: Improper Billing for VA Disability Claim Not Assisted by Trajector Medical Details of the Complaint:In 2023, I engaged the services of Trajector Medical to assist me in filing VA disability claims. At that time, they helped me file several claims, and when those claims were successfully awarded, Trajector Medical billed me for their services. I paid them over $3,000 for the claims they worked on, which I do not dispute.However, there were also claims that Trajector Medical assisted with that were denied by the [redacted] 2025, I filed a completely separate VA disability claim on my own, without any assistance, documentation, or involvement from Trajector Medical. This new claim was independently handled by me from start to finish. After successfully being awarded benefits from this claim, Trajector Medical has now billed me for it, despite having no part whatsoever in the claim preparation, submission, or any related work.I find this billing to be both unethical and deceptive. They are attempting to collect payment for a service they did not perform, which is misleading and unfair. I have attempted to resolve this issue directly with Trajector Medical, but they have continued to pursue this improper charge.Resolution Sought:I am requesting that Trajector Medical immediately cease their attempts to collect payment for the [redacted] any way.I also request confirmation in writing that they will not seek further compensation related to claims they were not involved in.Thank you for your attention to this matter.

Business Response

Date: 04/30/2025

Dear Mr. [redacted] hope this message finds you well. We were sorry to learn that you were dissatisfied with your experience with our company, which led to your decision to file a complaint with the Better Business Bureau. Please know that we take such matters very seriously, and we are committed to addressing any concerns our clients may have in a fair and timely manner.

The reason cited for your dissatisfaction appears to relate to the invoice you received for services we believed had been rendered to youspecifically, the provision of medical evidence in support of your case. We understand how important clarity and transparency are when it comes to billing and service delivery, and we regret any confusion or frustration this may have caused.

In an effort to resolve this matter promptly and respectfully, we had a member of our Client Experience team reach out to you directly. According to our internal records, they were able to successfully contact you and engage in a meaningful discussion regarding your concerns The notes in your account indicate that during this conversation, your questions were addressed and clarification was provided regarding the nature of the services and the invoice in question.

in line with the conclusion of our communications and the resolution of your concerns, we have processed your account for formal closure in our system. This action signifies that all matters related to your file have been addressed, and no further action is required on your part or ours.

Thank you for allowing us the opportunity to resolve this matter. We value all feedback, including concerns such as yours, as it allows us to continuously evaluate and improve the quality of service we provide.

Sincerely,
Trajector Medical

Customer Answer

Date: 04/30/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **23258495**

To Whom It May Concern,

I am submitting this response to formally reject the statement provided by Trajector Medical regarding my recent complaint.

Trajector Medicals response is factually incorrect and omits key details. I originally contacted the company to dispute a $7,000 charge for services that were never rendered. During that communication, I was asked to provide documentation related to my VA disability claim and to demonstrate that no work had been performed by Trajector on the case in question. I provided the requested documentation promptly and in full.

Instead of resolving the issue at that point, I was subjected to repeated and unsolicited contact from Trajector Medical via phone, email, and text message. These communications were aggressive and persistent, and I considered them to be harassing in natureespecially given that I had already provided evidence disputing the charge.

It was only after I filed a complaint with the Better Business Bureau that Trajector Medical finally acknowledged it had not worked on the claim and agreed to correct the invoice and close my account. Based on this experience, I believe that if I had not reached out to the BBB, the company would have continued to pursue payment for services it did not provide.

I respectfully request that Trajector Medical acknowledge the inappropriate nature of its communications and that this information be posted publicly so that other veterans are made aware and do not feel pressured into paying for unrendered services.

Sincerely,

Business Response

Date: 05/15/2025

Dear Mr. [redacted] style="font-size: 0.875rem;">While it is correct that we received some documentation, there were some items still missing. We made several attempts since November 2023 to request this information to update the decision status for your conditions on your account. We do this to ensure the information we have is current and accurate. Thank you for providing your most recent decision letter. It allowed us to confirm that your increase was not related to the conditions we created medical evidence for. We were actually in the process of updating your account when we received this feedback. We attempted to contact you by both phone and email to update you that the matter has been resolved and your account is closed. While we were unable to reach you, a letter of account closure was sent confirming this.

Trajector Medical

Initial Complaint

Date: 04/24/2025

Type: Service or Repair Issues

Status: Answered

I am filing a complaint against Trajector Medical for deceptive and negligent practices related to their assistance with my VA disability claim. Despite not delivering any of their advertised services, Trajector has sent me an invoice for approximately $11,000.00. I request they close my account with a $0 balance due and cease all further contact with [redacted] had an open disability claim with the VA that would have backdated my compensation by 9 months, but Trajectors actions caused significant delays, leading to the loss of compensation. Here are the key issues:Failure to Provide Medical Evidence: The doctor at my C&P exam stated that there was no supporting medical evidence for my claims, despite Trajectors promises to assist in gathering this evidence. Most of my claims were denied, except those for which I submitted my own medical records.Misleading Advice: Trajector instructed me to click a link to submit my claim via fax, despite my concerns, resulting in a loss of 9 months of compensation.Incomplete Documentation: After filling out a detailed packet of medical ailments, the nurse assigned to review my paperwork could not locate it during our interview, wasting time and preventing a proper review.Appeal and Supplemental Claim: After my claims were denied, I filed a supplemental claim with my own evidence. My claims were eventually approved, but only after unnecessary delays.Harassment from [redacted] Trajectors foreign call center staff has repeatedly contacted me, seemingly with access to my disability rating, causing further stress and harassment.Despite the lack of services, Trajector sent me an invoice for approximately $11,000. I request that the Better Business Bureau investigate Trajectors deceptive practices and that they close my account with a $0 balance due. Additionally, I request that Trajector Medical cease all further contact with me moving forward.

Business Response

Date: 04/30/2025

Dear Mr. [redacted] are sorry to hear that you are dissatisfied with your experience and feel that you did not receive adequate support from our team. Additionally, we regret that you are unhappy with the invoice issued for services we believe were appropriately rendered, which has led to your recent complaint with the Better Business Bureau.

While we understand your concerns regarding the invoice, we would like to clarify a few key points. Prior to any services being provided, you reviewed, acknowledged, and signed a service agreement outlining the terms and conditions of our engagement, including the fee structure for claims supported through our effortssuch as the development of medical evidence.

In regard to the back pay you did not receive, we empathize with your disappointment. However, the granting of back pay or retroactive benefits is solely determined by the Department of Veterans Affairs (VA) and is not influenced by any external party, including our organization. It is also important to note that back pay is not guaranteed under any circumstances.

You mentioned that your claims were denied; however, to date, we have not received any

documentation confirming such denials or indicating that our support did not contribute to the benefits you ultimately received from the VA. The [redacted] makes its decisions based on the totality of evidence presented, and its examiners are expected to evaluate all available information. It is incorrect to state that no medical evidence was provided in your case, as that is not accurate.

At this time, your account remains active with our finance team due to the unresolved invoice and the lack of engagement with our client experience team. Should you wish to discuss the matter further and work toward a resolution, we welcome the opportunity to speak with you.

Sincerely,
Trajector Medical

Customer Answer

Date: 04/30/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **23243037**

I am rejecting this response because:

1. Failure to Deliver Promised Services: Despite the signed agreement, Trajector did not provide the expert assistance they promised, particularly in developing medical evidence for my VA claim. The documents they submitted were of no value and did not contribute to the success of my claim.
2. Mishandling and Loss of Medical Forms: Trajector lost the original medical forms I meticulously filled out, which included all of my medical conditions. These forms were critical to my claim, and the failure to properly manage or even retain them was a major factor in their failure to deliver what they promised.
3. Unjustified Invoice: The invoice issued by Trajector is unjustified. I did not receive the services outlined in the agreement, and I believe the invoice is an attempt to collect for services that were never rendered.
4. Incompetence and Data Privacy Concerns: Given the mishandling of my claim and personal documents, I have serious concerns about Trajector's ability to handle sensitive information safely and in accordance with data privacy regulations.
5. No Further Engagement: I have made it clear that I do not wish to engage further with Trajector, and I expect my account to be closed with a $0 balance due. I will continue to post reviews and warn others about my negative experience if the matter is not resolved.

I request that Trajector address these issues promptly by closing my account with no balance due and removing the unjustified invoice.

Regards,
[redacted] Bieber

Business Response

Date: 05/15/2025

Dear Mr. [redacted] you for taking the time to share your feedback. At Trajector Medical, we strive to provide meaningful support tailored to each clients needs and appreciate the chance to address your concerns directly.

Before we began working together, you reviewed and signed a service agreement that clearly outlines the terms of our engagement, including the fee structure related to claims assistance and the development of medical evidence. This agreement ensures transparency and helps set clear expectations from the start.

Our records show that we provided extensive support for your claim, including medical opinions and supporting medical literature for multiple conditions. We also made efforts to connect with you before your Compensation & Pension (C&P) exam to offer guidance, though we did not receive a response. Were always here to assist and encourage communication throughout the process to maximize the benefit of our support.

If you have VA rating decision letters that indicate our medical evidence did not contribute to an increase in your benefits, we are prepared to clear your invoice in full. On the other hand, if the evidence we provided did play a role, we welcome the opportunity to review your invoice with you to ensure it reflects your satisfaction with our services.

We value open dialogue and want to work with you toward a fair resolution. We encourage continued engagement so that we can support you as effectively as possible. Until we hear from you, your account will remain open, and the invoice will be pending.

Trajector Medical

Customer Answer

Date: 05/16/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **23243037**

Dear Trajector Medical,

I am rejecting your recent response and reiterating my demand for resolution. While I appreciate your attempt to address my concerns, your response does not adequately resolve the issues I have raised, nor does it reflect the gravity of the situation.

Failure to Deliver Promised Services: The service agreement you referenced does not change the fact that Trajector failed to deliver the services promised. You claim to have provided "medical opinions and supporting medical literature for multiple conditions," but this is inaccurate. I was never examined by a medical professional, and the evidence you provided was of no value. The services promised were never rendered, and the invoice for $11,000 is unjustified and should be voided.

Mishandling of Communication: Your claims about attempting to contact me before my C&P exam are misleading. I was denied an appointment and told I would receive a call the day before my exam. Instead, I received an automated call that dialed my number twice in rapid succession, followed by a claim that I did not respond. When I immediately returned the call, I was denied assistance. The email you sent with guidance contained broken links and was completely ineffective.

Unjustified Invoice: I maintain that the $11,000 invoice is unjustifiable. The services you claim to have provided were not delivered, and I request that my account be closed with a $0 balance and the invoice

removed immediately. Failure to take these actions constitutes an attempt to collect on an invalid debt.

Potential HIPAA Violations Involving Exposure to Foreign Nationals: I have serious concerns regarding potential violations of the [redacted] Portability and Accountability Act (HIPAA), particularly in relation to the mishandling and exposure of my medical information. It is possible that my personal health information has been accessed or handled by foreign nationals, which would constitute a direct violation of [redacted] and consumer protection regulations. I expect your company to ensure that all actions taken on my behalf comply with [redacted] privacy and security requirements.

Failure to Resolve the Matter: Should Trajector fail to resolve this matter promptly, I will pursue all available legal avenues to protect my rights, including, but not limited to, filing complaints with regulatory authorities such as the [redacted] ([redacted]), the [redacted] ([redacted]), and the [redacted] of Health and Human Services (HHS) regarding HIPAA violations. Additionally, I reserve the right to pursue civil action for damages resulting from your companys failure to meet contractual obligations, as well as potential violations of privacy laws.

Demand for Immediate Action: I demand that Trajector immediately close my account with a $0 balance, remove the unjustified invoice, and cease any further attempts to collect payment. If these conditions are met, I will consider this matter resolved and will update my BBB complaint accordingly. Failure to comply will lead to further escalation, including legal action.

Business Response

Date: 05/28/2025

Dear Mr. [redacted] you for your follow-up and for sharing your continued concerns. We take all client feedback seriously and appreciate the opportunity to respond directly.

Trajector Medical is a medical evidence company. We work to provide clients with independent medical opinions and literature reviews that they may choose to submit to the VA. In your case, our records confirm that we prepared and delivered multiple medical evidence packets covering a range of claimed conditions, including expert medical opinions supported by peer-reviewed literature.

Our fee is calculated based on the tangible results we provide to our clients. This model ensures that our remuneration is aligned with the benefits we bring to our clients, and our fees are only applicable when our medical evidence is used to obtain demonstrable increase in their monthly benefits. We have helped tens of thousands of satisfied veteran clients by providing medical evidence in support of the benefits for which they are medically, legally, and ethically qualified.

We regret that you experienced difficulty with some communications and would appreciate an opportunity to better understand the issues you encountered. We are committed to

continuously improving how we support our clients.

We take client privacy with the utmost seriousness. All work is performed in accordance with applicable privacy and data security laws, and all personnel with access to medical information operate under strict contractual confidentiality obligations. If you believe your information was mishandled in any way, we would welcome more specifics so that we can conduct an internal review. While Trajector is not a HIPAA-covered entity, we take the protection of client information seriously and enforce strict data security and confidentiality protocols. All personnel, including any foreign support team members, are subject to rigorous vetting, binding confidentiality agreements, and compliance with our internal policies designed to safeguard personal information. We operate within the bounds of applicable U.S. and state privacy, consumer protection, and data security laws. We remain committed to ensuring that all actions taken on your behalf meet or exceed industry standards for privacy and security

We remain open to reviewing and resolving your invoice. As noted previously, if your VA rating decision letters show that the medical evidence we provided did not contribute to any increase in your benefits, we are prepared to clear your invoice in full. If our evidence was a factor, we are still open to discussing the invoice and any concerns you may have regarding value and satisfaction.

We truly want to find a fair and transparent resolution. We encourage you to provide a copy of your VA rating decision so we can properly assess whether the services rendered led to an increase in benefits. This step allows us to close the loop responsibly and in accordance with our internal resolution policy.
Trajector Medical

Customer Answer

Date: 05/28/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]
Complaint: **23243037**

Dear Better Business Bureau,

I am rejecting Trajector Medical's most recent response and wish to emphasize a critical point they made, which further reinforces my position. Trajector has admitted that they are not a HIPAA-covered entity, which means they do not operate under the same privacy and confidentiality standards required for medical evidence.

This is a significant admission. Since they are not HIPAA-compliant, the "medical evidence" they provide cannot be regarded as legitimate or legally binding in the context of a VA disability claim. The VA requires evidence that is handled with appropriate confidentiality and security, which Trajector has openly stated they do not meet.

This reinforces my argument that the documentation provided by Trajector was not valid, and their services were of no value in my claim. I refuse to pay for unprofessional, irrelevant, and improperly handled documents that were never going to be accepted as legitimate evidence by the VA.

In accordance with the VA's requirements for disability claims, veterans must provide three critical pieces of evidence:

1.) Current Disability

2.) Connection to [redacted] Related Cause or Aggravation

Veterans who succeed in their claims are not benefiting from Trajector's "garbage" documents, but from the medical records, service records, and personal documentation they already possess. Trajector's documents do not satisfy these requirements, and any success veterans experience is due to their own medical recordsnot the irrelevant, generic materials Trajector provides. To be clear, Trajector's involvement does NOT contribute to meeting the VA's evidence criteria.

Given this, I reject their continued request for my VA rating decision letter and assert that Trajectors invoice is entirely unjustified. Their refusal to follow [redacted] standards further proves that their services are neither credible nor compliant with the necessary legal and medical requirements.

As such, I reiterate my demand for Trajector to immediately close my account with a $0 balance and remove the unjustified invoice. Failure to do so will result in further legal action and complaints to the appropriate regulatory bodies.

Sincerely,

Initial Complaint

Date: 04/23/2025

Type: $ Billing Issues

Status: Answered

I used Trajector Medical services and on my behalf Trajector filed a VA disability claim. I was rewarded a 60% disability rating. The claim was submitted in July 2023. The [redacted] made their decision in October 2023. As per the agreement with Trajector Medical I paid for their service with my last payment was in April 2024. In February 2024 I contacted Trajector Medical asking for Trajector to file an appeal for my benefits and Trajector refused stating they don't file appeals. I then informed Trajector I do not want contact and I cancelled any further services from them. Now in April 2025 Trajector is sending me invoices for services not provided and can't provide a copy of anything Trajector Medical has done on my behalf since July 2023 because they haven't provided any service to me.Just like I stated to Trajector in February 2024 I don't want contact by Trajector and I do not owe Trajector Medical any money because payment for their service has been paid in full.

Customer Answer

Date: 04/24/2025

Trajector is contacting me directly and I will not have contact with them. I specifically demanded for Trajector not to have contact with me.

Business Response

Date: 05/09/2025

Dear Mr. [redacted] regret to hear that you are dissatisfied with your experience and have filed a complaint with the Better Business Bureau. It is unfortunate that the source of your concern appears to be the invoice issued for services we believe were rendered.

We would like to take this opportunity to clarify that while our team provided you with support and guidance, Trajector Medical does not submit claims on behalf of our clients, as we are not authorized to act in that capacity.

In an effort to resolve this matter promptly, our Client Experience team attempted to contact you multiple times via phone, SMS, and email. Unfortunately, these efforts have been unsuccessful, and we have not yet had the opportunity to speak with you directly to discuss and resolve your concerns.

As it stands, your account remains active with our Finance team, as we have not received any documentation or evidence from you that would warrant invalidating the invoice. We remain committed to resolving this issue and welcome the opportunity to assist you further.

Should you wish to move forward toward a resolution, we encourage you to contact us at your earliest convenience.

Sincerely,
Trajector Medical

Customer Answer

Date: 05/09/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **23240734**

I am rejecting this response because:

Trajector Medical didn't provide the services invoiced and stating it was isn't proof it was provided because it wasn't.

Regards,
[redacted]

Business Response

Date: 05/15/2025

Dear Mr. [redacted] you for sharing your feedback.

We always aim to provide thoughtful support and clear communication throughout each step of the process. When we noticed your account had outstanding documentation, our Client Experience team reached out several times by phone, text, and email. These outreach efforts were made to ensure we had everything needed to complete your file and finalize your invoice.

Based on our review, we received documentation for all but one of the claims we assisted with. To fully close out the account and consider adjustments to the invoice, we simply needed confirmation of the outcome related to that remaining item. Without that final piece and without direct communication, we werent able to move forward at the time.

That said, we recently conducted a full review of your account. In the spirit of closure and goodwill, weve gone ahead and updated your invoice and closed your account in full.

Trajector Medical

Prev. 1 ... 5 6 7 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 04/15/2025

Type: Order Issues

Status: Answered

I filed an application with this company in October 2024. After the initial intake phone conversations and going over medical records with seemingly informed professionals, I was handed off to call center representatives (CCR) who could not discuss claim in detail or provide updated or relevant information. There were mistakes on my application, no Intent to File was submitted with the application, which I found out from the [redacted] of Vet Affairs is a requirement and I have informed them of my legal name several times and it was never updated. This complaint is filed with the name on their records. The [redacted] gave scripted unhelpful responses over and over which prompted me to contact the [redacted] of Vet Affairs who informed me about the need for an Intent to File AND that there were errors on the application. The [redacted] could not or did not address my concerns or provide additional information past the application processbasic info! This company also obtained info about my disability rating illegally. I did not provide it to them! I have since learned thatthey are giving advice on how to prepare, present, and prosecute claims before the VA without proper accreditation from the [redacted] office of general counsel; only accredited representatives are authorized by law to collect a fee for assisting claimants. I also found out that representatives of this company have been calling and fraudulently behaving as my authorized representative to inquire about VA rating increases. I did pay some of what was demanded because I thought I was obligated. I have requested that they close my file and was informed that I would have to pay their requested monies in full first. I seek assistance with closing the file with no monies due.

Business Response

Date: 04/23/2025

Dear [redacted],

We regret to hear that you are dissatisfied with our services and feel that we did not provide adequate support. We sincerely apologize for any inconvenience you may have experienced regarding your account and the invoice issued, which you have referenced in your recent complaint to the Better Business Bureau (BBB).

We understand your concerns regarding the legitimacy of our billing practices. However, we would like to clarify that the regulations governing accredited entities do not apply to our organization, as we do not provide legal representation. This distinction is clearly outlined in the service agreement that you read, acknowledged, and signed prior to the commencement of any services. Like many businesses, we are fully entitled to charge for our services regardless of BBB accreditation status. Additionally, the interpretation of our

agreement by any third-party law firm does not override applicable laws or contractual enforceability.

In reference to your statements about a potential HIPAA violation, we want to emphasize that at no point have we acted, nor do we have the authority to act, as your authorized representative. This limitation is also expressly detailed in the agreement you signed. Specifically, Section 1 of the agreement states:

Prepare for Battle
-We are not your VA representative so we will not prepare, present, file, and/or prosecute a claim on your behalf. Although we help as much as we can with medical evidence collection and development, you must do your part.*

We recognize your concerns regarding the invoice, and we want to reiterate that all services and fees were transparently disclosed and agreed upon prior to any work being performed. The fee structure, which was clearly detailed in the agreement, pertains to claims that may result in an increase in benefits due to our support. To date, we have not received any documentation confirming that your claims were denied or that our assistance did not contribute to the benefits you are now receiving.

As the invoice remains unresolved, your account will remain active with our finance department. If you would like to discuss this matter further or work toward a resolution, we welcome you to contact us at your earliest convenience.

Respectfully,
Trajector Medical

Initial Complaint

Date: 04/11/2025

Type: Sales and Advertising Issues

Status: Answered

I engaged Trajector to assist me with my Veterans Administration claim. Their service provides no value. They only complete the VA forms with the information I provide to them. You must submit your own forms (which I had submitted myself previously). They claim to coach you with periodic phone calls, but they only ask you questions about the status of your claim. No new information is provided. I asked to terminate our agreement on 7 January 2025 when it became apparent that they were not helping, and I was ignored. Now, I receive harassing phone calls, email messages, and texts pressuring me. Had a call today and offered a settlement (for what I don't know) if they would altogether terminate our relationship, and they refused.

Customer Answer

Date: 04/11/2025

I wish my relationship with Trajector to terminate immediately and all obligations on the part of both parties cease.

Customer Answer

Date: 04/11/2025

I also request a fee waiver from Trajector so I can engage real lawyer to help me with my Clai.
by your own report, Trajector has received 481 complaints in three years. That's more that 13 complaints a month.

Business Response

Date: 04/18/2025

Dear Mr. [redacted] regret to learn of your dissatisfaction and the complaint you have filed with the Better Business Bureau. It is unfortunate that your concerns appear to stem from frustration regarding an invoice we issued for services we believe were rightfully provided. We are particularly disheartened to hear that you feel we do not provide value to the clients we serve. At Trajector Medical, we strive to deliver meaningful support to all of our clients, and your feedback is taken seriously.
In an effort to resolve this matter promptly, our Client Experience team made multiple attempts to contact you via phone, SMS, and email. Unfortunately, according to our records, these efforts were unsuccessful, and we have not had the opportunity to discuss your concerns directly.
At this time, your account remains unresolved. If you are willing to engage in a conversation, we encourage you to reach out so we may assist you and work toward a fair resolution.
Please be advised that, in the absence of evidence invalidating the invoice, your account will remain active with our Finance team.
Sincerely,
Trajector Medical

Customer Answer

Date: 04/21/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]
Complaint: **23191338**

I am rejecting this response because:

I attempted to resolve this issue with Trajector but they refused. I reluctantly agreed to pay what they claimed I owed to prevent their continued harassment and fully discontinue our relationship but it was refused. I will now contact my congressman and the VA and file complaints with them.

Regards,
[redacted]

Business Response

Date: 04/30/2025

Dear Mr. [redacted] regret to hear that you are dissatisfied with our services and feel that we did not adequately support you. We understand your concerns regarding the issues you've experienced with your account and the invoice issued for services we believe were rendered, which led to your complaint to the Better Business Bureau and your subsequent rejection of our prior response.

While you have expressed that we have "refused" to assist you, we respectfully disagree with that characterization. Since your initial complaint, we have made multiple attempts to reach out to you. Our last documented communication was on April 4, 2025, when you indicated that you had requested to close your account as early as January. At that time, we explained that we could not honor that request due to the fact that the medical evidence we provided was submitted to the [redacted] on your behalf. We also advised that we would require documentation confirming that your claims were denied and that our support did no contribute to any increase in your benefits.

As of today, we have not received any such documentation. Additionally, our records show that you agreed to compensate us for our services but have not submitted any payments to date.

Given the outstanding balance, your account will remain active with our finance team. If you would like to discuss this matter further or work toward a resolution, we encourage you to contact us at your earliest convenience.

Respectfully,
Trajector Medical

Customer Answer

Date: 04/30/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **23191338**

I am rejecting this response because: I tried to arrange a settlement with Trajector but it was refuse. Your agent refused to consider a comprimise and negotiate in good faith. I asked to terminate our relationship at the time but greed got the better of her. There is no negotiating with Trajector so don't tell me this can be resolved in a mutually beneficial manner.

Regards,
[redacted]

Business Response

Date: 05/15/2025

Dear Mr. [redacted] you for sharing your thoughts. Were here to help veterans navigate a complex and often overwhelming process, and its important to us that you feel supported every step of the way.
Just to clarify: were not legal representatives and dont submit or track claims with the VA. What we do is help uncover overlooked conditions, gather medical evidence, and prepare personalized documentation to support your case.
Heres how we support you:
You speak with a nurse to review symptoms
We map symptoms to potential conditions and severity
Our team identifies contributing factors using clinical data
We build a tailored medical evidence packet aligned with your goals
And we offer preparation calls to help you feel confident ahead of your C&P exams
Regarding your agreement: were committed to honoring what was outlined and are simply waiting on the final VA decision paperwork to close your file. Wed truly like to find a resolution that feels right for both sides.
We reached out on April 16 to connect and talk through next stepsbut havent yet heard back. We welcome the chance to speak and move forward in a way that respects your service and your time.
Were here when youre ready.

Trajector Medical

Initial Complaint

Date: 04/07/2025

Type: Service or Repair Issues

Status: Answered

Trajector Medical has failed to follow the outlined steps of the process on page two of the Medical [redacted] Agreement Trajector Medical failed to schedule [redacted] sessions. Trajector medical failed to answer multiple phone calls attempting to schedule these sessions. Trajector medical also submitted false reports to the Department of Veterans Affairs. After being unable to contact Trajector Medical, I began researching the company and found laws which state they cannot provide the services that they are requesting money for.34 CFR 14,629(b)(1) which states:No individual may assist claimants in preparation, presentation, and prosecution of claims for VA benefits as an agent or attorney unless he or she has been accredited by the VA for such purpose.38 CFR [redacted] (b) which states:Only accredited agents and attorneys may receive fees from claimants and appellants for their services provided in connection with representation. Recognized organizations and individuals recognized under [redacted] of this part are not permitted to receive fees. An agent or attorney may also be an accredited representative of an accredited organization and may not receive fees unless he or she has been properly designated as an agent or attorney in accordance with [redacted] of this part in his or her individual capacity accredited agent or attorney. I have contacted the VA, and they have not approved Trajector Medical as an accredited agency.After requesting to cancel services, Trajector requested a fee for performing the tasks outlined by 38 CFR [redacted] (b). I requested for Trajector to stop contacting me. They have recently began calling me again asking for the status of my veterans benefits and requesting a percentage

of my disability pay. I find this especially distasteful considering I could not contact them to provide the services they provide.

Business Response

Date: 04/18/2025

Dear Mr. [redacted] regret to hear that you are dissatisfied with our services and feel that we did not adequately support you. We apologize for any frustration caused by issues related to your account and the invoice issued for services we believe were rendered, which ultimately led to your complaint with the Better Business Bureau.

We understand your concerns regarding our billing practices. However, it is important to clarify that we are not a law firm or accredited representation, and the regulations governing such entities do not apply to us. This is clearly outlined in the agreement you read, acknowledged, and signed prior to any services being renderedspecifically in the following section:

> Prepare for Battle:
> We are not your VA representative, and therefore we do not prepare, present, file, or prosecute claims on your behalf. While we assist to the extent possible with the collection and development of medical evidence, you are responsible for completing your portion of the process.

We appreciate that you may feel frustrated regarding the invoice; however, we would like to emphasize that all terms, including our fee structure, were disclosed in the agreement that was reviewed and signed by you before any services began. These fees apply to any increase in benefits resulting from our assistance. To date, we have not received any documentation showing that your claims were denied or that our services did not contribute to your increase in benefits, despite repeated requests from our invoicing team.

We would have welcomed the opportunity to address your concerns directly and reach a resolution. Unfortunately, despite multiple outreach attemptsincluding phone calls, emails, and text messagesour escalation team was unable to connect with you.

Due to the unresolved nature of your account, your invoice remains active with our finance department. We encourage you to contact us if you are willing to engage in a constructive conversation to resolve this matter.

Respectfully,
Trajector Medical

Initial Complaint

Date: 03/31/2025

Type: Service or Repair Issues

Status: Answered

In Dec [redacted] for PTSD and tinnitus. Claim for tinnitus denied in Jan 24, never saw or va ref any files on my behalf from trajectory med. Any evidence ref was from mil recs as for PTSD I was awarded in March, I never had any contact from rejector during the whole time I was pursuing a va rating. From the time I filed again for PTSD I had to go to mental health docs at the va, never got anything from rejector med to help with claim. My award was based on evidence from my c&p exam which the va ordered in Oct 24, all evidence that supports my claim for PTSD was obtained thru the va and private phycologist. There is no ref showing any files or pkg from trajectory, but how did they know what I was awarded and now I hear and get a outrageous bill and cannot see anywhere they sent any files or info to VA on my behalf all was from my exams and sessions w the mental health personnel from bs and private phycologist. On all [redacted] and correspondence from va shows nothing as far as rejector med submitting anything. I can provide all [redacted] which show what evidence was considered and submitted to support my claims.

Business Response

Date: 04/18/2025

Dear [redacted],

We were sorry to learn that you were dissatisfied with your experience, which led you to file a complaint with the Better Business Bureau. We understand that your concerns stem from an invoice that was issued for services we believed, at the time, had been properly rendered in connection with the medical evidence prepared on your behalf.

We take all client concerns seriously, and reaching a fair and timely resolution is very important to us. In response to your complaint, our Client Experience team made it a priority to contact you directly in order to address the matter. According to our records and the detailed notes on your account, they were successful in connecting with you and discussing the situation in full.

We are pleased to hear that our team was able to provide the necessary clarification and answer your questions thoroughly. It is our hope that this helped to resolve any confusion and bring closure to the issues you raised.

As a result of these communications, your account has been updated to reflect the details of those interactions. Additionally, we have processed your account for closeout in our system, as we consider your concerns resolved and our business with you concluded.

Sincerely,
Trajector Medical

Initial Complaint

Date: 03/25/2025

Type: Service or Repair Issues

Status: Answered

My name is [redacted], and I am an army veteran. I used a company, Trajector, to help me out with my VA benefits starting on Jan 26, 2024.
That is the day I signed the agreement. They submitted my documents to the VA. I was awarded money for special monthly compensation based on loss of use of creative organs. I paid them about $600.00. My depressive mood disorder that was at 70% was proposed to be decreased to 50%. I called them many times in June 2024 to find out what was next, and what they were going to do. Basically, they told me that I have choices but I have to do it myself. I have not heard from them since June last year until the second week of February 2025, telling me congratulations for achieving 100% and a bill for $7,963.55. This is an unreasonable fee charge. Especially when Trajector did not do anything to assist me on going from 90% to 100%. Since July 15, 2024 I have been working with an accredited claims agent, [redacted] #[redacted]. She submitted a [redacted] and that is how I went to get my 905 back.
Then I submitted another claim for me to get my 100%. I received a 100% P & T raiting in Nov 2024. In December 2024, the VA proposed to decrease two items that my accredited agent had submitted that got me to 100%. Since then, my agent has submitted a second [redacted]. The Trajector company has not helped me at all to achieve 100%. My accredited claims agent cannot even get paud for this achievement ([redacted]), how does Trajector get to charge me almost 8k for something that they did not do. I need assistance with this issue please Help me!

Business Response

Date: 03/26/2025

Dear [redacted],

We regret to hear that you were dissatisfied with your experience and have filed a complaint with the Better Business Bureau. We understand that your concerns stem from frustration regarding your interactions with us and the invoice issued for services we previously believed had been rendered.

In our effort to address this matter promptly, we have reviewed your account thoroughly. Based on our records, your concerns have been resolved. As of March 18, 2025, your account has been closed in our system, and you are no longer an active client. Additionally, there are no outstanding balances owed. We sincerely apologize if this information was not communicated to you earlier.

If you would like to discuss your account further, please do not hesitate to reach out. We appreciate the opportunity to clarify any remaining concerns.

Best regards,
Trajector Medical

Initial Complaint

Date: 03/25/2025 **Type:** Order Issues

Status: Answered

I signed up to work with Trajector Medical for assistance in submitting my claims with the [redacted]. I was told that Trajecor would help advocate for me with helping on my disability claims. Trajector Medical only filed the paperwork but then I do everything else. When I would call for help I was sent to a call center out of the country that didnt understand English on a third grade level. When I did ask for help via email, text or phone call no one was there to help. But they sure did call, text and email when my percentage changed. This company is scamming Veterans out of thousands and we have to pay because they make you sign a contract that they can sue you over. I feel like they should only bill for the time that they are working directly with the Veteran by the hour. Just like attorneys do.

Business Response

Date: 04/10/2025

Dear Mr. [redacted] regret to hear that you were dissatisfied with your experience and have chosen to file a complaint. It is unfortunate that a breakdown in communication with our staff led to your concerns not being addressed adequately. We also acknowledge your comments regarding your interactions with our diverse team, and we are sorry to hear that this contributed to your dissatisfaction.

Additionally, we understand that you are unhappy with the invoice issued for services rendered during your time with us. Please know that we take all client concerns seriously and strive for clarity and fairness in our billing practices.

In an effort to resolve the matter promptly, we requested our Client Experience Team to reach out to you. However, according to our records, they were unable to establish contact despite multiple attempts via phone, SMS, and email. As a result, we have not had the opportunity to directly address your concerns.

Should you wish to discuss your experience further, we welcome the opportunity to speak with you. However, please be advised that your account has been closed in our system, and you are no longer an active client. Accordingly, no further communication will be initiated on our end.

Sincerely,
Trajector Medical

Initial Complaint

Date: 03/21/2025

Type: Sales and Advertising Issues

Status: Answered

On 8 August 2024 I began working with Trajector Medical to file my VA claim. I had a deadline of 8/26 before my intent to file expired and I would lose back pay. They finished my forms and they were filed on 9/4/2024. They were aware of the deadline when we began talking. It's literally the only reason to use a claim service since the Vet service rep was a 30 day wait. The deadline was missed, costing me $8k roughly in backpay, and they're billing me for $2400 due to my rate increase. I agreed to pay them based on the fact my claim should've been done on time and I'd be able to pay them from my backpay. Now I'm stuck with a $2000 bill (because they're going take $400 off due to the lack of preparation they provided for my comp and benefits appointment). They are dishonest, they overclaim things knowing they can't be supported, which makes veterans look like they're after a money grab, and after my appointment I felt gross. THIS SHOULD BE ILLEGAL. What they're doing is exploiting the service and sacrifice of veterans for personal and financial gain. I attached pictures of first email correspondence and their email after my medical evidence was filed with the Va showing they missed the timeline. Also I've got a picture from an 8/22 email where they were "working" on my claim which had been ongoing from 8/8 when they requested and received files from me. They caused me to miss my deadline and a full year of backpay. Since they cost me $8k plus, the least they could do is eat the bill! These people are crooks!

Business Response

Date: 04/10/2025

Dear [redacted],

We regret to learn that you were dissatisfied with our services and have submitted a complaint to the [redacted]. We are sorry to hear of your concerns regarding the invoice issued for services that were provided to support your claim and assist in securing increased benefits. Additionally, we are disappointed to know that you were not fully satisfied with the support, medical evidence, or overall services delivered.

Resolving matters promptly and professionally is a priority for us. As such, we asked our Client Experience Team to reach out to you directly. According to our records, they were successful in connecting with you to better understand your concerns, and we are pleased they were able to address them quickly.

We have documented all relevant communications in your account, including the discussion with our team and any updates or arrangements made regarding your invoice. If there is anything further we can assist you with, please do not hesitate to reach out.

Sincerely,
Trajector Medical

Customer Answer

Date: 04/11/2025

Trajector reached out and offered 30% off of my bill, which is a drop in the bucket compared to the lost backpay ($8k). It's the only thing they were willing to do and they're giving me a year to pay back what was intended to be paid from the backpay. It's the only "deal" I was offered. I was misled into believing my back pay would cover it BUT since the intent to file date was missed, I now have to pay that out of my pocket with money I don't have, making it much harder on me financially. Had I known they wouldn't meet the deadline, I would have waited to deal with the service rep for free. This is not a good company, they're wolves in sheep's clothes, acting as if they're doing veterans a favor when in reality, they're looking to score off of our service and sacrifice. This should be illegal and having now found out who they are and what they do, I cannot and do not trust them. I've repeated this sentiment and there will not be much to change my mind. I want every veteran to understand the truth of what they do and encourage them to use the other avenues to get their claims processed. I'm sure they'll

Initial Complaint

Date: 03/10/2025

Type: Order Issues

Status: Resolved

I found Trajector Medical online and like most likely you, I was impressed with all the positive reviews on [redacted]. Unfortunately, there are many companies that know to solicit positive reviews when they know they will not receive them organically. I do not believe that these are real and genuine reviews. My experience with Trajector Medical began with an initial phone consultation, and it left a poor impression. The staff came across as unprofessional and overly pushy, and I struggled to communicate with them due to what seemed like a language barrier. I wouldnt be surprised if theyre operating out of a foreign call center, possibly in the [redacted]. The information they provided was written in broken English and riddled with errors about the injuries I sustained during my military service. In the end, I had to rewrite most of what they sent me, which was bare-bones to begin with. Frustrated, I requested to end their representation for my VA claim. I strongly suggest checking other review sites, such as this one, where youll notice a clear pattern of dissatisfied customers. I dont recommend using [redacted]. Theyre not accredited by the Department of Veterans Affairs, which means they legally cant charge fees to prepare, file, or pursue your claim. Worse, its against the law for them to contact the VA and impersonate you to access your claim details. Youre better off handling the paperwork yourselfsomething youll end up doing anyway if you work with them. Its disappointing that a company like this exists, preying on veterans while offering minimal effort in return.

Business Response

Date: 03/12/2025

Dear [redacted],

We regret to hear that you were dissatisfied with your experience. At Trajector Medical, we take customer concerns seriously and strive to provide clear and accurate information abou

our services.

To clarify, the laws and regulations governing VA-accredited entities apply specifically to those authorized to provide legal representation. As stated clearly in our contract, we are not attorneys and do not offer legal representation. Our role is to provide medical evidence to support VA claims, and we do not prepare or file claims on behalf of our clients. Accordingly, we are legally permitted to charge for our services, just as any other business charges for the expertise and value it provides. Additionally, we want to assure you that we do not, nor have we ever, impersonated clients to access their VA information.

After a thorough review of your account, we have determined that it is in our mutual best interest to discontinue our professional relationship. As such, your account has been processed for closure, and you will no longer receive further communications from us.

Sincerely,
Trajector Medical

Customer Answer

Date: 03/12/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 02/24/2025

Type: $ Billing Issues

Status: Answered

I was charged for a claim that was submitted to the Department of Veterans Affairs that had nothing to do with services provided by Trajector yet they are charging me for an independent claim that had nothing to do with them nor did I request their services for that individual claim. The following is their bill to me : Your Initial VA Benefit: $0.00/month Increase Using Trajector Medical Evidence: $175.51/month - or - $2,106.12/year Your Total VA Benefit after Trajector Medical Evidence: $175.51/month Estimated* Lifetime Earnings Due to Trajector Medical Evidence: $52,653 Thats roughly 60 times* your medical evidence development fee!Your Medical [redacted] Fee Now Due: $877.55 (The fee is equivalent to five months of your benefits increase, roughly

Business Response

Date: 03/17/2025

Dear Nyesuah,
We sincerely regret that your recent experience did not meet your expectations. It was never our intention to cause frustration, and we apologize for any confusion related to the invoice you received. At the time of issuance, we believed the charges reflected services rendered on your behalf.
In our ongoing commitment to client satisfaction, our Client Experience Team promptly reached out to discuss your concerns and work toward a resolution. According to our records, they were able to connect with you and provide the necessary clarification regarding your account. We are pleased to confirm that your concerns have now been fully addressed, and we have processed the closure of your account in our system. As a result, you should not receive any further communications from us.
Sincerely,
Trajector Medical

Initial Complaint

Date: 02/13/2025

Type: Service or Repair Issues

Status: Answered

They start off by telling you how they "will" help you with all of the very important aspects to your VA claim. They ask a lot of questions about my conditions. The only good thing about the entire process was going over my issues with the nurse that called me.After covering the issues it was turned over to their "Medical Evidence Team". I got a call that the document and paperwork was ready for filing. You do not see what is on the forms until after you finish the call with the person walking you through signing them. You are directed to the pages that require signatures but there is no mention of what you are verifying is true statements on the form.Then after signing and submitting the form.... Then they allow you to download what you just signed as true statements.This is where it all started to fall apart. I got to read what I actually verified as the truth and found out that many things were really false.I tried to contact them the next day, which is useless, I left a call back which I didn't get. After a few days, they finally called me back and I let them know that the forms had straight out lies on them and they said to just wait and see what the VA would do.I kept getting emails stressing how important it was to speak before my VA exams. Then I got my first VA exam appt. I call, wait on line for 15 minutes and finally press 1 for a call back. Again... No call back!The next day I get a call and I tell them about my upcoming appt. She says that I got an email reviewing my symptoms. WOW!!! It was a few lines covering about 5% of the 30+ page document given to the VA. SO..... Basically, we didn't review ANYTHING!SO.... All in all. They took the info I gave them, Actually did NO investigations, Filled out forms with false information and just left me hanging to deal with everything on my own. They wrote false information of official forms, had me sign them and then left me to deal with the outcomes on my own.

Business Response

Date: 03/03/2025

Dear [redacted],

Thank you for taking the time to share your feedback with us. I am truly sorry to learn that your experience with our services has not met your expectations, and I appreciate your honesty in bringing these concerns to our attention.

Our client experience team reached out to you in an effort to understand and address the issues you encountered. While we were glad to have the opportunity to discuss these matters with you, I regret that our efforts did not resolve your concerns to your satisfaction. We understand your frustration and respect your decision to close your account.

At [redacted], we are committed to continuously improving our services, and your feedback is invaluable in helping us identify areas for growth. If you have any further questions or if there is anything more we can do to assist you during this transition, please do not hesitate to reach out.

Sincerely,
Trajector Medical

Prev. 1 ... 6 7 8 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

Share

Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 02/13/2025

Type: Order Issues

Status: Resolved

Used Trajector based on friend recommendation for insomnia VA rating. I filled other ALL of my other VA claims on my own after using them for the Insomnia claim. I was at a current 10% for tinnitus when I sent their medical form in. I subsequently filed claims on my own, and the the claims went thru a lengthy process between various stages. I finally for a rating increase from my initial 10% rating for tinnitus to 60% combined. 50% General anxiety with bruxism resulting from combat related PTSD was all grouped together. The VA states right in the claim letter INSOMNIA is not a stand alone condition. They want to charge me the standard 5X increase in monthly payment amount that equates to $6100 for their fee. This is incorrect as their service was used for Insomnia only and was spelled out as not a stand alone condition, I sent the claim letter in as per the contract and have spoken both to my case worker [redacted] who agreed with me, but wouldn't be able to assist me as not his department and would send my information to the billing department about the incorrect invoicing error. I have emails they received my claim letter and phone call recordings from ALL my conversations with them. I'm currently waiting to see if they will remove this obvious attempt to grab money for a rating decision and increase that had nothing to do with their "medical" service provided. For the record I have also sent correspondence in requesting to terminate service with their company via E-mail and that I will no longer utilize or recommend them to anyone. I did for the record sign a contract stating the 5X pay for rating increase if granted by the [redacted], however as stated my claim decision letter states IT IS NOT a stand alone condition that was granted.This invoice should be adjusted to $0 as it an wasn't accepted VA condition and our contract terminated as concluded with both parties settled in full. No future contact once a paid invoice is settled or will be grounds for harassment.

Customer Answer

Date: 02/18/2025

So I have now received multiple email and texts [redacted] the bill after having spoken to [redacted] in the billing department. He also agreed with me that the charge isnt legit and needs removed and services closed out with their company. I talked to him as he answered when I call [redacted] who originally responded to the BBB complaint. He was also going to input a note to stop this from happening. Well guess we can see that doesnt work.
Not sure why someone once I explain it multiple times just adjust it down to zero as per their terms of use since no rating was awarded for insomnia for which I used them. After the end of this week if no resolution of adjusting the invoice to zero, I will most likely have to get a VA attorney for closure and help in this matter.

Business Response

Date: 02/27/2025

Dear [redacted],
We regret to hear that you were dissatisfied with your experience and, as a result, felt compelled to file a complaint with the Better Business Bureau. It is unfortunate that the source of your frustration stems from the invoice we issued for services we believe were provided to facilitate the increase in benefits you are now receiving.
In our commitment to addressing client concerns and finding a mutually satisfactory resolution, our Client Experience Team reached out to discuss the matter with you further. Based on our records, they were able to connect with you and clarify any outstanding issues. We are pleased to hear that your concerns have now been resolved. However, if you have any additional questions or require further assistance, please do not hesitate to reach out. We value your feedback and appreciate the opportunity to serve you.
Trajector Medical

Customer Answer

Date: 02/28/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]
Complaint: **22937000**

I am rejecting this response because: I was told over the phone that your company agreed with me that my increase was not because of your work and indeed from my own. My invoice was adjusted to $0 and when I asked to receive a paid in full or $0 balance statement, I was then told well we actually will put this on hold until July to make sure I somehow magically wouldnt receive a claim letter detailing the insomnia I used [redacted] wouldnt be sent. This case needs resolved now, either needs to send me a $0 owed statement or close the case I wont ever receive an insomnia rating, as that is considered part of PTSD rating that I made happen due to sexual from my own. Guess the recorded phone conversations I have with your staff mean nothing. I have provided my letter which you have stated and agree with that I owe you nothing and would gladly close the case, if I could just provide a letter for insomnia that was denied . I have done all I can AND YOU EITHER CLOSE CASE, or I will be forced to hire an attorney and provide your conversations saying this isnt from your work. The claim letter I provided states this as such and you agree with that.

Please send a pain in full statement or $0 owed and close this case and any future involvement between parties, or say I do now owe again and we can settle that in a court . I was told I do indeed Dont owe your company so this should be a simple process unless its a shady attempt to keep this open and try to collect for which nothing is owed and agreed multiple times now.

Regards,
[redacted]

Business Response

Date: 03/06/2025

Dear [redacted],

Thank you for taking the time to share your concerns regarding your recent experience. We regret that you were dissatisfied and that our previous response did not address your issues to your satisfaction.

We understand that your frustration stemmed from the invoice issued for services that, at the time, we believed had been rendered. In our ongoing commitment to transparency and exceptional client care, our Client Experience Team reached out to discuss the matter further. According to our records, they were able to connect with you and provide the necessary clarification regarding your account.

We are pleased to learn that your concerns have now been resolved. However, we apologize for any confusion caused by the initial lack of detailed explanation. To ensure complete resolution, your account has been processed for closure in our systems, and as you are no longer an active client, you will not receive any further communications from us. For your records, we have enclosed a formal closing letter as proof of this action.

Sincerely,
Trajector Medical

Customer Answer

Date: 03/06/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me. Please remove me from all future emails. I have the zero balance owed and account closed and no longer a client email and photo backup. This matter has been resolved and both parties agree nothing is owed present or in the future for any VA compensation claims or associated fees.

Initial Complaint

Date: 02/12/2025

Type: Service or Repair Issues

Status: Answered

Told them to cancel and now said it takes weeks they deny making calls I have records tired of talking with the foreign people in another country off local number. Told me closed

within a week today it will be 4 weeks terms change no accountability. I had direct debit take out payments they hounded me for payments set up by them Every month one day called me 7 times to verify the payment had been made. On their system they set it up money always there and they continued to harass me Monthly paid then off asked For close out then they wanted more paper work from Va. they have the paper from Va apparently not important as I was paying it off. Now paid off they wanted the papers They already have. Want my money back for harassment and out right lies

Business Response

Date: 02/21/2025

Dear [redacted],

We sincerely apologize for any frustration or inconvenience you have experienced. It is disheartening to learn that our support did not meet your expectations, and we regret the communication challenges that prevented the timely completion of your account closure request.

Resolving your concerns is our utmost priority. To address this matter, our Client Experience Team reached out to you directly. Our records indicate that they successfully connected with you to discuss your account in detail. Following these discussions, we have diligently updated your account with the pertinent details of your communications with our team and have processed your account for closeout across all of our systems.

We appreciate your cooperation and the opportunity to rectify these issues.

Sincerely,
Trajector Medical

Initial Complaint

Date: 02/05/2025

Type: Order Issues

Status: Resolved

Upon signing the contract with this company, they claim that they would file your claim then contact you before each exam to go over what to expect and make sure that you ate prepared and ready for each exam. After they filled my claim, they canceled every single phone appointment to go over what to expect. I left a negative comment on [redacted] and a representative from their company contacted me. We discussed the issue and j was told by their employee that they would not charge my the total about discussed because she could see that they canceled every appointment. I called them to let them know the decision and they said i need to pay them the full amount. I told them about the previous call and they said they sent me a link to a video that could have possibly helped me during the exam, therefore they no longer agree to discounting my fee.

Business Response

Date: 02/13/2025

Dear [redacted],

We regret to learn that you were dissatisfied with the level of support you received and experienced issues related to your account and invoice, which ultimately led to your BBB complaint. We take such concerns very seriously and appreciate the opportunity to address them.

In an effort to resolve these matters, our Client Experience Team reached out to you to clarify any confusion surrounding your invoice and to answer your questions. Our records confirm that they were able to establish contact and engage in a productive dialogue with you. We are pleased that this discussion helped to resolve your concerns and provided you with the necessary information regarding your account.

Following our recent communications, we have updated your account with detailed notes of all discussions and have processed the necessary steps to close out your file in our systems. We value your cooperation throughout this process and thank you for allowing us the opportunity to correct the situation.

If you have any further questions or require additional assistance, please do not hesitate to reach out.

Sincerely,

Trajector Medical

Customer Answer

Date: 02/14/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 02/03/2025

Type: Service or Repair Issues

Status: Answered

hello, I am a 20 year navy veteran. like an idiot went thru a private company Trajector medical online wanted to increase VA benefits from 30 percent. called trajector. talked to

who took info, they called back later to take my info, talked to a so called nurse, they asked a lot of questions about all my injuries that occurred while in service. That lasted about a half hour. Well I think i signed a contract, at that time they didn't explain fee clearly, so i did not understand properly. They filed all my complaints thru VA, I am assuming. It took more than a year to complete all my doctor appointments. I did all appointments myself with no help from trajector. The only thing that company did was the paperwork. This all took place in on about August 2023.All the physical ailments that the company filed for me were denied, because if it isn't in your medical records it didn't happen. That company promised results. Well on last appointment I talked to a pa who added my kidney functions on to her ort. At the time of initial filings my kidney function was 40 percent. Since then I got pneumonia and levels went to 7 percent. Date October 2024. I am currently in dialysis. I got a VA letter increasing my benefits to 90 percent. letter from VA with compensation of . Called Trajector to they wanted for their service. That was outrageous, I want I fair bill, not one that gouges you. They are there to help Vets not to s them over, I believe what they are doing to are Veterans is disgraceful. I do believe in paying my debts, but this is entirely abusing us Vets

Business Response

Date: 02/18/2025

Dear ,

We regret that you are dissatisfied with our service and feel that our support has not met your expectations. We also apologize for any inconvenience you experienced with your account and the invoice issued for services we believe were provided, which has resulted in your complaint with the BBB.

To clarify, we did not submit any claims on your behalf. As we are not authorized to act as your legal representative, our role is solely to provide you with the necessary supporting documentation.

We value a prompt resolution and, accordingly, our Client Experience team has made several attempts to contact you via SMS, email, and phone. Unfortunately, our records indicate that we have not been able to reach you.

Additionally, we have not yet received any evidence from you indicating that the increase you received was unrelated to the support providedspecifically, the medical evidence we supplied. Without this information, we are unable to determine if the increase was a consequence of our assistance.

If you wish to discuss your account further, please feel free to contact us. Your account will remain active until this matter is resolved.

Respectfully,

Trajector Medical

Initial Complaint

Date: 01/22/2025

Type: Order Issues

Status: Resolved

Began working with Trajector Medical when I researched VA disability claims. I was IMMEDIATELY contacted by Trajector Medical and a fellow veteran friend of mine had used them, so I reached out for assistance. Once contact was made, things proceeded as expected with a couple of phone calls to gather information. I made it very clear that I could not be contacted during normal working hours, but anytime after 3 pm was fine. I was called DAILY throughout the times I specifically stated was off limits due to my job. I ignored those that I could and when I did answer I reminded the caller about my specified times in the beginning and was assured they would tell the rest of the team and the calls would only be after 3 pm. The calls continued and started to get very short with each caller. When I finally had enough I told Trajector that I was terminating their service and requested a letter from them stating that out contract was terminated and there were no outstanding charges. Their policy states that if I do not receive any compensation from the [redacted] from their efforts, no money is due. We never got to the point of submitting any paperwork to the VA, so no compensation could have been had. I made this request based on several other complaints that I found against this company. Several attempts to get a letter from teh company only resulted in contact from a representative trying to recover services. I made it clear that I was not interested in working with them any longer and thats were it ended. I am still waiting for a letter from them stating that our contract is terminated.

Business Response

Date: 01/28/2025

Dear [redacted],

We sincerely regret that your experience with us has not met your expectations, and we apologize for any communication breakdowns that may have occurred with our team. We understand the frustration this has caused, especially regarding the unresolved closeout request for your account.

Ensuring that all matters are addressed and resolved is a top priority for us. To that end, we had our Client Experience Team reach out to you directly. Our records show that they successfully made contact with you and were able to discuss the issues at hand. We are pleased to confirm that they were able to answer your questions and effectively resolve the concerns you raised. Following the resolution of your recent communications, we have thoroughly updated your account to reflect the details of the conversations with our team. Furthermore, we have completed the closeout process in all of our systems as per our discussions. In addition, a formal closing letter has been issued, which serves as confirmation of these actions.

We greatly appreciate your cooperation throughout this process and are grateful for the opportunity to address and resolve the issues at hand. While we are disappointed to see you go, we wish you the very best in your future endeavors and trust that you will find the support you are seeking.

Respectfully,

Trajector Medical

Customer Answer

Date: 01/29/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me. Its sad that it took a BBB complaint to get resolution to something so simple.

Initial Complaint

Date: 01/21/2025

Type: Service or Repair Issues

Status: Answered

In May 2024 I hired trajector medical to assist me with my veterans affairs claim. I was told I would be charged five times the increase that I received. I was advised I would only be charged for what they helped me get. I was advised I would not be charged the increase for dependents and only be charged for myself as I added my dependents to my VA account on my own. [redacted] failed to file multiple from injuries on multiple occasions. I spoke with them multiple times regarding why specific injuries were not claimed. The individuals I spoke with seemed to not understand what I was saying, due to language barriers. I was advised during the process that they would help me with getting my sleep apnea tested and diagnosed. I was advised that I would be charged an additional fee for that service. I was never tested through trajector although they falsely documented that I was. I had to go through the [redacted] on my own to get testing done and a diagnosis. I filed a complaint with trajector. I was advised it would be investigated. Trajector filed multiple injuries on the wrong parts of the body when I advised certain things such as I claimed my right shoulder and not my left but they documented my left. When I brought this to their attention to have it corrected, I was advised it would be corrected and they never corrected it. After I filed my complaint when I attempted to contact trajector for assistance, I was forced to leave a message and would not receive a call back. I would later receive a call after a couple weeks from trajector not regarding my call, but instead asking if I had heard back from the [redacted] on a decision.

Customer Answer

Date: 01/21/2025

I was provided an invoice for services not rendered And charge fees that I was advised I would not be charged for. I would like for my account to be canceled and no further contact from or with trajector

Business Response

Date: 01/28/2025

Dear [redacted],

We were disappointed to learn of your dissatisfaction with the services we have provided, and we deeply regret that you were unable to have your concerns addressed regarding your invoice. We apologize for any confusion surrounding our fee structure, particularly for the lack of clarity prior to the delivery of services. It is never our intention to leave our clients feeling uncertain, and we understand how this has contributed to your decision to file a complaint with the Better Business Bureau.

In light of your concerns, we would like to take this opportunity to address a few key points. We recognize that this situation has been frustrating for you, and we empathize with your position. However, it is important to clarify that despite the availability of free services, you made the decision to utilize our paid service. This choice is explicitly outlined in the contract you reviewed, acknowledged, and signed prior to receiving any services from us. We firmly believe that this agreement was transparent and fully communicated to you at the outset of our business relationship.

Furthermore, we have not yet received any evidence to suggest that the increase in your invoice was not in accordance with the medical support or documentation that was provided to you in relation to your claims. Our services and subsequent charges were based on the details we were given and the professional support we extended to your case

As of now, your account remains unresolved and is still under the management of our finance team. Despite numerous attempts by our Client Experience team to reach a resolution, they have not been successful in reaching a satisfactory outcome with you. Therefore, there is still an outstanding balance on your account.

We would like to stress that we are more than willing to engage in a constructive dialogue to resolve this matter amicably. Should you wish to settle this situation, we encourage you to contact us directly so that we can work together toward a resolution.

Respectfully,
Trajector Medical

Initial Complaint

Date: 01/16/2025

Type: Product Issues

Status: Resolved

I was hopeful that Trajector would fulfill their promise to "assist" but they did not. I obtained and filled out all VA paperwork either on my own or with help from the veterans affairs office. I went to many out-of-town appointments all while struggling with my physical disabilities. Trajector did not "assist", yet billed me excessive amounts (see re:June 2024 Invoice below). They still promised assistance and help but nothing, so I requested that my file at Trajector be closed. They did not close my file. They did not refund any amount from

the June payment. And, now trying to bill me [redacted] why are they billing me again? ...a few weeks ago, after much effort on my part and the Veterans Affairs representative (not Trajector), I was able to get a VA benefit claim approved (which was previously denied while trying to get assistance from Trajector, I have documents which prove this). Trajector never provided satisfactory assistance with any claims including this one, yet they have just sent me a new bill of $663.70.First of all, let's address this new bill. Statement Date 1/2/2025, Inv-[redacted] for $663.70. I should not have received this bill. Account balance should be corrected and my file closed as I previously requested and a closeout letter sent to me.Back to that June 2024 Invoice: Trajector charged me an outrageously excessive amount of $7,434.40 back in June of 2024 and there should be a refund from that payment. The service promised was never [redacted] complaints directly to Trajector have been ignored as seen by the fact no refund has been issued and they left my file open. I believe the refund should have been negotiated fairly and I definitely should not still be receiving any bills from them when service was not delivered.The Guard VA Benefits Act [September 2024] is changing what can be done about "Claims Shark" companies. I am looking for a swift and full resolution to this matter so that we can avoid further legal action.

Business Response

Date: 01/31/2025

Dear Mr. [redacted] regret to hear that you are dissatisfied with our services and feel that we did not provide adequate support. We understand that you encountered issues with your account and the invoice issued for services we believe were rendered, leading to your complaint with the Better Business Bureau (BBB).

We recognize your concerns regarding our billing practices; however, our fee structure is clearly outlined in the contract that you reviewed, acknowledged, and signed before any services were provided. These services contributed to the increase in benefits that you now receive. Additionally, we have not received any documentation indicating that your claims were denied or that our assistance did not contribute to your benefit increase. The perception that services were not rendered does not invalidate the invoice; therefore, a refund will not be provided.

Regarding your prior request to close your account, we apologize for any inconvenience. At the time of your request, we required specific documentation from you, which was not provided. As a result, your account remained active following your enrollment.

We value the opportunity to resolve concerns amicably; however, despite multiple attempts to reach you via phone, email, and SMS, we were unable to establish communication. Given the lack of engagement, we have chosen to proceed with closing your account. While we stand by the validity of the invoice, we recognize that further discussions may not be productive. As your account has now been closed, you are no longer a client, and you should not receive any further communications from us.

Respectfully,
Trajector Medical

Customer Answer

Date: 02/03/2025

Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that the agreement to no longer harass me, and shake me down for money they didn't earn, well I guess this resolution is satisfactory in this forum.. The answer says Trajector will not refund any amount [of funds they obtained by their gross and illegal predatory trapping and billing practices]. For the violations defined by our great government and the amazing support of Senators [redacted] and [redacted], I will move on to legal filings in [redacted] and [redacted] counties. You can close this complaint here.

Initial Complaint

Date: 01/13/2025

Type: Service or Repair Issues

Status: Resolved

I reached out to a company called Trajector Medical in July [redacted] claim. The company agreed to assist they would help out and only charge a fee if I had a successful claim. Their work product was subpar. There were so many errors I had to correct. They left a claim off of the original paperwork. I submitted a seperate claim in October 2024 without their assistance. The VA issue a claim decision in January 2025 and combined the two claims that were submitted. Every single claim Trajector did, were denied. The claim I submitted in October was approved. Now Trajector says I owe them money. I recently found out that this practice, charging veterans to assist with claims preparation, is against federal law. How can they do this?

Business Response

Date: 01/14/2025

Dear [redacted],
Thank you for sharing your feedback. We sincerely regret to hear that you were dissatisfied with our services and felt that we did not adequately support you, which may have led to your complaint with the BBB. Resolving this matter is of utmost importance to us, which is why our escalations team reached out to you. Our records show that they were successful in contacting you to discuss your concerns. We are pleased to hear that they were able to address your questions and work toward a satisfactory resolution.
Following the recent communications, we have updated your account with the details of these discussions, adjusted your invoice as agreed, processed your account for closure in our systems, and issued a closing letter for your records. Thank you for your cooperation and for giving us the opportunity to resolve the issues you experienced.

Regards,
Trajector Medical

Customer Answer

Date: 01/14/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me. They saw there was miscommunication and take care of it I am fully satisfied with the handling of the matter.

Initial Complaint

Date: 01/10/2025

Type: Customer Service Issues

Status: Answered

This company claimed to help veterans provide medical evidence for their claims. I spoke on the phone for 1.5 hours and all they did was help me fill out a form. I eventually received a rating from the [redacted] and paid this company the requested amount which was almost $2,000. They also claimed they would help and talk to me before any exams so that we understand what to expect. I reached out prior to my scheduled exams multiple times and no one returned my calls or texts. They offered no additional assistance.Several months later they reached out and said that they know I got an increase in disability benefits and that I now owe them $9,000. This information is private and can only be obtained by calling the VA and providing my social security number and pretending to be me.Also, I contacted the company to close my account and they refuse to close out my account unless I provide my personal and private medical records to them and pay them $9,000.This company helped me fill out a form for a little over an hour. Thats it. They never helped prepare me for my exams or helped with anything else, despite them agreeing to. Then when I paid them $2,000 for minimal work, they impersonated me to access VA records and now want more money from me. Any increase I received has nothing to do with them. This predatory collection process and identity fraud is unethical.

Business Response

Date: 01/31/2025

Here is a more professional and polished version of your message:

Dear Mr. [redacted] regret to hear that you are dissatisfied with our services and feel that we did not adequately support you. We understand your concerns regarding the invoice issued

for the services we provided, as well as your complaint with the Better Business Bureau (BBB).

Our fee structure is clearly outlined in the contract that you reviewed, acknowledged, and signed before any services were rendered. The assistance we provided resulted in the increased benefits you are now receiving. To date, we have not received any evidence that your claims were denied or that our support did not contribute to your recent benefit increase. The mere belief that services were not rendered does not automatically invalidate the invoice.

Additionally, deciding to discontinue our services does not in itself void the contract. Your agreement remains in effect until your account is formally closed in our system and you are no longer a client.

Regarding your claim of "identity theft," we want to clarify that we have never engaged in such actions. You expressly authorized us to access specific information, as detailed in the contract you signed. For your reference, the relevant section states:

"Trajector Medical and our affiliates may stand in your place as your limited proxy and utilize your personally identifying information (PII) and protected health information (PHI) to access, obtain, and review information relating to your military service, military medical information, private medical information, and any VA or Social Security medical and disability benefits data reporting systems. This Limited Proxy Agreement is restricted to read-only access and does not extend to any decision-making authority on your behalf, nor does it authorize us to make any changes to your records. Please consult our Notice of Privacy Practices for a full description of how we secure, use, and access your PHI."

We have made multiple attempts to contact you outside of this platform, including emails, phone calls, and SMS messages. However, the phone number on file appears to be disconnected, and we have not received any response to our escalation teams emails.

Since we have not yet received any substantiating evidence invalidating the invoice, your account has been placed with our retention holding team due to the outstanding balance.

Sincerely,
Trajector Medical

Initial Complaint

Date: 01/08/2025

Type: Product Issues

Status: Answered

I hired trajector medical for my VA disabilities. They constantly filed wrong paperwork and delayed my disability for years. I was getting nowhere with Trajector medical and fired them .I then hired the [redacted] firm which took my VA disability claim from 10% to 100% now Trajector medical is trying to charge 100% of the disability compensation fees of $20,000 for work done from the [redacted]

Business Response

Date: 01/28/2025

Dear [redacted],
We were truly sorry to learn of your dissatisfaction with our services. We deeply regret any frustration or negative emotions you may have experienced in relation to your recent interactions with our team and the invoice you received. We understand that these issues may have prompted you to file a complaint with the Better Business Bureau, and we sincerely apologize for any inconvenience caused.
We recognize that effective communication is crucial, and we apologize for any difficulties you experienced in connecting with our team. We understand the importance of addressing concerns in a timely manner and had our client experience team reach out to you in an attempt to resolve the matter. According to our records, our team was unable to establish contact with you directly. Nevertheless, they took proactive steps to address your concerns to the best of their abilities, as we remain committed to resolving any outstanding issues. While we had hoped to speak with you directly to gain a [redacted] understanding of your concerns and work collaboratively toward a resolution, we have taken steps to close out your account in order to prevent any further complications. Please be assured that no additional communications will be sent to you.
Respectfully,
Trajector Medical

Prev. 1 ... 7 8 9 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business.

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

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company’s responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

Share

Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 01/06/2025

Type: Order Issues

Status: Answered

About a year ago I contacted Trajector Medical to assist with increasing my VA disability rating, based on their claims of support and personalized medical evidence development. However, the service they provided has been extremely disappointing and does not justify the thousands of dollars they are expecting to charge.The agreement led me to believe that I would receive thorough medical consultations and meaningful assistance. Instead, all I got was a 30-minute call with some who claimed to be an RN that did nothing to move my case forward, barely spoke English, did really nothing to help, and they filled out minimal paperwork. Initially I didnt say anything because I was hopeful this place was legit. Recently, I attempted to contact Trajector Medical to tell them I didnt get any increase and wanted to terminate my account but they never respond. The only response I got was an automated message acknowledging receipt of my decision letter and stating they would wait for deferred conditions to be adjudicated. My request to terminate the contract and discontinue further communication was completely ignored. This companys practices are misleading and exploitative. They overpromise, underdeliver, and expect to charge veterans ridiculously high fees for services that do little to help, under the guise of patriotism and supporting veterans. I feel deceived and taken advantage of. On top of all of this, they violated their contract by contacting the [redacted] ON MY BEHALF to try to get information on my claim status. I never once approved anything like this. It is extremely unethical, and ILLEGAL. They appear to be a scam. Their practices are that of criminals. Theyre not accredited. They claim they wont contact the [redacted] on your behalf, only do the investigating and paperwork gathering for you but they in fact did the opposite. I havent gotten anything but denials and deferred.. ts been a year they contacted the [redacted] claiming to be my medical advisor. Unacceptable.

Business Response

Date: 01/14/2025

Dear [redacted],
We are genuinely sorry to learn that you are dissatisfied with our services and feel unsupported. It is also disheartening to hear that the invoice we issued may have contributed to your perception of injustice, prompting your complaint to the BBB. Please allow us to address your concerns and provide clarity.
Firstly, while we are currently unaccredited, we operate within the bounds of the law. We are authorized to charge for our services as we have explicitly established that we are not a legal entity. This distinction is clearly outlined in the agreement you reviewed, acknowledged, and signed before any services were rendered. As a business, we are permitted to charge for our offerings in the same manner as other non-legal entities. The

laws governing accredited entities do not apply to our operations. Additionally, we would like to emphasize that we have never communicated with the [redacted] on your behalf, as this would require us to be a legal service, which we are not.
We regret that we were not afforded the opportunity to resolve your concerns before this escalation. Despite our escalation team's diligent efforts to reach you through phone calls, emails, and SMS messages, they were unable to establish contact to discuss the matter.
As the issue remains unresolved, your account will remain active with our team. We understand the importance of addressing your concerns and would greatly appreciate the chance to work toward a resolution. If you are willing to engage in a discussion, please do not hesitate to reach out to us.
Respectfully,
Trajector Medical

Initial Complaint

Date: 01/03/2025

Type: Order Issues

Status: Resolved

Trajector Medical is a predatory company that is illegally using my SS # to call the VA and impersonating me. I have also reported them to the BBB scam report, because of this behavior. After my first BBB complaint, they send you to an apparent escalation person, who asks the same things the call center in the [redacted] does, which is complete fluff. I wrote their lawyer, [redacted], a certified letter after their office said they were having a legal review of my claim. I put in this letter old emails and a copy of a notarized letter from years ago, expressing I wanted them to stop representing me and stop using my personal information to get claim rating information. Once I learned they were breaking laws 34. CFR [redacted] (b) and 38 CFR [redacted], that no [redacted] company could prepare, present or prosecute any veterans claim on their behalf I asked to be released through calls, emails a notarized letter and finally a certified letter. These correspondence were all sent to their lawyer.I am asking the BBB to step in and have this company present an official hard copy of a termination letter that I owe them nothing. They did not honor any part of this agreement and have been using my personal information to gain VA access illegally, Trajector Medical is a scam company Harassing a Veteran is no way to run a business, and ALL Veterans need to be made Aware of this. We fought for our Country and companies like this continue to make us go to War. I'm asking for an Official Letter of release to be sent to my Mailing Address, NOT an email. I will continue fighting if not received by mailing documentation to the Attorney General in my State, the [redacted], The VA Office of Council, the Office of Integrity and Compliance. I'm expecting a response on the BBB that this company has officially sent a Termination letter. This company did absolutely NOTHING!

Business Response

Date: 01/09/2025

To whom it may concern:

After a final review of the client's account was completed by myself and our legal team, we have reached the following conclusion:
The claim that we used the complainants Social Security number to impersonate them with the VA is false. Trajector Medical is a third-party provider of private medical evidence and does not prepare, present, or prosecute VA claims, making the cited restrictions inapplicable to our operations. We have reviewed the complainants requests to terminate services and confirm their case has been closed. A letter confirming no further obligations will be sent as requested. We respect the veteran community and remain committed to lawful and ethical practices. There will be no further contact from our business.
[redacted] B
Voice of the Customer Team

Customer Answer

Date: 01/18/2025

I have not received any letter in the mail from Trajectory Medical regarding my account being closed, my personal information being removed from all systems and a final invoice showing I owe them absolutely nothing.
Im asking the BBB to get with Trajector Medical and ask for a letter to immediately be sent to me regarding this issue , they have stated they are closing my account and will no longer reach out to me in anyway harassing me for payment. I have received nothing at all.
Unfortunately I will not believe anything this company says until I have it in writing.
I appreciate once again if the BBB reaches out to this company and follow up on what they promised to do.
Thank you
V.E. Mckeithen

Customer Answer

Date: 01/22/2025

Dear BBB
I have waited over 2 weeks to receive my letter from Trajectory Medical like they promised saying I owe them nothing and they have closed my case completely. I unfortunately do not trust this company and I need to have a hard copy of what they've promised they were going to send me. The company has private information also like my SS#. This company changed names all the time so I don't want to be put back on a harassment call list when they become a new name in 6 months. Please step in and ask Trajector Medical to do what they have said and send me through the mail a letter stating my account is closed.
Thank you V.E. Mckeithen

Customer Answer

Date: 01/23/2025

I'm asking the BBB to get Trajector Medical to finish what they said they would do. Complaint # [redacted]. Trajectory Medical reached a decision that I am satisfied with. They sent you a response on 1/8/25 stating that they will close my account, I owe them nothing, they will stop using my information and they will stop calling me. However it has been nearly 3 weeks since their response and I have NOT received a letter from them. I am requesting the BBB to ask Trajector Medical to send this letter immediately. I will not accept a written response on this site only. I must have a written copy in the mail that I can document. This company changes their name frequently.I do not want to be on another harassment call list when they become yet another company. Please have this company do what they said. Give me my written letter 1. The account is closed 2. I owe nothing 3. My personal information Will [redacted] be used 4. They will Never contact me again. Thank you V. F [redacted]

Business Response

Date: 01/31/2025

Dear Mr. [redacted] regret to hear that you are dissatisfied with our response and apologize for any communication breakdown or confusion that may have occurred during your interactions with our client experience team.

Following our previous communications, we have thoroughly documented all discussions related to your account. Our records indicate that a closing letter has been issued and your account has been fully processed for closure in our systems. For your reference, the tracking number for this letter is [redacted], and it should have already been delivered to you.

As stated in our last correspondence, you will not receive any further communications from us.

Respectfully,
Trajector Medical

Customer Answer

Date: 02/03/2025

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 01/02/2025

Type: Order Issues

Status: Answered

My account was paid in over a year ago and the current case I pursued on my own with no assistance from your company. Your company did not offer to schedule additional appointments when I made additional calls to do so. I took it upon myself to schedule additional appointments with the [redacted] in which you offered no assistance whatsoever. I requested on multiple occasions for you to close my case in which you representatives have noted they would do just that. As stated above, your company did not assist in any way on my last claim submitted. The rating only changed when I took it upon myself to schedule the appointments for additional evidence in which all your company ever wanted were screenshots of my VA letters. [redacted] in the amount of 3658 to be credited and account closed They committed to additional support after the claim was deferred which I did not receive No additional contact or revisits or additional data to support my case further Took it upon myself to make additional appointments to build my case for my VA claim Without the steps that I took for my case it would have not been approved They gave no additional support over the last year of my claim No additional support was offered until the decision of the case was finalized They have offered no assistance in getting the issue resolved as requested throughout the year They included payment from dependent payments as well.

Business Response

Date: 01/13/2025

Dear [redacted],
We are sorry to hear about your dissatisfaction with our services and your perception that we did not adequately support you. Your feedback is important to us, and it is regrettable that your review did not provide enough detail for us to fully understand the issues you are facing.
We highly value the opportunity to address any concerns and work toward a resolution. Unfortunately, despite multiple attempts by our escalation team to connect with you, we have been unable to establish contact. Our records indicate that we reached out to you on several occasions via phone, email, and SMS, but we did not receive a response.
At this time, your account remains active with us, as the matter remains unresolved. We understand how important this issue is to you and are committed to addressing it should you choose to re-engage with us. We encourage you to reach out at your earliest convenience so we can collaborate on finding a resolution.

Respectfully,
Trajector Medical

Initial Complaint

Date: 12/26/2024

Type: Service or Repair Issues

Status: Answered

I got Very little support from this company. They called at odd hours and I couldnt understand the person calling in most instances. Their idea of help is sending videos to watch that provided information that I consider common sense.I paid roughly $7000. For essentially nothing.

Business Response

Date: 12/30/2024

Dear [redacted],
We sincerely regret learning about your dissatisfaction with our services. Please know that we take your feedback seriously and are deeply committed to addressing any concerns that arise. We apologize for any negative experiences you may have had regarding your invoice and the subsequent filing of a complaint with the Better Business Bureau. Additionally, we regret any misunderstandings or negative feelings you may have regarding our diverse team or the communication challenges you encountered, which left you feeling unsupported.
We understand the importance of resolving issues promptly and transparently. Our escalations team made efforts to contact you to better understand and address your concerns. Unfortunately, despite their attempts, they were unable to reach you directly. Nevertheless, our team took proactive steps to assess and resolve the matter to the best of their ability. While we would have greatly valued the opportunity to discuss your concerns with you in greater detail, we have proceeded with processing your account for closeout to ensure no further issues arise. Please be assured that you will not receive additional communications from us moving forward.
Respectfully,
Trajector Medical

Customer Answer

Date: 01/02/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **22732500**

I am rejecting this response because: A voice message was left for me to call back. I did and in usual fashion I sat on hold for a Very long time. I finally gave up and hung up. Same level of service from this callback as I have dealt with the entire time I have used this Very expensive service.

Regards,

[redacted]

Business Response

Date: 01/09/2025

Dear [redacted],
We regret to hear that you are dissatisfied with our services and that our previous response did not meet your expectations. We sincerely apologize for the communication challenges you encountered with our team and for any feelings of lack of support you may have experienced.
We understand the importance of resolving issues promptly. As part of our efforts, our escalations team attempted to contact you to address your concerns. Unfortunately, according to our records, they were unable to connect with you directly. Despite this, they took proactive measures to address your concerns to the best of their ability.
While we value the opportunity to engage with you directly to better understand and resolve your concerns, we have taken the necessary steps to process the closeout of your account to prevent any further complications. As a result, you will not receive any additional communications from us.
Respectfully,

Initial Complaint

Date: 12/26/2024

Type: Customer Service Issues

Status: Resolved

In April 2024, I began using Trajector Medical to assist with my VA claim. During the initial interview process, they created the impression that they could help me secure ratings for a wide range of issues. However, my experience with them has been overwhelmingly negative.The first red flag appeared when they submitted the documents for my new and supplemental claims. It was clear to anyone reading them that the information was not tailored to me as an individual. I was shocked by the poor grammar and lack of attention to detail in the submissionssomething I would never have submitted on my own. Despite raising these concerns, nothing was corrected. Critical information, such as my personal history and relevant details, were left out entirely.Their customer service has been equally frustrating. Many representatives are difficult to understand, and they often fail to comprehend the issues Im trying to explain. Most of my complaints have been dismissed or ignored outright. Trajector Medical has provided no meaningful assistance, yet they still expect to profit if I secure a disability [redacted] is tragic that companies like Trajector Medical are allowed to exploit Veterans in this way, reaping financial benefits from the disability claims process while providing substandard service. Veterans deserve better than this.

Customer Answer

Date: 01/09/2025

Trajector contacted me to discuss my concerns. They acknowledged my complaint and apologized for the miscommunication, and frustration they caused. They have closed my account.

Business Response

Date: 01/10/2025

Dear [redacted],

We sincerely regret learning that you were dissatisfied with your experience with Trajector Medical. Please accept our apologies for any frustration or negative feelings that may have contributed to your decision to file a complaint with the Better Business Bureau (BBB). We deeply value your feedback and understand the importance of addressing your concerns thoroughly.

We acknowledge that there may have been communication challenges with our diverse team and potential misunderstandings regarding the medical evidence provided to you. For any confusion or inconvenience this may have caused, we extend our sincere apologies.

In response to your concerns, our escalations team promptly reached out to you to work toward a resolution. According to our records, they successfully connected with you to address your questions and resolve the matter to your satisfaction.

Following these discussions, we have updated your account with detailed notes summarizing the conversations and actions taken. Additionally, we have initiated the closeout process for your account. Once the closeout is complete, you will receive a formal closing letter for your records. At that point, you will no longer receive communications from us.

Respectfully,
Trajector Medical

Initial Complaint

Date: 12/26/2024

Type: Service or Repair Issues

Status: Answered

I was unaware this company charged money to help get veterans benefits for injuries sustained while serving in the military. I have had no income since 2010 and the small benefit I receive through the VA is not enough to live on let along pay for their bill- which is 5x my increase. I requested them cancel the contract with them but they are looking for money that I don't have. They are not willing to work with me at all. When the supposed contract was signed, I was not in a frame of mind to justly sign the contract as I was hospitalized shortly after. I worked with a [redacted] who got me my benefits after the fact for free, the same as they are trying to charge me for. I want the contract cancelled and no contact with me or my medical records.

Business Response

Date: 01/14/2025

Dear [redacted],
We sincerely regret to learn that you are dissatisfied with our services and feel that we have not adequately supported you. It is concerning to hear that the invoice we issued may have led to the perception of unfair treatment, which in turn appears to have contributed to your complaint with the Better Business Bureau (BBB).
We truly value every opportunity to address and resolve any concerns our clients have, and we would have appreciated the chance to work with you to settle this matter amicably. However, it seems that we were not given that opportunity. Despite multiple efforts by our escalation team to resolve the issue, they have unfortunately been unable to reach you. Our records indicate that numerous attempts were made to contact you, including phone calls, emails, and SMS messages, but regrettably, we have not received any response.
Given that this issue remains unresolved, your account will continue to be active with our team for the time being. However, the lack of communication from your side has made it challenging for us to reach a resolution. If you are open to discussing this matter and working toward a solution, we encourage you to get in touch with us at your earliest convenience.
Sincerely

Customer Answer

Date: 01/14/2025

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **22727661**

I am rejecting this response because: we have attempted to resolve this on the phone prior and were unable to. You wanted payment from a man who receives $175/mo and has no other income before you would do anything. Why should we continue to have conversations with you when you are not willing to actually resolve anything? We asked to pull any authorizations we gave, and once again you were not able to do this on the phone until you receive payment. We have notified the VA system and were notified this was what they consider a scam as they provide these services for free. We are now working with them to pursue this on their end to discontinue any relay of medical knowledge or future decisions as you are unwilling to resolve.

Once again, we ask you zero the account balance, close the account and cease contact.

Regards,

[redacted]

Business Response

Date: 01/16/2025

Dear Mr. [redacted] regret to learn of your dissatisfaction with our services and sincerely apologize for any frustration or inconvenience you have experienced. It is our goal to address all client concerns in a timely and effective manner, and we regret that your

expectations were not met in this instance. We understand your reluctance to engage further with us due to concerns related to your invoice and financial situation. While we empathize with the challenges you may be facing, we believe it is important to clarify a few points for transparency.

First, our records indicate that you chose to proceed with our services despite the availability of free alternatives. The terms and conditions, including the associated costs, were clearly outlined in the contract that you reviewed, acknowledged, and signed prior to the commencement of any services. By signing this agreement, you confirmed your understanding and acceptance of these terms.

Second, while we understand that you have reached out to the Better Business Bureau (BBB), it is important to note that the BBB functions primarily as a platform for reviews and does not have the authority to resolve contractual or financial disputes. To address your concerns effectively, it is essential that you communicate directly with us.

At this time, your account remains unresolved and has been referred to our finance team due to an outstanding balance. Our Escalations Team has made multiple attempts to contact you, but unfortunately, these efforts have been unsuccessful due to a lack of response.

We strongly encourage you to reach out to us at your earliest convenience to discuss a resolution. Our goal is to work collaboratively with you to find a solution that is mutually agreeable and ensures a satisfactory conclusion.

Respectfully,

Trajector Medical

Initial Complaint

Date: 12/16/2024

Type: Product Issues

Status: Answered

I contacted Trajector Medical to help with my VA claim. They offered professional & personalized services, medical evidence development. They did none of this. They only type up a report using my information.1st red flag was the interview staff unaware of basic med terms. The only services they provided were scripted phone calls. Once the paperwork was typed the staff member declined my request for adequate time to review; he was very rushed & insisted it was not necessary. I would have made corrections. I then received a letter from the [redacted] stating the claim was closed without exam & all information submitted used for backfill information only. The [redacted] stated that there was no change to my disability rating. I immediately contacted Trajector and requested an urgent call back. It took them a week to respond; I was told they had no idea what to do next. I then got a last minute appt for a VA exam (after claim closed). I requested a call back for review prior to exam. I spoke with staff that was very rude & dismissed my request. Afterwards I got a call, but it was an internal QA call with a scripted survey not for assistance.The VA exam left me very concerned & with many questions. I called Trajector for help.Since my VA exam this company has GHOSTED ME and they have offered no calls, no e-mails and NO ASSITANCE. I have learned that they are NOT ACREDITTED, making it possible for them to exploit money from myself & other veterans. I feel that I have done more than due diligence, while this company has ignored and dismissed every request I have made. As stated, I am currently being ghosted by them: this has gone on over five weeks after requesting urgent assistance. That alone should terminate their service. They have provided no qualifying assistance to justify keeping my account open or charging me for non-existent services. THIS COMPANY IS A TOTAL SCAM.

Business Response

Date: 12/19/2024

Dear [redacted],
We are genuinely sorry to hear about your dissatisfaction with our services and any communication breakdown that may have occurred. Please accept our sincerest apologies for the inconvenience and frustration caused by your questions or concerns not being fully addressed regarding the supporting documentation provided for your claims. We regret that this situation prompted you to file a complaint with the Better Business Bureau (BBB).
Resolving this matter is a priority for us, and as such, our escalations team reached out to you promptly to address your concerns. Based on our records, they successfully connected with you to discuss the situation and provide clarification. We are pleased to note that the team was able to answer your questions and resolve the issues you raised.
Following these communications, your account has been updated with comprehensive notes detailing the recent interactions with our team. Should you have any further questions or experience additional concerns, please do not hesitate to reach out to us directly. Your cooperation and the opportunity to resolve this matter are greatly appreciated. Thank you for allowing us to address your concerns and work toward ensuring a more positive experience in the future.
Respectfully,
Trajector Medical

Customer Answer

Date: 12/23/2024

After contacting the BBB, I received 3 calls in less than a week following a dearth of communication. The agent I spoke with was friendly and stated that they would make adjustments as needed to my case (no specifics given).
Please note: as stated this unfortunately is a NON-accredited company. Per Federal Regulation CFR 38 {{ Only accredited agents and attorneys may receive fees from claimants or appellants for their services provided in connection with representation. Fees which do not exceed 20 percent of any past-due benefits awarded as defined in paragraph (h)(3) of this section shall be presumed to be reasonable if the agent or attorney provided representation that continued through the date of the decision awarding benefits. Fees which exceed 33 1/3 percent of any past-due benefits awarded shall be presumed to be unreasonable}}
Due to their performance to this point, I do not feel comfortable closing this case until they have actually accomplished making an adjustment to their service fees.

Business Response

Date: 12/26/2024

Hello, [redacted]. Thank you for taking the time to provide your feedback. We understand your concerns, deeply regret any frustrations youve experienced, and apologize for them.

We want to assure you that your case is under review, and we will work diligently to address the issues youve raised. Our escalations team will reach out promptly to discuss your case in detail and clarify any outstanding matters. We value your trust and are committed to resolving your concerns to your satisfaction. Thank you for bringing this to our attention and giving us the opportunity to make things right."

Respectfully,
Trajector Medical

Customer Answer

Date: 12/27/2024

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **22691629**

I am rejecting this response because: WAITING for resolution to be completed

Regards,

[redacted]

Business Response

Date: 01/09/2025

Dear [redacted],
We are genuinely sorry to hear that you remain dissatisfied and have rejected our previous response. Please accept our sincere apologies for any miscommunication that may have occurred with our staff regarding your invoice or account during your interactions with our Escalations team.
Our records indicate that the Escalations team successfully reached out to discuss your concerns. We hope their efforts helped address the issues you raised. Following these recent communications, we have updated your account with all relevant details, including the updates to your invoice. According to our records, a closing letter will be issued to you shortly, and your account is currently being finalized for closure in our systems. Once this process is complete, you will not receive further communications from us.

Respectfully,
Trajector Medical

Customer Answer

Date: 01/12/2025

As previously stated when I had questions or asked for assistance this company ignored and even ghosted me. BUT when they wanted info on VA claim decision = money for them, they were calling daily (even multiple times a day).
The escalation team member was friendly and helpful within his limits; so the case has finally been closed.

THEY ARE A NON-ACCREDITED [redacted] Per Federal Regulation CFR 38 {{ Only accredited agents and attorneys may receive fees from claimants or appellants for their services provided in connection with representation. Fees which do not exceed 20 percent of any past-due benefits awarded as defined in paragraph (h)(3) of this section shall be presumed to be reasonable if the agent or attorney provided representation that continued through the date of the decision awarding benefits. Fees which exceed 33 1/3 percent of any past-due benefits awarded shall be presumed to be unreasonable}}
Per regs a reasonable fee would have been approx.: $3300
Maximum allowed by law would be approx.: $5500
MY ADJUSTED FEE was $9500
Be aware that there is current legislation in the works aimed at protecting Veterans benefits from predatory claim sharks: Hopefully this will pass to protect others, even though myself and others were not.

Initial Complaint

Date: 12/12/2024

Type: Order Issues

Status: Answered

I am filing a formal complaint against Trajector Medical for their failure to honor my request to terminate my relationship with their company, as well as for other concerning practices.Failure to Terminate Relationship: I explicitly requested to terminate my relationship with Trajector Medical, but my request was not respected. Despite multiple attempts to end the agreement, they continued to contact me and failed to acknowledge my decision.Misrepresentation of Services: When I initially engaged with Trajector Medical, I was assured I would receive specific support and guidance throughout the VA claims process. However, their services fell far short of these promises. I was left to complete much of the work on my own, including gathering documentation and scheduling additional appointments.Unauthorized Access to Records: I am deeply concerned about how Trajector Medical obtained information regarding my VA disability rating. I did not grant permission for access to my records, and I believe this warrants investigation.I am requesting the BBBs assistance in resolving this matter. Specifically, I ask that:Trajector Medical immediately terminate my relationship with their company as per my request.They cease any further contact with me.An investigation into their business practices be conducted, especially concerning the potential unauthorized access to my personal records.I appreciate your attention to this matter and look forward to a resolution.

Business Response

Date: 12/19/2024

Dear [redacted],
We sincerely regret to hear about your dissatisfaction with our services and apologize for any challenges you encountered in addressing your questions or concerns regarding your

account and closeout request. We understand your decision to file a complaint with the BBB and would like to address your concerns comprehensively.

Firstly, while the BBB serves as a review platform, it does not hold the authority to investigate companies or enforce resolutions. For this reason, we encourage you to contact us directly to address your concerns effectively.
Secondly, regarding your VA rating and permissions, you authorized us to access specific information as outlined in the agreement you signed. For your reference, the relevant section states:

Trajector Medical and our affiliates may stand in your place as your limited proxy and utilize your personally identifying information (PII) and protected health information (PHI to access, obtain, and review information relating to your military service, military medical information, private medical information, and any VA or Social Security medical and disability benefits data reporting systems. This Limited Proxy Agreement is restricted to read-only access and does not extend to any decision-making authority on your behalf, nor does it authorize us to make any changes to your records. Please consul our Notice of Privacy Practices for a full description of how we secure, use, and access your PHI.
Our escalations team has made multiple attempts to reach you to resolve this matter. Unfortunately, those attempts have been unsuccessful due to a lack of response. At this time, your concerns and account remain unresolved.
We remain committed to assisting you and encourage you to contact us directly to work toward a resolution.

Respectfully,
Trajector Medical

Customer Answer

Date: 01/02/2025

Please do not close this case. I did not know I received an email waiting for a response.
In response to Trajector:
To Whom It May Concern,
Thank you for your response. However, I must address several inaccuracies and concerns regarding your claims and actions.
Unauthorized Access to My VA Account:
While you referenced a Limited Proxy Agreement, I have explicitly revoked any authorization for your company to access my information. I contacted the [redacted] directly, and they confirmed that there is no record of anyone being authorized on my account. This indicates that any retrieval of information you claim to have conducted is unauthorized and, therefore, illegal.
Privacy Violations:
If you have accessed my Personally Identifiable Information (PII) or Protected Health Information (PHI) without my explicit consent, you have violated privacy laws, including but not limited to the [redacted] Portability and Accountability Act (HIPAA). Your actions also conflict with the terms outlined in your agreement, which I no longer consent to.
Failure to Resolve My Concerns:
Your claim that I have been unresponsive is inaccurate. I have made repeated attempts

to express my concerns and resolve this matter but have not received satisfactory responses. This is precisely why I escalated my complaint to the Better Business Bureau.

Continued Unauthorized Activities:

Despite my clear communication that I do not authorize your access to my VA or medical information, your company appears to be continuing these activities. I demand an immediate explanation of how and why this is occurring without proper authorization.

Next Steps:

To resolve this matter:

Immediately cease and desist all unauthorized access to my VA account and personal information.

Provide a detailed account of any access or activity involving my PII and PHI, including dates, times, and the specific information retrieved.

Confirm in writing that no further access will be made without my explicit, renewed consent.

If these demands are not met promptly, I will have no choice but to escalate this matter further, including filing complaints with relevant regulatory agencies such as the Department of Veterans Affairs, the [redacted] ([redacted]), and the [redacted] ([redacted]) under the [redacted] of Health and Human Services.

I look forward to your immediate and transparent response.

Sincerely,

[redacted]

Business Response

Date: 01/09/2025

Dear [redacted],

We are sorry to hear that our previous response did not meet your expectations and that you remain dissatisfied. Your decision to file a complaint with external entities is certainly within your rights, but we would like to take this opportunity to address your concerns comprehensively once more.

Unauthorized Access to Your VA Account:

You stated that:

"While you referenced a Limited Proxy Agreement, I have explicitly revoked any authorization for your company to access my information. I contacted the [redacted] directly, and they confirmed that there is no record of anyone being authorized on my account. This indicates that any retrieval of information you claim to have conducted is unauthorized and, therefore, illegal."

This statement is not accurate. To clarify, we are neither capable of nor authorized to access your VA account directly. [redacted] is not a legal entity with such permissions, and we categorically deny any unauthorized access to your account. As a result, there would be no record at the VA of such activities because they have not occurred.

Privacy Concerns:

You also mentioned:

"If you have accessed my Personally Identifiable Information (PII) or Protected Health Information (PHI) without my explicit consent, you have violated privacy laws, including but not limited to the [redacted] Portability and Accountability Act (HIPAA). Your actions also conflict with the terms outlined in your agreement, which I no longer consent to." To address this, as outlined in your signed agreement, you initially authorized us to access specific

information to assist with your case. For your reference, the relevant section of the agreement states:
"Trajector Medical and our affiliates may stand in your place as your limited proxy and utilize your Personally Identifiable Information (PII) and Protected Health Information (PHI) to access, obtain, and review information relating to your military service, medical records, and benefits data. This Limited Proxy Agreement is restricted to read-only access and does not extend to any decision-making authority or permission to alter your records. Please consult our Notice of Privacy Practices for further details."
While we understand that you no longer wish to engage with our services, the contract remains valid until your account is officially closed in our systems. Simply withdrawing consent does not retroactively void the terms of the agreement.
Efforts to Resolve the Issue:
We have made multiple attempts to reach you to discuss and resolve this matter, including emails, phone calls, and SMS messages. Unfortunately, the phone number on file appears to be disconnected, and our escalation team has not received any responses to their emails.
Regarding your claim that the invoice is invalid, we have not yet received any supporting evidence from you to substantiate this. As such, your account has been placed with our retention holding team due to the outstanding invoice.
We remain committed to addressing your concerns in good faith and encourage you to provide any additional information or documentation to help resolve this matter.
Sincerely,
Trajector Medical

Initial Complaint

Date: 12/09/2024

Type: Order Issues

Status: Answered

Trajector Medical impersonated an accredited [redacted] claims consultant and illegally manipulated HIPAA information, military information, and personal information out of me.

They coerced over $800 out of me and are demanding over $18,000 in charges for claims work they are not legally allowed to provide without [redacted] accreditation They have even decieved Medical establishments with their legal team to make C&P Exam appointments on my behalf. They predatorily advertise with false and misleading advertising on [redacted] and [redacted], make misleading claims (all lies are confirmed over phone and changed on paper) the contracts are wrapped in legal jargon and nuances i couldn't make fully informed decisions with.

[redacted] started my claim from scratch when I went with [redacted] for help and Trajector is claiming that Trajector is owed the money for the work of [redacted]!

I sent several emails to cease and decist contact from me (not from an attorney) to stop their financial threats of past due payments. Their harassment has grown in boldness too! I get 3 or more calls a day, often before 8am or after 8pm, they send letters, emails, texts, and calls, im almost surprised they haven't sent a physical rep which I am afraid might happen because of their persistence!

They are not legally allowed to charge ANY money to a disabled veteran (which I am) unless they are [redacted] accredited, and they aren't.

[redacted] & [redacted] advised me that their practices are indeed illegal and predatory but thankfully their contracts i was told are " unenforceable".

That was a tremendous relief however I desperately need assistance to stop their fraudulent threats, invoices, calls, business practices and any form of contact from them stopped. Their entire business is predatory and the [redacted]. has them listed as a predatory company now.

Their harassment and tactics are negatively affecting my physical, emotional, mental & spiritual health.

Any support is VERY appreciated!

Business Response

Date: 12/20/2024

Dear [redacted],
We regret to hear about your dissatisfaction and your belief that we did not adequately support you. We apologize for any inconvenience caused by the issues with your account and the invoice issued for the services we believe were provided to you, which led to your complaint with the Better Business Bureau (BBB).
Regarding your concern about our ability to charge for services, please note that the laws and regulations governing accredited entities do not apply to our organization, as we do not provide legal representation of any kind. This distinction is clearly outlined in the agreement you reviewed, acknowledged, and signed prior to any services being rendered. Like other businesses, we are permitted to charge for our services without BBB accreditation. Furthermore, opinions provided by the law firm you consulted do not override existing laws or regulations, and our contract remains legally enforceable.
In response to your claim of a HIPAA violation, we want to clarify that we neither possess nor have ever had the ability to manipulate such sensitive information. Additionally, we do not schedule C&P (Compensation & Pension) appointments as we are not affiliated with the [redacted] in any capacity. These details are explicitly stated in the agreement you reviewed and signed. Unsubstantiated claims without evidence do not constitute proof of any wrongdoing on our part.
We understand your concerns regarding the invoice. However, the agreement you acknowledged and signed prior to service commencement outlined all terms, including the fee structure for awarded claims. These services contributed to the increased benefits you are now receiving. To date, we have not received documentation supporting your claim that our services were ineffective or that your claims were denied, despite requests from our invoicing team.
Unfortunately, we were not given the opportunity to address your concerns directly or resolve this matter collaboratively. Our records indicate that our escalation team made multiple attempts to contact you via phone, email, and SMS without success.
Due to the unresolved status of your account, it remains active with our finance team. We encourage you to contact us at your earliest convenience to discuss the matter and work toward a resolution.

We value the opportunity to address your concerns and remain available should you wish to engage further
Respectfully,
Trajector Medical

Customer Answer

Date: 12/26/2024

They gathered medical information, they prepared information pertaining to me medically, they then requested payment for that gathering of said information which is exclusively medical in nature. They are not legally allowed to charge a fee unless they are accredited to do so and they are not accredited to do so legally. Being a private medical company does not exempt them from federal law and adhering to that standard of accredidation. They are preying on uninformed disabled veterans who do not know this. This is not just illegal, it's discrimination towards the disabled!
Their business is operating illegally.
They do not need to be unaccredited lawyers because they are functioning in the role which gathers, prepares and assists with medical evidence gathering. An agent is one who facilitates an action on behalf of another, if they have not acted or assisted in preparation then there is no service to be charged for... If they HAVE recieved payment for assistance with a claim, they have broken the law because only accredited agents and lawyers may charge for that service of assisting with a claim for a claiment. No accredidation, no authority to charge. It is illegal to gather, prepare or ASSIST any claiment (I am the claiment) in any way...they have done all 3 AND have charged for this service. They are even harassing me to pay for a service they claim themselves they can't provide legally.
[redacted] prepared my claim without any assistance from Trajector, and [redacted] is accredited to do so, and they did so for free. Trajector is operating illegally.
This is a very well crafted call center scam.

Business Response

Date: 12/27/2024

Hi [redacted],

We acknowledge receipt of your complaint and appreciate you sharing your concerns. Your feedback is important, and we take these allegations very seriously.

We apologize for any inconvenience or frustration you've experienced and assure you that your concerns are being carefully reviewed. Our escalations team will be reaching out shortly to ensure your concerns are addressed.

We value your trust and are dedicated to resolving this matter promptly. Thank you for bringing this to our attention.

Respectfully,
Trajector Medical

Customer Answer

Date: 01/02/2025

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: [redacted]

I am rejecting this response because: What they have done is illegal. They gathered medical information, they prepared information pertaining to me medically, they then requested payment for that gathering of said information, i had no clue what their payment structure meant, they told me everybody charges a fee. The information they gathered from me is exclusively medical in nature. They are not legally allowed to charge a fee unless they are accredited to do so and they are not accredited to do so legally. Being a private medical company does not exempt them from federal law and adhering to that standard of accredidation. They are preying on uninformed disabled veterans who do not know this and lie over the phone when you ask questions about what they do. This is not just illegal, it's discrimination towards the disabled.

They are functioning in a role which gathers, prepares and assists with medical evidence gathering for a veteran which is illegal for any business to do unless the [redacted] approves them to do so. An agent is one who facilitates an action on behalf of another, if they have not acted or assisted in preparation then there is no service to be charged for... If they HAVE recieved payment for assistance with a claim, they

have broken the law because only accredited agents and lawyers may charge for that service of assisting with a claim for a claiment. If there is no accredidation, their authority is void because they have decieved me into believing they were allowed to charge for services they are nit legally allowed to provide. It is illegal to gather, prepare or ASSIST any claiment (I am the claiment) in any way with a disability claim and i did not know that and would have never given them ANY information of i knew this ...they have done all 3 aforementioned illegal actions (gather. Prepare and assist a claiment) and a 4th they have charged for this service. They are even harassing me to pay for a service they claim themselves they can't provide legally because they are unaccredited, this is blatently deceptive! [redacted] prepared my claim without any assistance from Trajector Medical, and [redacted] is accredited to do so, and they did so for free. Trajector is operating illegally and the [redacted] agrees. They are bad actors and practicing poor business ethics, I do not accept their corrupt business practices. I want an itemized list of what services they provided and an explanation of how each service is not breaking the law by telling veterans their services are legal without using an unenforceable contract as grounds. Their preparation of any of my medical information voids any contract to pay because their service is illegally conducted and they lied to me telling me they are allowed to do so when they in fact are not allowed to charge a service especially for first time claims like mine was.

Regards,

[redacted]

Initial Complaint

Date: 12/09/2024

Type: Order Issues

Status: Resolved

I used Trajector to apply for VA disability. They did not do the necessary medical paperwork and documentation correctly so everything was denied. I sent them the VA denial letter and asked them to cancel and close out my contract with them but have not heard back. I am asking that the BBB step in to close and cancel my contract with Trajector because they have such a bad reputation.

Customer Answer

Date: 12/09/2024

Please close this complaint. Trajector responded to me and closed my account. Thanks to you.

Prev. 1 ... 8 9 10 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

Share

Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 12/05/2024

Type: Service or Repair Issues

Status: Answered

I had a horrible experience. Trajector Medical has a very bad and incredibly incompetent customer service. When I used their services I did not get an increase on my VA rating, I actually got a decrease. But I submitted my Decision Letters to Trajector Medical to close my relationship with them and move on to use a different company.

After I used a different company ([redacted]) I was able to get an increase on my VA rating and suddenly Trajector Medical started contacting me every day via phone calls, emails, and texts requesting me to submit evidence again even though I didn't not have any business with them anymore.

For months I spoke to many different representatives of Trajector Medical and submitted the requested evidence many times but then I received an invoice from Trajector Medical charging me for the increase on my VA rating even though I didn't get it by using their service.

After having many frustrating conversations with customer service representatives that barely speak English and having to explain my situation over and over again I still haven't been able to get rid of Trajector Medical's constant harassment and I haven't been able to dispute the invoice charging me for work they didn't do. It is a total nightmare as I keep getting daily emails, phone calls and texts requesting me to submit evidence again.

I have learned from many other veterans that have used Trajector Medical's services that I am not the only one who has experienced the exact same situation (or worse). This company is only attempting to take vulnerable Veterans' money even if they don't do any real work for veterans.

If this harassment does not stop and my account is permanently closed, I am seriously considering taking legal action against Trajector Medical and I would encourage any other veterans who may find themselves under Trajector Medical's harassment to consider it as well.

Business Response

Date: 12/13/2024

Dear [redacted]
We sincerely regret hearing that you were dissatisfied with your experience with Trajector

Medical. Please accept our heartfelt apologies for any negative impressions or frustrations you may have encountered regarding our services, your invoice, or any interactions with ou team. We deeply value our diverse staff and the unique perspectives they bring to our organization and are sorry if any aspect of this contributed to your concerns. Additionally, we acknowledge and apologize for the communication challenges you faced with our invoicing team.

We understand the importance of resolving such matters promptly and took immediate steps to address your concerns. Our escalations team prioritized reaching out to you to discuss the situation and work collaboratively toward a resolution. According to our records we were able to connect with you swiftly to address the issues at hand. We greatly appreciate your willingness to engage with us and provide the opportunity to make things right.
As part of our resolution process, we have taken the following steps:
-Updated your account to reflect the details of our recent conversations and agreements.
-Revised your invoice to ensure accuracy and alignment with the outcomes discussed.
-Processed your account for closeout as part of finalizing these matters.

For your reference, a formal closing letter has been issued and sent to you, serving as documentation of these updates and actions. At Trajector Medical, our goal is to deliver a seamless and supportive experience for all our clients. We deeply regret that your experience did not meet these expectations but remain committed to learning from this situation to improve moving forward.

Respectfully,
Trajector Medical

Initial Complaint

Date: 11/08/2024

Type: $ Billing Issues

Status: Answered

In November 2023 while the company was trying to gain my business there were promises made to provide information prior to my medical appointments. Information was never provided. Calls, emails were never received. Within a day, a brief PDF on general medical topics was provided. However, the promise was to call and walk through the process and general questions the evaluator may ask. There was never a call. However, once a rating was received. April 2024. The phone did not stop ringing to ask for their money. I receive on average four (4) calls a day. Messages left, also texts and emails were also sent. Even after a payment was provided, the calls continued. I have complained to Trajector about the product/service provided and I am told multiple is that they can't do anything. The person or persons I have talk to are not managers and somehow the managers are never available.

Business Response

Date: 11/26/2024

[redacted], thank you for taking the time to share your experience. We sincerely apologize for the issues you encountered, and any frustration caused during the process. Providing clear communication and quality service is very important to us, and we regret falling short of your expectations.
After speaking with you directly, weve worked to resolve your concerns and made adjustments to your invoice and provided you with an updated one. We appreciate your patience as we addressed the matter. If there is anything further we can do to assist you or improve your experience, please dont hesitate to reach out to us directly.
Thank you for giving us the opportunity to make things right.
[redacted].
Trajector Medical

Customer Answer

Date: 11/27/2024

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **22530562**

I am rejecting this response because:

I offered to pay [redacted] more on top of my [redacted] Already paid they came back with a offer of me paying [redacted] more which was not what we had agreed upon over the phone.

Regards,
[redacted]

Business Response

Date: 12/09/2024

Dear Mr. [redacted] regret to learn that our most recent response regarding your invoice did not meet your expectations. Please accept our sincerest apologies for any frustration or inconvenience this may have caused.
We recognize the importance of clear and effective communication. To address your concerns, we promptly involved our escalations team to review the matter in detail and reach out to you directly. According to our records, they successfully connected with you to discuss and clarify the situation.
We acknowledge that misunderstandings or confusion may have arisen on the part of our team or the invoicing department. Please rest assured that we have taken immediate steps to resolve these issues and prevent recurrence.
Following these discussions, your account has been updated to reflect the details of your interactions with our team, including any adjustments or arrangements made regarding your invoice. Thank you for your patience and understanding.
Respectfully,
Trajector Medical

Initial Complaint

Date: 10/25/2024

Type: Service or Repair Issues

Status: Answered

23 October 2024
Trajector invoices me for work they never did and/or were already paid for:
Invoice #INV-[redacted]

Trajector didn't do any work but is billing me for $4,400.15

I made a previous complaint against them and their CEO offered to call me to talk, but they still billed me for work they didn't do.

Now, after paying off my original bill to them (that I didn't owe, but couldn't get them to go away) they are trying to bill me again. They also keep calling and texting.

Trajector doesn't care about vets. Just about getting paid. They'll make you do all the work, ignore your calls, and will only respond to you when it's time for them to get paid.

Business Response

Date: 10/31/2024

Dear [redacted],

We regret that you have experienced issues with our services and feel that we may not be acting in good faith due to the issuance of an invoice for assistance we believe was rendered. We are sorry to hear of your concerns regarding the support provided, but to date, we have not received any documentation or evidence from you that would dispute the validity of the invoice.

Our escalations team has made numerous efforts to reach out and address your concerns. Despite these attempts—including multiple emails, calls, and text messages—we have unfortunately not received a response, limiting our ability to engage in a productive discussion.

Following a final review of your account, we have made the decision to process it for closure. While we maintain that the invoice issued remains valid, in the absence of any documentation to the contrary, we have chosen to update it and move forward with closure due to the lack of response.

Please be advised that no further communication or outreach from us should be expected.

Sincerely,
Trajector Medical

Initial Complaint

Date: 10/23/2024

Type: Service or Repair Issues

Status: Resolved

I used Trajector to help with VA disability rating. They have left out the main reason I applied . My essential tremors. We spoke about it and they found it in my military records . They told me to go submit it myself . I spoke with Veterans services at the [redacted] They are unable to help me while I have a case with Trajector. VFW told me Trajector is not good. I am so afraid that I will not get it. I am going to under go Brain surgery through the [redacted] to help with the tremors. I stressed and stressed with them that the Tremors had to be on list . They could see where I had anxiety about firing my gun, with my tremors. They got worse after boot camp. They [redacted] says the is a horrible company. They take advantage of vets. I just really want them to add the Tremors to my case. I know they submitted it already. It is sad .

Business Response

Date: 10/30/2024

Dear Mr. [redacted] are truly sorry to learn of your dissatisfaction with your recent experience with us. We regret any frustration or disappointment that may have arisen, leading you to file a complaint with the Better Business Bureau or leave a review expressing your concerns. We apologize for any miscommunication you may have encountered with our team, as we understand how essential clear and effective communication is to achieving positive outcomes.

To address this matter, our escalations team reached out promptly to discuss your concerns and work with you toward a resolution. According to our records, the team was able to engage in constructive dialogue, and we are grateful for your willingness to participate in these conversations, allowing us to address your needs as effectively as possible.

In follow-up to this discussion, we have documented the details of our interactions to ensure continuity and support for your ongoing needs. Should you have further questions or additional concerns, please do not hesitate to reach out.

Sincerely,
Trajector Medical

Customer Answer

Date: 10/30/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID

Initial Complaint

Date: 10/21/2024

Type: Order Issues

Status: Answered

I reached out to Trajector Medical to get help with increasing my disability from 80% to 100% with the VA. At the beginning I asked what are the services? Trajector claimed they gather medical evidence and compile it properly, and they advocate for the veteran with the [redacted] throughout the process. I was advised any issues that arise they handle it. Due to the marketing seemed promising, I decide to give them a try. During the first two weeks I noticed I still had to fill out and compile all of my own medical work. I also noticed the software they used is designed to take the information and compile it for them. I still didnt think too much of it figuring maybe someone will look at it and correct it if needed.After getting the compiled paperwork, I noticed there was not really a difference from anything I already did, but I stayed anyway.After submitting the claim on my own, I noticed everything with Trajector changed.I received no help, and when I did speak with someone, it sounded like an AI scammer with a robotic voice. I had to correct the paperwork and send all my own medical paperwork to the VA. I then emailed advising I wanted to cancel due to I did not receive the services I was promised.The lady then proceeded to say I couldnt cancel because they gave me paperwork, even though the paperwork given was sufficient. As of now I was just notified of a 10% increase from the [redacted], for the work I put in. Trajector is advising of only a discount even though every new medical condition they listed on the paperwork I received a 0% rating for. From the beginning to now, Trajector has lied about the services provided, gave no help or response to any letter. Wouldnt allow me to cancel, although no claim decision was made, no help was given, and their paperwork was insufficient. At this point their end of the contract has not be upheld at all, and they appear to be a foreign company scamming veterans. I want to help other veterans avoid the mistake I made.

Business Response

Date: 10/31/2024

Dear Karrine,

Thank you for reaching out to us. We sincerely regret to learn that you are dissatisfied with our services and feel that we have not adequately supported you. We understand that receiving an invoice with which you disagree can be frustrating, and we apologize for any confusion or dissatisfaction this may have caused.

We recognize that effective communication is essential in addressing concerns. Our escalations team reached out to you, and according to our records, they were able to discuss your account and the issues at hand. We are pleased that they could engage in a constructive conversation with you, and we hope this interaction helped clarify your

concerns.

Following these discussions, we have updated your account with the details of your conversations with our team, along with any adjustments to your invoice that may have been agreed upon. Your satisfaction is important to us, and we are committed to ensuring that your concerns are fully addressed.

Respectfully,
Trajector Medical

Initial Complaint

Date: 10/16/2024

Type: Service or Repair Issues

Status: Resolved

Earlier this year in April, I contacted Trajector Medical to assist with increasing my VA disability rating, based on their claims of support and personalized medical evidence development. However, the service they provided has been extremely disappointing and does not justify the thousands of dollars they are expecting to charge.The agreement led me to believe that I would receive thorough medical consultations and meaningful assistance. Instead, all I got was a 30-minute call with an RN that did nothing to move my case forward, and they filled out about an hour's worth of paperwork "I" had to proofread over anyway. I held off on raising concerns earlier, hoping more support would be provided later in the process, but after receiving my decision letter with every claim they assisted with being denied, and two being deferred.Recently, I attempted to contact Trajector Medical to terminate the contract and stop their services as I received a decision letter. However, the only response I received was an automated message acknowledging the receipt of my VA decision letter and stating they would wait for deferred and pending conditions to be adjudicated. My request to terminate the contract and discontinue further communication was completely ignored.This companys practices are misleading and exploitative. They overpromise, underdeliver, and expect to charge myself and other veterans exorbitant fees for services that do little to help. I feel deceived and taken advantage of by their business.Desired Outcome:Immediate termination of all services.Confirmation that I owe no payments, given there has been no change to my VA disability rating.Cessation of any further communication or billing attempts.

Customer Answer

Date: 10/17/2024

Trajector has closed out my contract, this wa their response:

”Dear Silas,

Your account with Trajector Medical is now fully closed. You may find your closeout letter below.

As the President of Trajector Medical, I'd like to personally thank you for working with

us. If there's anything else we can help you with, please reach out.

Closeout Notification from Trajector Medical

1. The Medical Evidence Development Agreement Silas Hanegraaf signed with Trajector Medical on 04/18/24 is now cancelled, and this account is now closed.

2. All services Trajector Medical renderedfor Silas Hanegraaf are now complete.

3. Effective 10/16/24, Silas Hanegraaf has no outstanding financial obligations to TrajectorMedical.

Thank you for trusting Trajector Medical, and as always, thank you for the service you gave to our country.

Best regards ? "

Initial Complaint

Date: 10/16/2024

Type: $ Billing Issues

Status: Answered

They help me get my military benefits now they're charging me 1,692.45

Business Response

Date: 10/30/2024

Dear [redacted],

We regret to hear of your dissatisfaction and the feeling that we did not meet your expectations for support. We understand that you have concerns regarding your invoice and apologize for any frustration this may have caused. Please be assured that all potential fees were clearly outlined in the agreement you reviewed, acknowledged, and signed before any services were provided, which contributed to the improved benefits you now enjoy. Additionally, we want to note that you elected to utilize our paid services despite the availability of free alternatives, a detail also covered in your signed agreement.

We value every opportunity to address and resolve client concerns; however, our efforts to connect with you and work towards a resolution have unfortunately not been met with a response. As a result, your account remains active with our finance team.

Should you wish to discuss this matter further and work towards a mutually agreeable resolution, please feel free to reach out to us directly. We are committed to providing a constructive and amicable solution.

Respectfully,
Trajector Medical

Initial Complaint

Date: 10/15/2024

Type: Product Issues

Status: Resolved

On 2/28/23, Trajector helped me file a supplemental claim for insomnia to my existing 10% rating for tinnitus. I had a C&P exam in April 2023 during which time the examiner told me he was diagnosing me with PTSD, not insomnia. On June 13, 2023, I received my rating decision letter stating that the VA was denying my claim for insomnia and PTSD. On 4/29/24, I called Trajector and asked if they would help me file an appeal for insomnia/PTSD. The [redacted] told me Trajector does not file or help with appeals. Since they were not helping me any further and were unwilling to file an appeal on my behalf, I asked if I would owe them any money in the future if I appealed on my own and got a rating. The [redacted] told me no. I believed since Trajector was no longer providing me a service or helping me, my contract with them was done. Their [redacted] told me as much. Since Trajector refused to help me, I filed an appeal with the help of my local VSO in May 2024. In September 2024, I received an increase in my rating to 60% (10% tinnitus and 50% PTSD). On 10/9/24, I received an email from Trajector asking me to pay them $7343.25 for the 50% increase (the increase X 5 months). Trajector is not entitled to this money for the following reasons: 1. Trajector helped me file an insomnia claim, not a PTSD claim, which was denied by the VA 2. Trajector refused to help after the denial 3. A Trajector [redacted] told me on 4/29/24 that I would not owe them any money if I appealed on my own 4. My 50% increase was for PTSD, not insomnia, which they did not help me file 5. Trajector's website proudly states, "We NEVER charge any fees unless you receive a bene?t from our services." Since I did not receive a benefit from their services, they should not charge me a $7343.25 bill. Suggested solution for Trajector: 1. Rescind the bill of $7343.25 and zero out any balance I owe them 2. Immediately cancel any and all contracts between me and Trajector

Customer Answer

Date: 10/30/2024

Trajector reviewed my account details, cleared my balance, and canceled my contract per my request. I would like to formally withdraw my complaint

Initial Complaint

Date: 09/27/2024

Type: Service or Repair Issues

Status: Answered

Trajector Medical promises help with filling VA disability claims. They offered nothing but phone calls with scripted messages from a phone bank. In the end, I got a rating from VA based on my work. I paid what I agreed to even though they didnt do what they said they would in terms of support. I want to proceed with the help of an attorney but cannot proceed until Trajector releases me from representation. The attorney says he cant serve as my advocate until I am released by Trajector. I just need a letter indicating that we are parting ways. I have called Trajector multiple times seeking a letter. First I was told it would be 1-2 days. Then I was told it would be 5-7 business days and things would be expedited. Now Im being told it will be 2-4 weeks. This shouldnt take so much time. I would appreciate any help I can receive.

Business Response

Date: 10/04/2024

Dear Shawn,

We regret to learn that you are dissatisfied with our services and sincerely apologize for any inconvenience you have experienced, particularly regarding the communication issues related to your account and the delay in processing your request for account closure.

It is unfortunate that we were not given the opportunity to fully resolve the situation and address your concerns. Despite our numerous efforts to engage with you and find a resolution, our records indicate that our escalation team made several attempts to contact you without success. We value every chance to work with our clients to resolve issues and are disappointed that we were unable to connect.

Given the ongoing lack of communication, we find ourselves in a position where we must take further action to move forward. As a result, we have taken steps to update your account status and have processed the closure in our system to expedite the resolution. To ensure complete transparency, a formal closing letter has been issued and provided to you for your records. We deeply regret that things have come to this conclusion and appreciate your understanding. You will no longer receive any further communication from us regarding this matter.

Respectfully,
Trajector Medical

Initial Complaint

Date: 09/27/2024

Type: Service or Repair Issues

Status: Answered

Back in April 2023 I contacted Trajector Medical in hopes of receiving help with my VA claims. After talking to them for a while I was under the impression that they were accredited through the [redacted], come to find out they aren't and upon further research I found out this company is just another company that is know to be one of many Claim Sharks preying on Veterans. So after finding this out I sent them two email stating that I am no longer needing their services due to them not being accredited through the VA. In which I never received a reply to. Yet after I cut ties and did everything myself, they decide to start contacting me again demanding payment after I made it clear that their services are no longer need nor did they help with anything. This is outrageous, countless emails and phones seeking pay for something they didn't even help with. If they weren't a predatory company and were accredited they'd receive payment directly from the VA, but since they are greedy they'd rather reel Vets in and charge insanely high prices and mask it as "helping." Its upsetting knowing that I been through all kinds of obstacles with the VA from obtaining my own medical records, buddy [redacted] exams and all kinds of things to obtain the proper documentation to submit to the VA MYSELF and to have the reach out demanding payment knowing they didn't do a single thing to help! The thing that upset me the most is them saying that they submitted evidence on my behalf, which wasn't in the slightest bit true because you have to be able to access ones claim to do so.

Business Response

Date: 10/04/2024

Dear Mr. [redacted] regret to learn that you are dissatisfied with our services. We sincerely apologize for any concerns regarding your invoice that may have prompted you to file a complaint with the Better Business Bureau (BBB). We would like to clarify any misunderstandings that may have contributed to your perception of us as a claim shark.

Firstly, your assertion that we filed claims or submitted evidence on your behalf is incorrect. Trajector Medical is not a legal service, and we do not act in that capacity. This distinction is explicitly outlined in the agreement you reviewed, acknowledged, and signed. Section A2 o the agreement clearly states that we do not serve as your VA representative and do not prepare, present, file, or prosecute claims on your behalf. Our role is strictly limited to medical evidence development and medical consulting services. We also explicitly inform our clients that they are free to engage a VA-accredited representative, such as a [redacted] agent or attorney, for assistance with any claims-related matters. Section I further reinforces that we are not a law firm or VA-accredited agents, nor do we provide legal advice. We also do not guarantee the outcome of your claims, treat medical conditions, or prescribe medication.

With regard to the invoice in question, the fee structure was transparently outlined in the agreement you signed before services were rendered. Section G3 specifies that our standard fee is equal to five times the amount your monthly VA compensation increases by.

Additionally, a monthly service charge may apply if the balance is not paid within the due date, but this charge can be waived if payment is made in full within 90 days of receiving your VA claim notification. Any additional costs, including attorney fees, are also detailed in this section of the agreement.

It is unfortunate that we were not provided the opportunity to resolve this matter directly with you. Despite multiple attempts by our escalation team to reach you and address your concerns, we were unsuccessful. As a result, your account remains active with our finance team, and your unresponsiveness has complicated efforts to resolve the situation.

Should you wish to discuss your account and work toward a resolution, we encourage you to contact us at your earliest convenience.

Respectfully,
Trajector Medical

Customer Answer

Date: 10/04/2024

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **22339553**

I am rejecting this response because: [redacted] literally did nothing to help me, no medical evidence was provided, after I emailed them saying I was cutting ties that was the last time I heard from them until I got a rating. Then I recently got an increase ON MY OWN and then they pop up again with their hands out! Its funny how they couldnt reply to my emails about not wanting to work with them, but now they care? They had their chance to work things out. As for them being Claim Sharks if you know you know, just because you say youre not doesnt make a difference.

Regards,
[redacted]

Business Response

Date: 10/11/2024

Dear Mr. [redacted] regret to hear that you are dissatisfied with our services and have rejected our previous response. We apologize for any issues you have encountered with your account and the invoice we issued, which was for services we believe were rendered to you. We are also sorry for any perceived communication gaps during the processing of your claims with the VA. As we are not affiliated with the [redacted], do not have direct communication with them, and lack access to their systems, we are unable to provide real-time updates during that period.

We acknowledge your concerns regarding our service charges and the perception that we may be operating in a questionable manner, which you have described as being akin to a "claim shark." Please note that, like any accredited entity, we are entitled to charge for our

services in accordance with applicable laws and regulations. We strictly adhere to all legal requirements regarding claims processing and the supporting documentation we provide to our clients.

We understand your frustration with the invoice, but we would like to clarify a few key points. First, before any services were provided, you reviewed, acknowledged, and signed an agreement that clearly outlined our fee structure. This agreement included our charges for any claims awarded with our assistance. The terms of the agreement were thoroughly discussed before you signed, and it was only after this that you experienced the increase in benefits you now receive.

We value the opportunity to resolve disputes amicably; however, in this case, we were not given the chance to address your concerns. Despite multiple attempts by our escalation team to contact you, we were unable to reach you for a discussion. Our records show that you did not respond to these efforts and have only communicated through the complaint you filed with the BBB. Please be advised that the BBB does not have the authority to resolve this matter.

Given the unresolved status of the invoice, your account remains active with our finance team. We have not received any documentation from you that substantiates your claim that the invoice is invalid or that disproves our involvement in assisting with your claim. Our records indicate that you received supporting documentation from us, which you used in filing your claims in 2023. As of yet, you have not provided proof that the claim increases were unrelated to the documentation we supplied.

Should you wish to discuss this matter further and work towards a resolution, we encourage you to reach out to us.

Respectfully,
Trajector Medical

Prev. 1 ... 9 **10** 11 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

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When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 09/05/2024

Type: Service or Repair Issues

Status: Resolved

I used Trajector Medical in 2021 to file for an increase in my dysthemic disorder/PTSD rating. In 2022 my rating was increased from 10% to 70%, where it remains today. Back in 2021, Trajector was engaging in a business practice that had veterans turn over their usernames and passwords to VA websites to verify their information. I did so, not realizing how predatory TM really was. My account was settled in 2022 when I paid my five months increase when my mental health rating went from 10 to 70%. However, in 2022 I was denied a service connection for sleep apnea and rated at zero percent for headaches. My appeals for both have been denied. I am convinced that Trajector Medicals AI-generated evidence complete with misspellings and grammatical errors, was largely responsible for my sleep apnea denial and my headaches being rated at ZERO! Thanks to Trajector I now have no realistic hope for receiving benefits that I earned! I am seeking to end my contract with Trajector Medical and any and all of its associated companies, and never be contacted by them again. I have already steered three other veterans AWAY from Trajector Medical. Texas Attorney General [redacted] recently sued VA Claims Insider for similar practices and I wait patiently for the day when he sues Trajector Medical. I will happily sign my name to any lawsuit against this predatory and unethical business.

Business Response

Date: 09/13/2024

Dear [redacted],

We regret to hear that you are dissatisfied with our services, and we apologize if you feel that we have not provided the level of support you expected. We understand that you believe our actions may have contributed to the denial of your claims, and we are sorry for any confusion or frustration this may have caused.

It is important to clarify that we do not have any influence over the VA's decision-making process regarding claims. We strive to provide accurate guidance and support to all our clients, and it is unfortunate that our efforts were perceived otherwise.

We would have welcomed the opportunity to address your concerns directly. However, despite multiple attempts by our escalation team to reach out to you and discuss the situation, we were unable to establish contact. This lack of communication has complicated the resolution process on our end.

Given the current circumstances and the continued lack of response, we have decided to

close your account in our system. We believe this step is necessary to bring closure to this matter. A formal letter confirming the closure of your account has been sent to you, and no further communication from us will be necessary.

Sincerely,
Trajector Medical

Customer Answer

Date: 09/13/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 08/16/2024

Type: Service or Repair Issues

Status: Resolved

I started with Trajector Medical this year, and I am beyond dissatisfied with them. First off, they are claim sharks. They did the bare minimum when it came to getting my claim done. Every time I went to an appointment, they would give me scripts on what to say and what to expect. Once I got to those appointments, the doctors couldn't wait to get me out of there, and when I expressed concerns, Trajector said that I could fill out a survey and get a new exam, but it could take months to get one scheduled, and they didn't recommend it. They also only took X-rays. No labs, CTs, MRIs, sleep studies, or other tests were done. I ended up with a 70% rating, and before the ink was even dry, they were hounding me for when I was gonna pay my balance of over $7000 for their bare minimum work, all while having the audacity to ask me to bring on other veterans to their services. I paid off the balance, and got an email that my balance was paid in full. Then, without their help, my rating went from 70% to 90%, and they sent me another invoice for just shy of $3000 for "medical services." During this time, they also hounded me with email requests for me to upload my decision letters, even though I had already sent them multiple times. Their customer service is atrocious, and 95% of the time the reps barely spoke English, and just made excuses as to why they couldn't help. They preach that communication and all that is key, yet the only time they got serious about reaching out is when money was owed to them. When I explained my situation that I'm a stay at home dad, and that I couldn't really afford to pay off $3000 in three months, they warned me about interest charges and other fees, and now have to stress out about how I'm going to handle finances at home because they hid the fact that they'd continue to charge you for every increase in their fine print, and they never went over that with me before. I want my contract with them canceled, and for not further contact from them.

Business Response

Date: 08/28/2024

Dear [redacted],
We regret to hear that your experience with our services has not met your expectations, leading you to file a complaint with the Better Business Bureau. We sincerely apologize for the issues you encountered with our invoicing team and the communication challenges during their outreach regarding your invoice.

We understand that clear communication is essential, and our escalations team reached out to you to discuss these matters and work toward a resolution. According to our records, while they were able to connect with you and address your questions, we are disappointed to learn that the outcome did not fully meet your expectations.

We have thoroughly documented the details of your discussions with our team and have updated your account accordingly. We understand your decision to conclude your engagement with us once the invoice matter is resolved, and we will ensure that your account is processed for closure in our system following this resolution.
Please do not hesitate to let us know if there is anything further we can assist you with in the meantime. We appreciate the opportunity to address your concerns and are grateful for your feedback.

Respectfully,
Trajector Medical

Customer Answer

Date: 06/25/2025

I have received an email from Trajector satisfying my requests of them that my account be terminated.

Initial Complaint

Date: 08/15/2024

Type: Product Issues

Status: Resolved

I used Trajector's services to attain a more favorable rating. When I received their "medical evidence," I was extremely disappointed. It was not a medical nexus. They simply did a google search for research papers and attached a couple abstracts from various studies. I figured they knew what they were doing, so I filled my claims.
Almost everything was denied. I received a small 10% increase. I contacted them and

asked about filing an appeal. Over the phone and through email, I was told they were “happy with my medically supported increase.” They told me to pay the invoice and then their team would look into an appeal. I paid the invoice, but no one ever contacted me for an appeal.
I called again asking about help with an appeal but was never given a straight answer. I figured that I was done with Trajector and that I would have to do it on my own. So, I refiled for an appeal on my own. Trajector had nothing to do with the appeal.
*They did not assist me when I filed the appeal.
*They did not assist me when I wrote a second statement.
*They did not assist me in gathering additional medical evidence.
*They did not assist me in preparing for the second medical examination.
But because they continue to call the VA as your "representative", they discovered that I won my appeal, and now they want more money from me. This violated their own contract which states that after you file a claim and pay off the invoice, they will not invoice you again for any future increases. I spoke with them and explained all this. They still want me to send them documentation, even though I am under no obligation to do so.
I told Trajector to stop calling me and to handle all communications through email or regular mail. They are now calling twice a day. Trajector’s predatory actions are causing my family and I undue stress.
I want to all communication to cease and desist. I want my account zeroed out and closed.

Customer Answer

Date: 08/21/2024

I would like to close my complaint against Trajector Medical at this time. After filing my complaint, I was contacted by a [redacted] from the Escalations Department. She was very helpful and understood the situation. My contract has been canceled and my account has been closed with no balance due.

Initial Complaint

Date: 08/15/2024

Type: Sales and Advertising Issues

Status: Resolved

Trajector Medical is a predatory company preying on veterans. I believe they have fraudulently contacted the VA on my behalf. When I first contacted them, I was promised specialized assistance, none of which was provided. Then they sent me a bogus invoice with incorrect data. I believe this company makes promises in order to get you to sign a contract, knowing full well they will fail to deliver and then hound their clients for money. I have sent them an email informing them of my termination with them and await a response.

Customer Answer

Date: 08/15/2024

Hello!

For my desired solution, I want Trajector Medical to stop calling and emailing me, and to send me written affirmation that my account with them is closed, my information will be deleted from their system, they will stop calling the VA impersonating me or on my behalf, and they will not contact me again

Business Response

Date: 08/30/2024

Dear [redacted],

We regret to hear that you are dissatisfied with our services and apologize for any negative experience you may have had regarding your invoice. We take all concerns seriously and understand that you felt compelled to file a complaint with the Better Business Bureau (BBB). We are equally sorry that you feel we did not adequately support you throughout this process.

Regarding your concerns about unauthorized access to your information, we respectfully disagree with your characterization. As outlined in the agreement you reviewed, acknowledged, and signed prior to the commencement of services, specifically in Section [redacted], you authorized us to act on your behalf and use your Protected Health Information (PHI) for the limited purpose of ensuring we are aware of any changes to your medical conditions or disability benefit status.

We value open communication and would have welcomed the opportunity to address your concerns directly. However, it appears that we were not given that chance. We have made multiple attempts to reach you through our Escalation Team to clarify and resolve any misunderstandings regarding the services you believe were not provided. Unfortunately, despite our repeated efforts, we have been unable to establish contact with you. Our records reflect several unsuccessful attempts to connect, and we regret that you have chosen not to engage with us outside of this platform. As we have previously mentioned, the BBB does not mediate such matters; direct communication with us is necessary to address and resolve your concerns.

Given the current circumstances, your account remains active with our finance team due to the unresolved issues. Regrettably, your lack of response has complicated the situation. We remain committed to resolving this matter and encourage you to contact us directly so we can work together towards a mutually agreeable resolution.

Sincerely,
Trajector Medical

Customer Answer

Date: 09/02/2024

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: [redacted]

I am rejecting this response because:
Acting on my behalf does not constitute impersonating me with the VA. I have spoken with the VA and there was no paperwork filed with the VA authorizing Trajector access to my account on my behalf, as well as there were no calls recorded or annotated to my file with the VA by a representative of Trajector or anybody acting on behalf of me. According to the VA, that means the only way Trajector would have acted on my behalf is by impersonating me. As I'm sure you're aware, this is highly iillegal and potentially grounds for action against Trajector by the Veterans Affairs Office of the Inspector General.
Additionally, as I have previously stated, Trajector failed to hold up their end of the contract in multiple ways, including failure to identify conditions, failure to provide nexus letters, failure to return a phone call ahead of C&P exams, and I have as of yet not received a response to my email to the email address listed in the contract for termination of contract.
When I spoke to the VA most recently, they advised me about 38 CFR 14.629 (b)(1) and 38 CR 14.636 (b) stating that if I am using any company, I should not be doing so. As I mentioned in an email, I did not state or mention that I was using Trajector specifically, however the VA stated they have been getting complaints about multiple companies, one of which being Trajector Medical.
Finally, the representative from the VA brought to my attention that your firm is giving advice on the preparation, presentation, and prosecution of claims before the VA without proper accreditation from the VA Office of General Counsel. Only accredited representatives are authorized by law to collect a fee for assisting claimants. It is not fair nor accurate to state that I have been unreachable or have not responded to contact. I have been in contact multiple times with Jeanette from your Escalations Team, however she does not respond to my concerns, but rather copy and pastes canned company responses.
I look forward to the confirmation of the termination of my contract and relationship with Trajector, as well as the confirmation of my records being removed from Trajector Medical's systems.

Regards,

[redacted]

TRAJECTOR MEDICAL

Business Response

Date: 09/10/2024

Dear [redacted],

We are sorry to hear that you were dissatisfied with our previous response and have chosen to reject it.

We want to reiterate that we have conducted ourselves appropriately, and in compliance with all applicable laws and regulations. We respectfully disagree with your concerns regarding unauthorized access to your information. As outlined in the agreement you reviewed, acknowledged, and signed prior to the commencement of services — specifically in Section [redacted] — you authorized us to act on your behalf and use your Protected Health Information (PHI) for the limited purpose of monitoring any changes to your medical conditions or disability benefit status. At no point have we impersonated any of our clients.

In relation to your assertion that only accredited representatives are legally authorized to collect fees for assisting claimants in the preparation, presentation, and prosecution of claims before the VA, and that we are operating illegally, we must clarify that this statement is inaccurate. As we have made clear, we do not claim to be an accredited representative. Our role is strictly limited to providing support with documentation for your claims, as explicitly outlined in the agreement you signed prior to receiving any services from us.

We value transparent communication and would have welcomed the opportunity to address your concerns directly. Unfortunately, it appears we were not afforded that opportunity. Despite multiple attempts by our Escalation Team to reach you and clarify any misunderstandings regarding the services provided, we have been unable to establish contact with you. Our records show several attempts were made by our managers and supervisors, all of which were unsuccessful. As noted before, the Better Business Bureau does not mediate these types of matters; therefore, direct communication with us is essential to resolve any issues.

In conclusion, we stand by the validity of the invoice provided to you. Given the lack of constructive dialogue, we have decided to close out your account and process the invoice accordingly. As a courtesy, we have issued a formal closing letter, which serves as documentation of this action. We regret that we were unable to reach a mutually satisfactory resolution and, at this point, do not anticipate further communication on this matter.

Sincerely,
Trajector Medical

Customer Answer

Date: 09/11/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 08/14/2024

Type: Billing Issues

Status: Resolved

In 2022 I engaged Trajector to assist with a VA claim, with the understanding that I would pay a small fee only if benefits were provided for the claim they assisted with. The team provided minimal assistance with wording for submitting documents. Following this, communication became exceedingly difficult. I received random calls from various representatives, often from different countries, and when trying to return those calls, I was unable to reach anyone. Instead I was met with apologies about management changes. Most of my claims were denied, except for one that awarded 10%. After several months I spoke with a representative to notify them of the decision and that I no longer wished to continue with the company. The representative stated that I owed $829.60 for the minimal assistance they gave to close out the account. I made this payment on August, 28, 2023 and was told this would complete the process. The only documentation I received was a receipt confirming the payment. However, a year later I received another call from a representative claiming that certain documents were never sent and still needed. I explained that this did not make sense, as I was previously told the account was settled. Despite my concerns about the legitimacy of these requests, I complied and sent the requested documents via email. Then they started asking for a breakdown of the decision rating by taking a screenshot of my VA app. I complied. These documents have my social security information and other sensitive information and these agents outright stated they are located offshore. They refuse to give me phone numbers where I can contact the same person and when asked to send emails stating my account is closed they say they will call. I am requesting my account closed immediately and an email stating such, with no further requests for documentation or payment as I have already fulfilled my obligation. The lack of clear communication and consistent information has been frustrating.

Customer Answer

Date: 08/19/2024

Thank you for your assistance with this matter. I have received an email from Trajector stating my account is closed and has no outstanding balance.

Initial Complaint

Date: 08/06/2024

Type: Service or Repair Issues

Status: Answered

Trajector needs to wait until all claims have been completed before asking for payment.

Business Response

Date: 08/23/2024

Dear [redacted],

I hope this message finds you well. I want to express our sincere apologies for any dissatisfaction you may have experienced in your interactions with us. We deeply regret that your recent experience, particularly the communication challenges with our team and the issues surrounding your invoice, has led to feelings of frustration and ultimately prompted you to file a complaint with the Better Business Bureau (BBB).

At Trajector Medical, we place a high value on transparent and effective communication, recognizing it as the cornerstone of a positive client relationship. Upon learning of your concerns, we immediately engaged our escalations team to reach out to you with the intent of addressing your grievances comprehensively. According to our records, our team was able to connect with you promptly, and we appreciate the opportunity you afforded us to work toward a swift resolution.

As a result of our discussions, we have made the necessary updates to your account, meticulously documenting the details of the conversations that have taken place, including all relevant information regarding your invoice. We hope these adjustments reflect our commitment to ensuring your satisfaction and restoring your confidence in our services.

Please be assured that your feedback is invaluable to us as we continuously strive to improve our processes and client relations. Should you have any further questions or concerns, please let us know.

Respectfully,
Trajector Medical

Initial Complaint

Date: 08/06/2024

Type: Order Issues

Status: Resolved

This company will not respond to my calls as have tried to cancel my contract with them as they have [redacted] zero help. they misinformed me of pay rates and blatantly have lied to me

Business Response

Date: 09/06/2024

Dear [redacted],

We regret hearing that you are dissatisfied with our services. We take your concerns seriously and wish to address the issues regarding your invoice that led to your complaint with the Better

Business Bureau (BBB). It is disheartening that you feel we did not provide adequate support.

Regarding our fee structure, we would like to clarify that this information is explicitly detailed in the agreement that you reviewed, acknowledged, and signed prior to the commencement of any services. The agreement clearly outlines our fee structure, including any additional fees that may be incurred if payment is not received in full within 90 days following a favorable outcome of your claims. We assure you that we have acted in full transparency and have not misled you in any way.

Concerning your communication with our team, we apologize for any misunderstanding. However, once your claims are submitted to the VA, we are unable to provide updates, as we do not have any direct communication with the VA nor access to their systems. Consequently, we are unable to offer status updates while your claims are under review.

We regret that we were not given the opportunity to resolve your dispute and address the concerns with your account. Despite our multiple attempts to reach you, our records indicate that we were unable to establish contact. We understand that you have tried to reach out, but unfortunately, when we have attempted to return your calls, the connection has been terminated, preventing us from discussing your concerns further.

Given the unresolved nature of this issue and the lack of communication, we have been left with limited options. In light of this, we have proceeded with closing your account in our system, despite the submission of the claims we assisted with. You will not receive any further communication from us moving forward.

Respectfully,
Trajector Medical

Customer Answer

Date: 09/06/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

i accept the terms of trajector closing out my file and terminating our contract due to inadequate services rendered. I expect the terms to be voided completely and my balance to be left at zero.
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 08/06/2024 **Type:** Order Issues

Status: Answered

I am a US ARMY VETERAN this company promises to help you get the va disability rating you deserve i got granted 100% disability and am now getting scammed out of [redacted] dollars from this company that used third party companies to share my sensitive personal information with another company called REE MEDICAL . I feel as though these companies have used me as a naive trusting veteran to exploit my information and misinform me of the situation that i was getting myself into i would like to formally terminate my contract with them as it is my right to do so as they are not an accredited business with the VA . I have paid REE 5,000$ in which the client experience navigator told me that they are a sister company to trajector medical and that this would be a one time payment to them for the help i received from REE [redacted] Trajector medical is now requesting 9,000$. Both companies claim to not know about eachother all of the sudden and claim to not be associated with eachother yet have been working side by side throughout the entirety of when my claim had been open , now that i have received my 100% disability rating both parties have not been able to explain where all of this money owed is coming from . i need my contract to be terminated with both parties due to scam concerns

Business Response

Date: 08/23/2024

Dear Veteran [redacted],

Thank you for reaching out to us and bringing your concerns to our attention. We understand the seriousness of the situation and want to address your issues thoroughly.

First and foremost, we want to explain your relationship with Trajector. You entered into a Medical [redacted] Agreement (MEDA) with Trajector, pursuant to which we provided medical evidence consulting services to you, which we understand contributed to you receiving your ratings increase. That is the basis of our Trajector invoice to you.

Next, we want to be clear that Ree Medical is an entirely separate and distinct entity from Trajector. Trajector does not have any affiliation or operational relationship with Ree Medical and we are not aware of their business practices.

We regret that you are experiencing difficulties and confusion involving Ree Medical, and we encourage you to return our communications regarding this matter so that we may obtain more information regarding Ree Medicals dealings with our clients.

We are currently taking action regarding what we believe to be Ree Medicals unauthorized use of our trademarks and actions which may confuse, mislead and potentially exploit our clients, including you, as well as other veterans. Our goal is to ensure that no other veterans face similar issues, and we are working diligently to stop any potentially deceptive practices by Ree Medical.

Regarding the outstanding invoice to Trajector that you mentioned, our goal is to provide excellent client service while helping our Veterans receive all the benefits for which they are medically, legally, and ethically qualified. We are thrilled that you have received a 100% rating and are glad to have been able to work with you on the medical evidence to support

this increase. To address the concerns you raised, a member from our escalations team has been in touch with you and is eager to hear your concerns and work toward a resolution for the concerns mentioned in your review. We remain committed to resolving all the concerns that you have.

We are also prepared to assist you on terminating your contract with Trajector if that is your wish. Please provide us with any relevant documents (including the Rating Decision Letter that weve requested), and we will initiate the necessary procedures to assist you.

For further assistance or any questions, please contact us directly. We are here to help and ensure that your concerns are addressed promptly and to your satisfaction.

Respectfully,
Trajector Medical

Initial Complaint

Date: 07/31/2024

Type: Product Issues

Status: Answered

In August of 2023, I contacted Trejector Medical to file a VA claim. I provided my information and was under the assumption they would support and help me administer my claim. From the date of August 15th of 2023 to June 30th of 2024, I received no further contact from them and worked my claim with the VA directly. My VA claim was settled with a 70% disability and now I've received non stop phone calls from Trejector Medical that I owe them over $8000. They are non accredited with the VA and should not be charging me any fees.

Business Response

Date: 08/20/2024

Dear [redacted],
We were truly disappointed to learn that you are dissatisfied with our services, and we sincerely regret any frustration you may have experienced regarding your invoice. Additionally, we are sorry to hear about the communication difficulties you faced, which may have contributed to the negative review you recently left.

We highly value the opportunity to resolve any issues our clients may encounter and would have welcomed the chance to address your concerns in a timely manner. Unfortunately, despite multiple efforts from our escalation team to contact you, we have been unable to establish communication to discuss and resolve your concerns. Our records indicate that numerous attempts were made to reach you, but these were unsuccessful.

Given the lack of resolution and the absence of communication on your end, we are left with no choice but to keep your account active with our finance team. We understand that this may further complicate matters, but your unresponsiveness has made it challenging to

move forward constructively.

Should you wish to revisit this matter and work toward a resolution, we remain open to discussing potential solutions at your earliest convenience. We encourage you to contact us so that we can address any outstanding concerns and bring this matter to a close in a manner satisfactory to both parties.

Sincerely,
Trajector Medical

Initial Complaint

Date: 07/31/2024

Type: Customer Service Issues

Status: Answered

In 2019, I contacted Trajector Medical (at the time, this firm was Vet [redacted] to assist with filing a VA claim for disability compensation. After paying their initial in-processing fee, I was guided to pursue a PTSD claim for my service-connected mental health disability. I met with a psychologist associated with Trajector Medical to "evaluate" my condition. The person I met with completed the paperwork and advised that I was to submit the forms. My disability compensation was raised to 30% for "Other Related Stressors," which did not reflect any of my combat-related PTSD. The scope of my evaluation was entirely related to multiple combat tours throughout the Global War on Terrorism (5x Iraq, 2x [redacted]), which was directly contradicted by this filing. This took over two and half years and the assistance of the [redacted] to undue the mess that Trajector Medical created through poor practice. I received a bill from Trajector asking for thousands of dollars in compensation for this claim. After contacting them numerous times to complain that this was filed incorrectly and with no attempt by the firm to take corrective action, I feel that this is an absolute breach of contract and exploitation of veterans seeking help to navigate the VA system. Trajector continues to haunt me by requesting payment for thousands of dollars for this mess of situation. Trajector clearly aims to exploit a protected class of persons in the [redacted] who are seeking a trusted partner to help in the pursuit of their hard-earned benefits. I will never recommend this firm and hope that justice is brought to veterans who were exploited for financial gain by Trajector Medical.

Business Response

Date: 08/20/2024

Dear [redacted],

We were genuinely disheartened to learn of your dissatisfaction with our services. Please accept our sincerest apologies for any distress or inconvenience you may have experienced, particularly concerning your invoice. We understand that these issues have led to your decision to leave a negative review, and we regret that our communication efforts fell short of your expectations.

It is always our priority to address and resolve any concerns our clients may have, and we truly regret that we were not granted the opportunity to discuss and rectify the situation with you directly. Our records indicate that our escalation team made multiple attempts to reach out to you in hopes of finding a resolution. Unfortunately, despite these efforts, we were unable to establish contact with you.

Given the lack of response and in the interest of concluding this matter promptly, we have proceeded with updating your invoice and are in the process of closing your account within our systems. We want to assure you that this decision was made to avoid prolonging any further inconvenience to you.

Please be advised that, following this communication, you should not expect any further contact from us regarding this matter.

Respectfully,
Trajector Medical

Prev. 1 ... 10 **11** 12 ... 28 Next

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BETTER BUSINESS BUREAU

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Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 07/29/2024

Type: Service or Repair Issues

Status: Answered

They contacted me. I answered their questions. I got to two different doctors. I got raised from 10% to 80% on my Veterans Disability. They say I digitally signed a document. I did not sign anything and would not Digitally sign anything. I am in an IT Department. I would have printed the document, signed it and scanned it back into a .pdf and emailed it back to them. They put my digital signature on the document. NOW they say I owe them [redacted] bucks. NO WAY.

Business Response

Date: 08/14/2024

Dear [redacted],

We hope this message finds you well. We were concerned to learn about your dissatisfaction with our services and the negative review you left. We sincerely regret any inconvenience or frustration you may have experienced during your engagement with us, particularly regarding the invoice we issued, which we believe accurately reflects the services rendered.

It is unfortunate that we were not given the opportunity to address your concerns and resolve any potential misunderstandings regarding your account. Despite multiple efforts or our part to contact you and reach an amicable resolution, we have been unsuccessful in establishing communication. Our escalation team made several attempts to engage with you, but unfortunately, no response was received.

Upon further review of your account, our records clearly indicate that you registered for our services in September of 2023. To ensure thoroughness, we conducted a detailed investigation with both our IT department and compliance officers, all of which confirmed that the agreement was reviewed, acknowledged, and signed by you. We regret that we were unable to present you with a copy of the agreement due to the lack of response.

At this juncture, due to the outstanding invoicing issue, your account remains active with ou finance and billing department. Your continued lack of response has complicated the resolution process, but we remain committed to finding a mutually satisfactory outcome. Should you wish to reopen communication and work toward resolving this matter, we strongly encourage you to reach out to us at your earliest convenience.

Respectfully,
Trajector Medical

Customer Answer

Date: 08/14/2024

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **22060056**

I am rejecting this response because:

Regards,
[redacted]

Initial Complaint

Date: 07/26/2024

Type: $ Billing Issues

Status: Resolved

BBB Complaint 07.25.24 Good afternoon,Date of Invoice: O5.12.2024 Invoice Total: $8,388.95 Business Commitment: Veterans Claims Assistance Nature of Dispute: Trajector Medical stated they would help me resolve my claims dispute with the VA. The contract said it would cost 5% of my increase but failed to mention that they could not legally provide their services and that their 5% charge is based on a 5-year formula which they sent in the invoice, (see formula below). They also were able to get my disability rating before I received my rating letter from the VA without my authorization. I believe this is a HIPAA violation of some sort. EARNINGS OVER TIME 5 Years of VA Pay Increase | $100,667.40 (5 years X $20,133.48 yearly benefit value)RETURN ON INVESTMENT Trajector Medical Service Fee | $8,388.95 5 Years of VA Pay Increase | $100,667.40 Return on Investment Factor: 12 [redacted] When I filed my claim, I received an email from the VA stating Trajector medical cannot charge me for the following:Consult or give advice to VA claimants.Collect evidence for a claim.Prepare and file an initial or supplemental claim.Submit requests for higher level review.Submit an appeal to the Board of Veterans.Business has not tried to resolve the issue: I informed them the VA said they could not legally charge me through the email correspondence they sent, and I stopped receiving emails, but they call me 3 or 4 times a day. I started blocking their calls. I appreciate that my rating has gone up, but I think their processes, tactics, and fees are unethical and predatory.Advertising: The add was seen as a pop-up on my phone after a conversation regarding the struggle I have had over the past several years with my claim.Thank you for your time and assistance.v/r [redacted]

Customer Answer

Date: 08/02/2024

Good afternoon,

My claim is valid and the outcome I would like is for them to stop calling me 3 or more times a day and to clear the amount owed because the VA said they cannot legally charge me for a service which is free to veterans. Thank you and have a good day.
v/r

Business Response

Date: 08/23/2024

Dear [redacted],

We were disheartened to learn of your dissatisfaction with our services, and we sincerely regret any frustration or negative feelings you may have experienced regarding your recent invoice. We understand that these concerns have led to a formal complaint with the Better Business Bureau (BBB), and we take this matter very seriously.

In reference to your assertion that we are not authorized to charge for our services, we mus clarify that this is a misunderstanding. Trajector Medical operates in full compliance with all applicable regulations. While it is accurate that VA-accredited entities are permitted to charge for legal services, it is important to note that we are not a VA-accredited entity offering legal services. Instead, we provide specialized medical evidence development and consulting services, which are distinct from legal representation. This distinction is explicitly outlined in the agreement you signed with us, particularly in section A2, which states:

"NEVER indicate or suggest that we are your VA Representative. You understand that we wi not prepare, present, file, and/or prosecute a claim on your behalf. We strictly provide medical evidence development and medical consulting services. You are free to engage with a VA-accredited VSO agent or attorney to assist you with preparing, presenting, filing, and/or prosecuting your claim. However, we are unable to help you in any of those activities."

Regarding the fees associated with our services, these were clearly detailed in the agreement you reviewed, acknowledged, and signed prior to the commencement of any services. It appears there may have been a misunderstanding regarding our fee structure. To clarify, we do not charge five years worth of your increase if any claims are awarded. Rather, our fee is calculated based on five times the increase in benefits you receive with our assistance. This structure is designed to ensure fairness and transparency in our billing process.

We regret that we were not given the opportunity to resolve your concerns directly before the escalation to the BBB. Our records indicate that our escalation team made multiple attempts to contact you to discuss your concerns and seek a resolution, but regrettably, we were unable to reach you.

Given the current status of your account, it remains active with our finance team. Your continued lack of response complicates the resolution process, but we are still open to discussing this matter further and working towards a mutually agreeable solution. We kindly ask that you reach out to us at your earliest convenience so that we may address your concerns directly.

Thank you for your attention to this matter. We look forward to hearing from you and resolving this issue in a manner that satisfies both parties.

Respectfully,
Trajector Medical

Customer Answer

Date: 08/28/2024

[redacted]
08.28.24

BBB of [redacted]

Complaint ID: [redacted]

Dear BBB of [redacted]:

Yes, we have come to a resolution regarding my complaint.

There was a misunderstanding regarding my billing and comments made to me from the [redacted]. I spoke with [redacted], a representative from Trajector Medical and he was patient and understanding concerning my frustration.

My transaction with their company would have been much smoother if I had had my conversation with him in the beginning and their process was explained with more clarity.

For the record Trajector Medical was able to help me accomplish in a few months what I could not do in eighteen years.

Thank you and have a great day.

v/r,

[redacted]

Initial Complaint

Date: 07/16/2024 **Type:** Service or Repair Issues

Status: Answered

In 2023 Trajector assisted with my VA claims. Trajector's agreement states that they don't act as an agent or prepare/ file claims on a vet's behalf. However, they acted as an agent by filling out my claims, sending them to me for review, and submitting them for me. Trajector told me not to edit their claims, but I had to make changes in order to make the information accurate and coherent. When claims Trajector filed were successful, I paid them their fees immediately. But when claims were denied due to errors or missing info, Trajector refused to acknowledge or fix/resubmit them, despite me asking many times. With the denied claims a lost cause, I filed new/different claims MYSELF. Trajector was very disorganized in general. They seem to be an overseas call center, one hand doesnt know what the other is doing, and everyone reads from scripts. I often had to send them the same documents multiple times, despite Trajector acknowledging that they already had them. When I told Trajector that I no longer wanted to use their services and to close my account, they said they would close it when the last claim they filed was settled. In Jan 2024 their last claim was decided. I promptly paid Trajector their fee, and believed my account was closed. However, when the new claims I filed MYSELF were resolved successfully months later, Trajector sent me a bill for those too. So Trajector clearly didn't close my account, AND they clearly used my personal info to access the VA system to see my increase. I have since told them several times in writing and in recorded phone conversations that the new increase was for claims that I filed myself, and that because of their dishonest actions, I will not provide them with any more personal info or pay their invoice. I already gave Trajector all the decision letters for the claims THEY filed. But Trajector refuses to acknowledge that my last increase was for claims I filed myself, and they continue to harass me for payment.

Customer Answer

Date: 07/31/2024

Hello. Trajector may say they tried to contact me to work things out. I told Trajector months back that I refuse to take their calls, because they made numerous promises to me over the phone and then reneged on them later and said theres no proof they made such promises. Also, I tried to work things out with them before filing my complaint, but they ignored I said and stuck to their script where they demand payment and demand personal info for the claim I filed on my own, which I refuse to give them due to how untrustworthy and predatory they have proven to be.

Business Response

Date: 08/05/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and your belief that we did not provide adequate support. We understand that you disagree with your invoice, and we apologize for any frustration this may have caused. Additionally, we regret that there has been a misunderstanding regarding the terms of your agreement, leading you to believe ou actions were unjust.

We value the opportunity to resolve any disputes and account issues. Despite our multiple attempts and best efforts to reach a resolution, we have been unable to do so due to your non-compliance in providing the necessary documentation to dispute the invoice in question. Furthermore, your lack of responsiveness outside of the Better Business Bureau (BBB) platform has hindered our ability to address your concerns effectively. It is important to note that all fees were clearly outlined in the agreement that you reviewed, acknowledged, and signed prior to any services being rendered. These services have, in fact, resulted in increased benefits for you.

At this time, due to the unresolved invoice issue, your account will remain active with our finance team. We have yet to receive any documentation from you that would support your claim that the invoice is invalid. Your refusal to provide the required supporting documentation has made it impossible for us to proceed with resolving this matter.

We remain open to discussing this issue and working towards a peaceful resolution. Should you wish to engage in a constructive dialogue, please do not hesitate to contact us.

Respectfully,
Trajector Medical

Customer Answer

Date: 08/07/2024

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **21993823**

I am rejecting this response because: This is a typical scripted garbage [redacted]ly from Trajector, as is seen in many of their responses to complaints from other vets here on the BBB site.

Trajector states that I misunderstood the terms of the agreement. I didnt misunderstand anythingthe terms were clear. Specifically, that Id be required to pay Trajector 5X the monthly increase I received for claims Trajector filed (and ONLY claims that Trajector filed) that were successful. The agreement did NOT say that I was committed to Trajector for life, or that I would have to pay Trajector for benefits increases I received from claims/supplemental claims/appeals I filed myself, or that I would be required to provide them with any documentation to prove otherwise. Further, Trajector [redacted] assured me several times that they would not charge me for benefits I received for claims I filed on my own, including when I asked them to close my account after the last claims they filed for me were settled by the VA in January. In regards to me asking Trajector to close my account: A [redacted] assured me that my account would be closed once I paid them for the claims that were settled in January. I paid Trajector promptly and in full for those claims in the beginning of February, once I received my pay from the VA. Therefore, it is clear that I held up my end of the agreement. Trajector obviously did not hold up their end of the agreement. They did not close my account like they said they would, and they even continued to access my personal information from the VA without my permission, as evidenced below. And despite the agreement and their verbal assurances to me saying otherwise, Trajector is attempting to charge me for a benefits increase I got from a claim I filed myself.

Trajector states that I refused to provide them with necessary documentation. False. I promptly provided Trajector with the decision letters for all the claims Trajector filed for me while we worked together. For those who dont know, thats how Trajector calculates what a vet owes them. So obviously, Trajector received the necessary documentation from me. If they now say they dont have it, then they lost it. That is not surprising, as during the time we worked together, Trajector frequently mishandled or lost documentation I sent them, requiring me to send it again. I am not going to cater to Trajectors disorganization/unprofessionalism by sending them docs that I know I already provided. Nor will I provide Trajector with any documentation for claims I filed myself. Note: The false invoice Trajector sent me for the claim I filed myself, which I refuse to pay, wasnt based on a decision letter; As stated above, Trajector continued to use my personal info to access the VA system after I told them I was terminating our relationship. That is how they learned of the recent increase I received on my own, and seem to be solely what their false invoice is based on.

Trajector claims I refused to discuss this matter with them. Wrong. I tried to resolve this matter with them several times via phone and email prior to filing a complaint with the BBB. During those attempts, I quickly I realized that any discussion with Trajector over the phone was pointless because they ignored everything I said, stuck to their scripted demands for payment and for documentation of the claims I filed myself. Further, it was clear that any commitments or assurances made verbally by Trajector were conveniently forgotten, or that they have no record of that or they never said that. Once I realized Trajector refused to honor any promises or assurances made verbally, I told Trajector I would not discuss anything with them on the phone, rather only via email. Despite being told to only contact me via email, Trajector [redacted] continued to call and harass me, so I was forced to block their number. And even though we exchanged some emails after that, email became pointless as well. Trajector never acknowledged the emails I sent them theyd just send me a new email from a different person. I only filed the BBB claim after it was clear that Trajector would only accept one resolution: Payment.

Trajector claims they tried to contact me to seek a resolution after I filed my BBB complaint. That sounds reasonable enough if you havent been exposed to Trajectors methods. In reality, Trajectors way of contacting me was to [redacted] me with phone calls at least twice a day every day for weeks. This was AFTER I stated to them in no uncertain terms that I would only communicate with them via email, to ensure that there was a record of what was said between us and they couldnt walk back on verbal assurances. To any reasonable person, thats not an attempt at peaceful resolutionthats pure harassment, and I refuse to be subject to that.

In closing: I am steadfast in my refusal to pay Trajectors false invoice or to provide them any personal information related to claims I filed myself. I maintain that I fulfilled my side of the agreement by promptly paying Trajector over $10K in fees for the claims they successfully filed on my behalf, and that Trajector is refusing to honor their side by not closing my account when they said they would, and by trying to charge (and relentlessly harass) me for claims I filed myself. I recently spoke with the VA and also an attorney. The attorney advised me that what Trajector is doing is very likely illegal, which makes any agreement we had illegal and therefore unenforceable. The VA stated that while a vet has the right to have anyone he or she wants assist them with a disability claim, it is illegal for anyone but a registered agent (which Trajector is NOT) to

charge the vet for those services. At the very beginning, BEFORE they officially started working on my disability claims for me, Trajector was on their best behavior. However, as soon as work began, I was handed off to overseas call centers and began to see how disorganized they are and how they refuse to fix their mistakes or address claims that were denied. Thats why I decided to not work with them anymore and asked that they close my account. I had no hard feelings, and I appreciated them helping me get a benefits increase. I thought that theyd at least be professional enough to close out my account like I requested. I was wrong. I am appalled at how predatory, dishonest, and abusive Trajector turned out to be, and I feel that every veteran I know or meet should hear about my terrible experience with Trajector, to include the vets I meet at local VA hospitals and VFW posts. Due to my profession, I work with many law enforcement officers and other first responders. Many of them are veterans too, and I feel that community should also be made aware of just how unscrupulous and predatory Trajector is.

Regards,

[redacted]

Business Response

Date: 08/16/2024

Dear [redacted],

We regret to hear that you remain dissatisfied with our services and feel that our previous response did not address your concerns, leading to your rejection of our efforts. We understand that receiving an invoice you disagree with may have caused frustration, and we sincerely apologize for any inconvenience this may have caused.

As previously communicated, we would have appreciated the opportunity to resolve your dispute and account, but unfortunately, we have been unable to do so due to limited communication. Despite our multiple attempts and best efforts to reach a resolution, we have been unable to engage in a meaningful dialogue as you have chosen not to communicate with us outside of this platform. As you are aware, the BBB is not equipped to handle disputes between customers and businesses. You mentioned that you have blocked our numbers, preventing phone communication, and have ceased responding to our emails We understand that you feel the communication from our invoicing team has been excessive; however, even our Escalations Team has been unable to reach you to discuss this matter further. While you have expressed concerns about the lack of a record when communicating over the phone, please note that all calls made or received by our team are recorded.

Regarding the invoice, it reflects services we believe were rendered to you. All fees were clearly outlined in the agreement you read, acknowledged, and signed prior to any services being provided. You indicated that you filed claims independently, which contributed to the increase. We have requested the decision letters for those claims as evidence that the increase you experienced was not related to any actions taken by our team. Providing this information is part of your agreement with us, as stipulated in section D1: Keep us informed of all communications you have with the VA and provide us with any VA letters or C&P exam requests when you receive them. We would like to clarify that any decision letters we have received were not related to the claims you mentioned filing independently.

Your allegation that we accessed your information without permission is also unfounded. This action is consistent with your agreement with us, as outlined in section G6: You authorize us to act on your behalf and use your Protected Health Information for the limited purpose of ensuring that we are informed of any changes to your medical conditions or disability benefit status.

In response to your statement that we are not authorized to charge for our services, this is incorrect. While it is true that Trajector Medical is not a VA-accredited entity, the law you referenced applies to VA-accredited entities that offer legal services. We do not provide legal services, and this distinction is clearly stated in the agreement you signed with us, as noted in section A2: NEVER indicate or suggest that we are your VA Representative. You understand that we will not prepare, present, file, and/or prosecute a claim on your behalf. We strictly provide medical evidence development and consulting services. You are free to engage with a VA-accredited VSO agent or attorney to assist you with these legal matters; however, we are unable to assist in those activities.

At this time, we have determined that further discussions would not be a productive use of our time. Therefore, we have decided to update your invoice and proceed with closing out your account. A letter confirming the closure of your account has been sent to you as proof.

Respectfully,
Trajector Medical

Customer Answer

Date: 08/19/2024

I accept that Trajector voided their invalid invoice and finally closed my account, long after they said they would. So yes, as far as I'm concerned, the issue is now closed. However, not exactly to my satisfaction, as Trajector's last response is full of falsehoods clearly engineered to say what they want the public to see AND stick to the company line they think will keep them out of trouble with the government entities who may want to bring legal action against Trajector. I would like to make it clear that willingly I sent Trajector ALL of the decision letters for the claims they filed for me. Obviously they got them, as that's how they were able to charge me for their services (prior to their final invoice, which they estimated after they continued to access my personal info from the VA without my permission, after I told them to close my account). However, during the time i worked with Trajector, they lost numerous documents that I sent them. So without a doubt the lost the ones that I sent them. But the proof that they received them is the fact that they used them to invoice me previously. They said I ignored them. False. Before I filed my complaint with the BBB, I tried to work it out with them on the phone. They made it clear that they would not relent in their demands for payment for the invalid invoice. They also reneged on numerous promises they made to me previously on the phone. That's when I told them that I would not communicate with them via phone any longer, as anything the said to me verbally could not be counted on. I told them that I would only communicate with them via email, so as to have a written record of it. They continued to call me relentlessly, often twice a day every day for weeks. When they emailed me, I did reply. But seldom would they acknowledge my reply. And if they did acknowledge, it was just to reiterate their

demands. But usually I got no reply from them, just another new email from someone else with the same cut & paste demands. They also said that they don't prepare and file claims for vets. They absolutely did prepare and file mine for me. I didn't even know how to do it until I taught myself AFTER I had been working with Trajector and had gotten tired of all their mistakes, and horrible communication (except for the people who called me constantly asking if I'd gotten an increase so that they could charge me for it). I was initially pleasantly surprised that Trajector wrote up my claims and submitted them for me, because I didn't know how. I thought it was just them going above and beyond. I didn't learn it was illegal until afterward. But I still paid them the agreed upon fees because I keep my word. Trajector keeps insisting that they don't prepare and file claims for vets, but I can say with absolute certainty that they did that for me, and I'm sure they are just sticking to that line because to admit otherwise is their admission of breaking the law. As I said, I keep my word. If Trajector's last invoice had even the slightest bit of legitimacy, I would have paid that too without hesitation and this situation would have never arisen. But their invoice was completely false, and they tried to relentlessly harass me into paying it. Only now they are saying they are writing it off because their resources are better spent elswhere, but the reality is they know their invoice is false, they know they can't collect it from me, and they know I

Customer Answer

Date: 08/19/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me. However, I want to make it clear that Trajector's response contains statements which make it seem like I was unreasonable to work with, when it was most certainly the other way around. So while I accept the resolution provided herein that Trajector agrees to void their invalid invoice and close my account long after they told me they would close it, this ridiculous and unwarranted situation and the daily harassment by Trajector has caused me significant emotional distress, and I remain firm in my belief that Trajector is a horrible and unethical company to work with.

Initial Complaint

Date: 07/09/2024

Type: Service or Repair Issues

Status: Resolved

Trajector continues to call and leave voicemails after numerous emails requesting they only contact me via email so I have it documented. I also cannot understand the accent of those calling, another reason I want communications emailed. Trajector sent me an invoice for

services they did not render. I have hired a lawyer to handle all VA appeals that were all rejected when submitted by Trajector. They sent me an invoice for one appeal that was approved but the appeal paperwork was submitted by my lawyer. I am simply asking my account be closed and not to be further contacted by Trajector.

Business Response

Date: 07/30/2024

Dear [redacted],

We are genuinely sorry to learn of your dissatisfaction with our services, which led to your complaint with the Better Business Bureau (BBB). We apologize for any frustration caused by the invoice we issued. However, we believe the services provided resulted in an increase in your benefits.

Recognizing the importance of clear communication, our escalations team reached out to you to discuss the matter and work towards a resolution. According to our records, they successfully contacted you to address your concerns. Despite these efforts, it appears a satisfactory resolution was not achieved. While they were able to respond to your inquiries, we regret that you remain unsatisfied.

Following these discussions, we have documented all details in your account. Despite firmly believing in the validity of the invoice, due to a lack of evidence to the contrary, we have decided to update your invoice and proceed with closing your account in our systems. We have determined that continuing our relationship would not be productive. For your records, we have issued a closing letter. You will not receive further communications from us.

Respectfully,

Trajector Medical

Customer Answer

Date: 07/31/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 07/07/2024 **Type:** Customer Service Issues

Status: Answered

I first reached out to Trajector for help in increasing my disability rating. In my initial conversations while they were selling me on their services they were helpful and reassuring about everything they would do to help me through the process. NOTHING they said was true all they did was copy and paste from my medical records and thats where their help ended. My battle [redacted] was non existent I tried multiple times to reach out for help with my upcoming appointments with no response! I heard nothing from them until the time came where they wanted payment. At first they sent me a completely fraudulent bill for [redacted] after multiple conversations with different people they finally changed the bill amount. I am writing this today because I dont believe this company deserves the payment they are asking for because they did nothing they said they were going to do and never even responded when I reached out. They need to be held accountable to complete the work they promise. I have spoke to trajector multiple times a week requesting to speak to a supervisor about this bill and still have not received a call back from management only calls requesting payment. Stay away from this company they obviously take advantage of veterans.

Business Response

Date: 07/23/2024

Dear [redacted],

We regret to learn that you are dissatisfied with our services, leading to the filing of a complaint with the Better Business Bureau (BBB). We apologize for any inconvenience or frustration you have experienced, particularly regarding the invoice we issued for the services provided during your time with us.

Effective communication is crucial to us, and our escalations team reached out to you in an effort to address your concerns. According to our records, while there were discussions aimed at finding a resolution, it is unfortunate that a satisfactory conclusion was not reached. We sincerely apologize that our efforts did not meet your expectations.

Following these discussions, we have taken several steps to address your concerns:
1. We have thoroughly updated your account with the details of all interactions with our team.
2. Your invoice and account have been revised and processed for closure in our systems.
3. A closing letter has been issued to you for your records.

Respectfully,
Trajector Medical

Initial Complaint

Date: 07/07/2024 **Type:** Billing Issues

Status: Answered

I requested services from Trajector Medical in regards to filing a claim with the VA back in April 2022. Trajector was taking an unusual high amount of time, along with requesting unnecessary documentation, they did finally send me a document stating that I could use that in connection to my claim; however, they could not provide disability benefits questionnaire with a medical opinion to support my claim. I then asked them to cancel their services. I then went on to a private physician who was able to provide me with a Nexxus medical opinion that was needed for service connection and submitted that evidence to the [redacted] of [redacted] Affairs and was awarded service-connected. I then started receiving emails stating that I owe money to Trajector in the amount of $1,381.08. I have called to dispute this bill, and was asked to provide my rating decision, which was done, and was told on several occasions that my account would be sent to the escalation department so that the bill would be canceled and that I would owe nothing, and I still have not received any correspondence from an escalation department. I am requesting that they stop sending me any additional correspondence and delete the invoice of $1,381.08 as ultimately the information they provided did not aid in me obtaining a service connection. I ended up going to a neurologist who was able to assist with that, who i paid for. Requesting that they have on their record that I owe $0.00 and some written correspondence from them stating that I owe them $0.00.

Business Response

Date: 07/31/2024

Dear Mrs./[redacted],

We are genuinely sorry to learn of your dissatisfaction with our services, which has led you to file a complaint with the Better Business Bureau (BBB). We regret any inconvenience or frustration this situation may have caused, particularly regarding the invoice we issued for the services we believed we provided during your time with us.

Understanding that effective communication is essential, we promptly had our escalations team reach out to you. According to our records, they successfully made contact to discuss the issues at hand and to work towards a satisfactory resolution. Despite their efforts, it appears that a satisfactory outcome was not achieved. We regret that, despite these discussions, you remained unsatisfied with the resolution provided.

Following our conversation, we have taken several actions to address your concerns. We have updated your account with the details of all discussions that have transpired with our team. Additionally, we have revised your invoice and account information accordingly, and have initiated the necessary steps to close out your account in our systems.

We sincerely apologize for any inconvenience you have experienced and appreciate your patience as we worked to resolve this matter. Should you have any further concerns or require additional assistance, please do not hesitate to reach out to us.

Respectfully,
Trajector Medical

Initial Complaint

Date: 07/01/2024

Type: Service or Repair Issues

Status: Resolved

Trajectory Medical contacted me about increasing my VA Disability Rating he told me they would do all the legwork. I wouldnt have to do anything but pay him five times what my increase my disability would be they did not tell me this as far as me having to go to the doctors and do all the work until Im already signed an E sign and asked if they would release me from my contract. They said they could not do that they prayed upon me and they pray upon other people collect money for doing absolutely nothing. All I want is out. I dont want nothing to do with them, but they wont let me go. Its like theyre holding me prisoner that youre not they are shady and dont care about you take advantage of veterans for the money all the money

Customer Answer

Date: 07/09/2024

Trajectory Medical canceled the submission of my VA claim successfully. I have no beef with them anymore, but will never use them again. Thank you [redacted].

Initial Complaint

Date: 07/01/2024

Type: Service or Repair Issues

Status: Resolved

I hired Trajector to help file my claim with the VA. I had just been denied a claim for my feet(flat feet and damaged big to joints. When I got the [redacted] letters from Trajector, I did not get a letter for my feet. I also did not get a letter for my PTSD. I went ahead and filed the che VA approved my claim for my feet. I went to the doctors from the VA, who wrote down the medical information I needed for that claim. I did the leg work for my PTSD. I got approved for that condition too.Trajector said I owed them $7000, because my claims were approved. I have spoken to them multiple times and explained the claim they wrote letters for is still pending. No matter what paperwork I send them, or phone conversations I had, they keep saying the invoice is valid. This past week, I requested transcripts of all of my phone conversations and copies of all of the information they have in my file. I also asked them to no longer call me, but to contact me through mail. I continue to receive phone calls from them almost every day. I don't have a problem with paying them for the work that they did. I let then know that also. I then told them I will only pay them for anything that got approved from letters that they wrote. How can I get them to stop the constantly calling?

Business Response

Date: 07/16/2024

Dear [redacted],

I hope this message finds you well. We were very sorry to learn of your dissatisfaction with our services. It is always our intention to provide the highest level of service, and we deeply regret any negative feelings you may have experienced regarding your recent interaction with us and the associated invoice, which may have prompted your decision to file a complaint with the Better Business Bureau (BBB).

Understanding that clear and effective communication is crucial, we immediately had our escalations team reach out to you. According to our records, our team successfully contacted you to discuss your concerns and work towards a prompt resolution. We are grateful for your willingness to engage with us during this process and for giving us the opportunity to address and resolve the issues you faced.

In light of our discussions, we have updated your account to reflect the details of all communications that have taken place. Our goal is to ensure complete transparency and to keep you informed every step of the way.

Should you have any further questions or concerns, please do not hesitate to reach out. We are here to assist you and are committed to ensuring your satisfaction with our services.

Respectfully,
Trajector Medical

Customer Answer

Date: 07/16/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 06/24/2024

Type: Order Issues

Status: Answered

I started working with Trajector Medical in September of 2023 to help increase my VA disability rating. My understanding was that they would assist me with filing my claim with the VA, and would then advise me prior to any medical appointments to help ensure that I was receiving appropriate compensation. I spent 30 minutes on the phone with a representative from Trajector to list everything that I was planning on filing with the VA, and then filed the claim myself. After filing, I began reading many negative reviews about Trajector and started to regret my decision to work with them. On 3 January, 2023 I sent an email formally requesting a termination of my contract, as I did not wish to accrue any additional charges. At this time, the only service they had rendered was the 30-minute phone call. I had not yet seen any medical providers. I know that Trajector received this request because they ceased all communication with me, and I believed that I had been released from my contract. That was until months later when I received a bill. My efforts to communicate and resolve the issue with Trajector have gone largely ignored. Specifically, the part about them charging me for services that they did NOT provide. I feel like I am being taken advantage of. I would like my contract closed immediately, and any remaining balance reduced to $0.00, with a LARGE sum already paid considered compensation for the 30-minute phone call. If this company truly cares about Veterans, they should not be taking advantage of them.

Business Response

Date: 07/23/2024

Dear [redacted],

I hope this message finds you well. We are truly sorry to hear that you were dissatisfied with our services. It is always our goal to provide the highest level of customer satisfaction, and we deeply regret any negative feelings or inconvenience you experienced, particularly concerning your recent invoice. We understand that this situation led you to file a complaint with the Better Business Bureau (BBB), and for that, we sincerely apologize.

Recognizing that effective communication is crucial, we had our escalations team promptly reach out to you. According to our records, they successfully contacted you to discuss the issues at hand and worked diligently towards a resolution. We greatly appreciate your professionalism and the opportunity you provided us to address and rectify the concerns you raised.

Following our discussions, we have updated your account to reflect the details of our conversations. Additionally, I am pleased to inform you that we have processed your account for closeout, as the invoice issue has been resolved and there are no outstanding charges. A closing letter has been sent to you for your records.

Respectfully,
Trajector Medical

Initial Complaint

Date: 06/21/2024

Type: Product Issues

Status: Answered

My experience with Trajector Medical is like many here who have filed previous complaints. I started the process with them early last year and after submitting my initial claim, I was denied for everything. I talked to the Trajector team and sent in the decision letters and got no responses even after emailing them multiple times about my case. I then submitted an email to them cancelling my continued partnership with them after speaking to the VA [redacted] and finding out that their services are illegitimate and against the law. The VA told me to send them an email cancelling service and to cut all contact with this company. They also recommended I work with a local VSO which I did. And now Trajector keeps calling and emailing me to try and collect payment. I have spoken to the VA about this and somehow they have been calling in place of me and illegally requesting updates on my decision letters. This company is a fraud and others should please stay away. This company is NOT ACCREDITED therefore illegal for them to ask for money from us.38 CFR [redacted] (b) (1) says:No individual may assist claimants in the preparation, presentation, and prosecution of claims for VA benefits as an agent or attorney unless he or she has first been accredited by VA for such purpose.38 CFR [redacted] (b) says:Only accredited agents and attorneys may receive fees from claimants or appellants for their services provided in connection with representation. Recognized organizations (including their accredited representatives when acting as such) and individuals recognized under [redacted] of this part are not permitted to receive fees. An agent or attorney who may also be an accredited representative of a recognized organization may not receive such fees unless he or she has been properly designated as an agent or attorney in accordance with [redacted] of this part in his or her individual capacity as an accredited agent or attorney.

Customer Answer

Date: 07/11/2024

After submitting my initial complaint Trajector called and emailed me again regarding this complaint instead of resolving the issue through BBB. They called the VA again for information regarding my claims even though I sent multiple emails telling them to cut all ties and end service months ago. This company is a disgrace and should be taken to the authorities for what they do. I had to get an outside provider evaluation and Trajector never sent them my medical documents. I had to send them everything and then afterwards while developing my report the outside provider still needed trajector for more information and they never provided it. Outside provider finally decided to send me the report regardless of the failure from Trajector to assists in the process.

Business Response

Date: 07/15/2024

Dear [redacted],

We are sorry to hear that you are dissatisfied with our services. We regret any negative feelings regarding your experience with us, which [redacted] have led you to file a complain

with the BBB. We apologize for any misunderstandings that [redacted] have occurred with your account and the invoice we issued for services rendered.

As you [redacted] be aware, Trajector Medical is not accredited with the VA, and the rules and regulations governing legal services or similar services mentioned in 38 C.F.R do not apply to us. We are not a legal service, do not represent you, and do not submit claims to the VA on your behalf. We are not affiliated with the VA nor communicate with them in any capacity. This information is clearly outlined in the agreement you read, acknowledged, and signed before any services were rendered and any increases awarded for your VA claims, which also includes our fee structure. We are able to charge for our services without violating 38 C.F.R or similar laws.

Regrettably, you have been uncooperative and non-compliant with our Escalations Team. At this time, due to the unresolved dispute over your invoice, your account will remain active with our finance/invoicing team. Should you wish to resolve this matter amicably, please reach out to us.

Respectfully,
Trajector Medical

Customer Answer

Date: 07/16/2024

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **21880314**

I am rejecting this response because:

I have spoken with your escalations team and again they do not listen to the facts that Trajector did not provide services beyond the initial call and claim. Once I was denied everything I was on my own from there, having to reach out to outside medical providers, and using a local VSO. Now you guys are trying to take credit for services not rednered by your company. I will not accept this.

Regards,
[redacted]

Business Response

Date: 07/25/2024

Dear [redacted],

Because we do not represent clients before the VA, we lack the ability to confirm if and how the VA considered the medical evidence we developed for a client of Trajector Medical. Our business model, therefore, depends entirely on the Veterans promise to provide us with award letters and other documentation to validate whether our evidence contributed to thei increased rating. You acknowledged and accepted this obligation when you signed your agreement with us.

We deeply value our relationship with our clients and always strive to ensure fairness and satisfaction while assisting in the development of medical evidence. As a demonstration of our commitment to addressing your concerns, we are more than willing to consider adjusting or canceling your outstanding Invoice. However, in order to proceed with this, we kindly request that you provide us with your most current Rating Decision Letter ([redacted]). If the [redacted] does not show that our evidence was used in awarding your increase, we will cancel the invoice accordingly.

It was a pleasure to have been a part of your journey to increasing your rating; made even more gratifying by the fact that this is typically a lifelong increase. We value the trust that ou clients place in us and remain committed to transparent, ethical, and professional assistance in the development of medical evidence. We look forward to hearing from you soon to reach an amicable resolution.

respectfully,
Trajector Medical

Customer Answer

Date: 07/29/2024

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **21880314**

I am rejecting this response because:

As stated previously, after speaking with my local VSO about this matter I was informed that I am not required to send anyone my information regarding my disability. With their recommendation to submit a complaint on BBB I have moved forward with this process and you guys are still asking for my information. I submitted a cancellation request with you guys through email months ago. Again I reject your response based on the recommendation from the VA and my VSO.

Regards,
[redacted]

Business Response

Date: 07/30/2024

Dear [redacted],

We would like to reiterate our position and clarify our procedures, as there seems to be some misunderstanding. Our organization does not represent clients before the VA, and as such, we do not have the capability to verify if and how the VA considers the medical evidence we develop for our clients. Our business model relies entirely on the veterans commitment to provide us with award letters and other relevant documentation. This allows us to determine whether our evidence contributed to an increased rating. When you signed your agreement with us, you acknowledged and accepted this responsibility. The advice

from the VA or your Veterans [redacted] to withhold the information we requested does not alter our agreement.

We value our relationship with our clients and are dedicated to ensuring fairness and satisfaction while assisting in the development of medical evidence. In an effort to address your concerns, we are open to discussing the adjustment or cancellation of your outstanding invoice. To proceed, we kindly request that you provide us with your most current Rating Decision Letter ([redacted]). If the [redacted] indicates that our evidence was not used in awarding your increase, we will cancel the invoice accordingly.

Until we receive the requested documentation, your account will remain active with our finance team, who will continue to communicate with you regarding the outstanding invoice for the services we provided.

Respectfully,
Trajector Medical

Prev. 1 ... 11 12 13 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

Share

Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 06/20/2024

Type: Service or Repair Issues

Status: Answered

I was a client of Strategic Veteran/Vet [redacted] from 2019 to 2023. They helped me eventually achieve a 70% compensation rating (at great expense), though they failed to pursue claims that not only impact me on a daily basis but things included in my original claim dated 12/14/17; I stated almost every time I spoke to a battle [redacted] representative that I wanted to continue moving forward with achieving these Service Connected claims, or at least continue the claim (so that it would be covered under the initial claim date). They refused to address my wishes and instead pressed on with unauthorized claims which had the potential to threaten my livelihood. I finally fired them in February 2024 after I beecame aware of their numerous and unauthorized attempts at filing a PTSD claim in my name, despite initial, specific instruction to them (my initial stipulation granting them authorization to move forward with their services as long as PTSD was NEVER mentioned or attempted to be claimed), yet they continued to press the matter despite never having my authorization. Due to their inaction and not following my wants/demands, I estimate that it also cost me at least $12,000 in VA benefits and back-pay (for things that were in my initial claim from 2017 but they let lapse until 2022).

Business Response

Date: 07/11/2024

Dear [redacted],

We are sorry to hear that you are dissatisfied with our services. We regret any negative feelings resulting from your experience with us, which may have led to your complaint with the Better Business Bureau. We apologize for any misunderstandings with your assigned team and our ability to address your concerns.

Regarding your claims, please note that we neither have the ability nor the authorization to file claims on your behalf. We are not a legal service, do not represent you, and do not submit claims to the VA. Additionally, we are not affiliated with the VA and do not communicate with them in any capacity. This information is clearly outlined in the agreemen that you reviewed, acknowledged, and signed before any services were rendered or claims were issued to you. We regret that the VA's decision to deny your claims may have led you to believe that we caused you to miss out on potential benefits. We cannot guarantee positive outcomes or influence the VA's decisions in any way.

We have confirmed that your account was closed in our systems as of March. Consequently we are unable to assist you further as you are no longer a client with us. Please accept our

sincere apologies for any negative feelings you have experienced.

Respectfully,
Trajector Medical

Customer Answer

Date: 07/17/2024

I was a client of Strategic Veteran/Vet Comp & Pen/Trajector Medical from 2019 to 2023. They helped me eventually achieve a 70% compensation rating (at great expense), though they failed to pursue claims that not only impact me on a daily basis but things included in my original claim dated 12/14/17; I stated almost every time I spoke to a battle buddy/Trajector representative that I wanted to continue moving forward with achieving these Service Connected claims, or at least continue the claim (so that it would be covered under the initial claim date). They refused to address my wishes and instead pressed on with unauthorized claims which had the potential to threaten my livelihood.

I finally fired them in February 2024 after I became aware of their numerous and unauthorized attempts at filing a PTSD claim in my name, despite initial, specific instruction to them (my initial stipulation granting them authorization to move forward with their services as long as PTSD was NEVER mentioned or attempted to be claimed), yet they continued to press the matter despite never having my authorization. Due to their inaction and not following my wants/demands, I estimate that it also cost me at least $12,000 in VA benefits and back-pay (for things that were in my initial claim from 2017 but they let lapse until 2022).

Initial Complaint

Date: 06/20/2024

Type: Customer Service Issues

Status: Answered

This company represents itself as an entity that guides and supports you throughout the process of Filing for VA benefits. What ACTUALLY occurs, is that they have someone ask you what you want to file for, then simply send you the information that you give them back to you, so that you can file yourself. At that point, they provide no service to you whatsoever, other than frequent phone calls to remind you to send you the outcome so that they can bill you. At no point during the 14 months that I was waiting for my case to get settled, did they provide any support. they do not set up appointments. they do not contact the VA on your behalf. they literally provide nothing except for making a list for you to send to the [redacted]. This company does not provide any tangible assistance. All medical information used to evolve your case comes from the VA itself, after YOU file your claim. They are very misleading, preying on people just trying to get some help in their lives.

trying to charge someone multiple thousands of dollars, simply for filling out a questionnaire, and then having them do every other aspect of the process, should absolutely fall into the criminal category. Places like this should be shut down, as it simply exists to siphon money from vulnerable people who sign on in the hope that they are getting an advocate that never materializes.

Business Response

Date: 07/10/2024

Dear [redacted],

We regret to hear of your dissatisfaction with our services and the support you received. We understand your frustration regarding the invoice you disagree with, and we apologize for any confusion or perceived injustice related to your agreement with us.

We genuinely wished to resolve your dispute and address your account concerns, but unfortunately, we were unable to reach a satisfactory resolution despite our numerous attempts. Your lack of cooperation and refusal to accept our offers or resolutions, despite willingly signing up for our services, has made this process challenging. All fees and terms were clearly outlined in the agreement you read, acknowledged, and signed before any services were rendered, which have ultimately led to the increased benefits you now receive.

Given the ongoing invoice issue and the absence of any documentation from you proving the invoice to be invalid, your account remains active with our finance team. We remain open to discussing these matters further and working towards a peaceful resolution. Should you wish to engage in a constructive dialogue, please contact us at your earliest convenience.

Respectfully,
Trajector Medical

Initial Complaint

Date: 06/17/2024

Type: Service or Repair Issues

Status: Answered

They are taking advantage of Veterans. They promised to give a dedicated team to help you yet every time they called it was someone new I have never spoken too. Even then I could not understand a single one of them because they hired a third party company overseas to handle these calls. I spent hours online filling out everything they asked for, then another hour or so on the phone. All they did was copy and paste it to the document, have me go over it all again and then I submitted the paperwork. They did nothing to help me, it was me who did all of the work. Why do they deserve over $6,100 for doing less than 20% of the work? I have tried to call in several times to add new claims only to be told that I needed to wait for the initial claims to come back, so I did. Yet every time after that I called

in every single person I spoke to said they do not see the other claims I am talking about, so I have to sit there and add it again and again and again. This company is a joke and needs to be stopped. I have already contacted my Congressman and he is gathering up all of the needed information. If you are looking to use Trajector, save yourself and run far and fast away from them. They are taking hard earned and well deserved compensation from those who need it. I have no job and am deemed unemployable and need every dime I get to survive and keep a roof over my families head and food on the table.

Business Response

Date: 07/05/2024

Dear [redacted],

We regret to hear that you are dissatisfied with our services and feel that we have not provided adequate support. We understand that receiving an invoice with which you disagree can be frustrating, and we are sincerely sorry for any inconvenience this may have caused you.

It is always our priority to resolve any concerns and disputes amicably. We value open communication and had hoped to address and resolve this issue with you in a timely manner. Unfortunately, despite our repeated efforts to engage and find a mutually acceptable resolution, we have been unable to progress due to a lack of cooperation on your part. We are particularly concerned that you have not provided any documentation to substantiate your claim that the invoice is invalid.

At this juncture, due to the unresolved nature of your invoice dispute, your account will continue to be managed by our finance team. It is important to note that your lack of responsiveness significantly complicates the situation and impedes our ability to reach a resolution.

We genuinely wish to resolve this matter and would welcome the opportunity to discuss your concerns in detail. Should you decide to engage with us to find a resolution, please do not hesitate to reach out. We are committed to working with you to address your concerns and find a satisfactory solution.

Thank you for your attention to this matter.

Respectfully,
Trajector Medical

Customer Answer

Date: 07/06/2024

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]

Complaint: **21854874**

I am rejecting this response because: it is a lie, we have been communicating back and forth and it is me who is waiting on a response from them via email. Not the other way around. This company once again proved they are a sham and just out to get as much money as they can from the people who are willing to die to defend them. What a shame!

Regards,

Business Response

Date: 07/10/2024

Dear [redacted],

We regret that our previous response regarding your account did not meet with your acceptance. Although there has been a disagreement between us, our records indicate that you have not been responsive after our escalation team attempted to address your concerns and the associated invoice. Despite our concerted efforts to engage with you, we have unfortunately been unable to reach a resolution. Consequently, we have had to consider our options for proceeding.

After a thorough review of your account, we have decided to process it for closure. We firmly believe that the invoice we issued is valid, particularly since we have not received any documentation from you to dispute it. Nevertheless, we have updated your invoice as we determined this to be the most appropriate course of action. We believe that our resources can be better utilized elsewhere.

Your account has been processed for closeout. You should not expect any further outreach from us.

Regards,
Trajector Medical

Initial Complaint

Date: 06/17/2024

Type: Order Issues

Status: Resolved

I contacted Trajector to help with a VA claim. I talked to one of their representatives and they basically explained I do everything myself. They sent me a questionnaire asking about [redacted]. I answered the questionnaire and then received an email stating my “medical evidence” was ready to download and they wanted me to sign another contract. I never downloaded the “evidence”, which would’ve just been my answers since they didn’t do anything besides that, nor did I sign their additional contract. I was denied by the VA for having irritable bowl syndrome, which was the only thing they even talked to me about. I ended up using the [redacted] as a free service and was reevaluated through the VA and received a higher rating on a pre-existing claim. When I got that new rating trajector

reached out stating I owed them over $1500. They continually called and called and emailed and I replied stating this same thing to them. They just sent me a letter stating they'd settle for 50% off if I pay in full by August. They provided zero help and didn't do anything to get me a higher rating but feel their entitled to get paid and continue to harass me. They're not entitled to anything from me and didn't do anything to help me out. I want this taken care of before they try and send it to collections and ruin my credit because their sense of entitlement. If they had actually helped me I would've have an issue paying for their services.

Customer Answer

Date: 06/18/2024

Trajector has responded and taken care of the issue. If you could please close out this complaint I would appreciate it.
[redacted]

Customer Answer

Date: 06/18/2024

Trajector has responded and taken care of the issue. If you could please close out this complaint I would appreciate it.
[redacted]

Initial Complaint

Date: 06/13/2024

Type: Order Issues

Status: Answered

December 12, 2023, Trajectory Medical, explained they would be handling all processes, coaching, and medical paperwork Conducting root cause analysis to determine if disabilities are potentially VA [redacted] connectable. Begin the process to determine the appropriate disability impairment rating and the disability onset date (which relates to the VA % rating and effective date). Both Engaged in a Medical Evidence Specialist Strategy Call which consisted of someone telling me I would be awarded all my medical benefits because of what they had gathered. Both Engage in a [redacted] Session Prior to Medical Exam which there was no meetings. My wife who is in the legal field prepared all my paperwork and told me what to expect after realizing we were defrauded in believing this company helps veterans. Me and my wife did the leg work. What this company does is tell you to apply for all your injuries and see which ones will qualify to charge you. There is no leg work or informing you of appeal rights etc. They con you into choosing injuries to get paid through your pain and suffering. There lic. should be pulled.

Business Response

Date: 07/02/2024

Dear [redacted],

We regret to hear that you are dissatisfied with our handling of your account and the recent invoicing matter. Please be assured that we have always operated with integrity and transparency. The invoice in question pertains to the services we firmly believe we have provided.

Despite numerous attempts by our dedicated escalations team to resolve this matter through dialogue, we have been unable to establish meaningful communication with you. It appears there has been a reluctance on your part to engage constructively, which has hindered our efforts to address and resolve your concerns comprehensively.

After a thorough review of your account, we have decided to proceed with the closure of your account. While we stand by the validity of the issued invoice, we acknowledge that you have not provided the necessary documentation to contest it. Therefore, in light of your negative stance, we have updated the invoice accordingly and will no longer pursue any further outreach.

Respectfully,

Initial Complaint

Date: 06/06/2024

Type: Sales and Advertising Issues

Status: Answered

I first contacted and signed a contract with Trajector Medical back in 2022. They helped me get a disability rating with the VA. But then they kept charging me for every increase even thought they had nothing to do with the other rating increases. I paid them anyway and then had to go through the BBB to get out of the contract. They finally canceled my contract with the excellent help of the BBB. In April [redacted] myself. Now in June [redacted] all they have done so far is called me and asked me some questions. Well now I attended a workshop through the VA where they helped me to file a new claim and they were even able to do a C&P medical exam on site. So now I would like help terminating this contract. I am afraid they will try and charge me for very little to no work done to help me. I made the mistake of reupping with this company but I don't plan on contactng them again after these bad experiences.

Business Response

Date: 06/25/2024

Dear [redacted],
We are deeply concerned to learn about your dissatisfaction with our services, and we sincerely apologize for any inconvenience or negative experiences you have encountered

regarding your account. It is truly regrettable that our service has not met your expectations and we understand the importance of addressing your concerns promptly and effectively.

Recognizing the importance of clear and open communication, we immediately engaged our escalations team to reach out to you. According to our records, our team successfully connected with you to discuss your concerns in detail and work towards a satisfactory resolution. We are grateful for the opportunity to address your issues and appreciate your patience throughout this process.

Following our discussions, we have diligently updated your account with a comprehensive record of all communications and actions taken. We have also initiated the closure of your account as per your request. For your reference and records, we have dispatched an officia account closure letter to you.
Respectfully,
Trajector Medical

Initial Complaint

Date: 06/01/2024

Type: Order Issues

Status: Resolved

After my last VA claim denial letter (VA letter dated April 12, 2024), I notified Trajector Medical and they asked me to upload my denial letter to the portal, which I did on 4//22/24 (I have an email confirmation of the upload). On the same day, I asked them via recorded phone conversation to close-out my account and terminate my agreement. They assured me that the review and close-out would take two weeks. I have since sent them an email every week since for 4/22/24 (status of contract close-out), and the only response I get is my inquiry has been elevated. I am requesting a close-out and contract cancellation.

Business Response

Date: 06/20/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and wish to extend our sincerest apologies for any inconvenience you have encountered, particularly concerning the handling and closure of your account.

We acknowledge that effective communication is fundamental to resolving any issues, and our escalations team has proactively reached out to you. According to our records, our team successfully connected with you to discuss your concerns and work collaboratively towards a satisfactory resolution. We are truly grateful for the opportunity you afforded us to address and rectify the issues you faced.

Following our discussions, we have meticulously updated your account with the details of the conversations that took place. We have also proceeded with the closure of your accoun

as requested. For your records and future reference, we have sent you a formal account closure letter.

Respectfully,
Trajector Medical

Customer Answer

Date: 06/20/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 05/29/2024

Type: Order Issues

Status: Resolved

I made contact with Trajector and then immediately had a 1.5 hour call from them on May 16th. My issues are:1. Poor communication and responsiveness. I have asked to remove two questionnaire items on multiple occasions and have only once spoken with a rep there (after several calls and waiting almost a full day for a response) - to no avail. I have the dates and times of emails, texts and calls. I still get emails nagging me on those topics. 2. Failure to respond. I have sent two emails per the agreement seeking termination of the agreement and no further contract. I also texted them with the same request. No response received yet the scheduled MES call on May 29th, which I told them i would not take, has been attempted now four times. 3. Potential efforts to coerce me to provide inaccurate information to the VA. Despite telling the initial rep on the phone that I did not have PTSD nor was unemployed due to a disability, and speaking to another rep to remove those items, I continue to be directed and nagged to fill those out. I don't have those issues. However the emails reminders state that I will be "prioritized" if I fill those forms out within the next 48 hours. 4. High pressure/confusing telephonic sales efforts - the person who initially called me was often unintelligible and pressured me to sign and initial the agreement while we were on the phone w/o allowing me time to read the agreement, even though I said I was viewing it on my phone and couldn't really see much of it. Upon reading the agreement later, I saw that items in the agreement that I did not agree with. Thus, my request to terminate the agreement.5. Deceptive agreement. The agreement states that no matter how I get a VA increase, Trajector gets paid, even if they did nothing.

Business Response

Date: 06/18/2024

Dear [redacted],

We are truly sorry to hear about your dissatisfaction with our services. We deeply regret any frustration or negative feelings you [redacted] have experienced regarding your account, as well as any misunderstandings or lack of information that [redacted] have occurred concerning your package.

At Trajector Medical, we recognize that clear communication is essential in resolving any issues. To address your concerns, our escalations team reached out to you directly. According to our records, they successfully contacted you to discuss the matters at hand and worked collaboratively toward a resolution. We are grateful for the opportunity to address your concerns and rectify any issues.

Following our discussion, we have updated your account to reflect the details of the conversations that have transpired with our team. We have also processed your request for account closure.

Thank you for allowing us to assist you in resolving these issues, and we apologize for any inconvenience caused. If you have any further questions or need additional support, please do not hesitate to reach out to us.

Respectfully,
Trajector Medical

Customer Answer

Date: 06/18/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 05/28/2024

Type: Service or Repair Issues

Status: Answered

Trajector Medical claimed to "develop medical evidence" in support of a claim for compensation. However, what they ended up providing was a number of copy and pasted VA forms for submission.These forms were so riddled with spelling, grammatical, and factual errors, that they were completely unusable. Errors included stating that my home address was at my doctor's [redacted] Stating that my hematologist's office is in a state on the other side of the country, and making medical claims that quite possibly fraudulent..

The medical claims they made that are possibly fraudulent include coronary artery disease, stomach hernia, and deformity of a personal nature.When these issues were brought to Trajector's attention, they refused to correct them, and submitted the forms despite me telling them not to.

Business Response

Date: 06/14/2024

Dear [redacted],

We regret to hear that you are experiencing difficulties with your account and invoice. We understand that you are frustrated with the invoice you received, which we issued for services we believe were provided to you.

Despite our repeated efforts to communicate with you, managed exclusively by our escalations team, we have been unable to establish a constructive dialogue. Unfortunately, our attempts to engage with you have been met with a lack of cooperation and responsiveness.

After a thorough review of your account, we have decided to proceed with closing it. We believe the invoice we issued is valid, particularly as we have not received any documentation from you that contradicts our records. In light of your lack of response, we have made the decision to update your invoice and conclude this matter. We believe this course of action is the most prudent given the circumstances and allows us to allocate our resources more effectively.

Your account has been processed for closure, and you will not receive further communication from us regarding this issue.

Respectfully,
Trajector Medical

Initial Complaint

Date: 05/28/2024

Type: Ad Sales and Advertising Issues

Status: Resolved

I hired Trajector Disability to help me increase my VA disability rating in October 2023. At the time that I spoke to the representative over the phone, they explained to me that they would NOT take ANY money from me unless they got me to a 100% rating. They also stated that if I was denied for anything they would work on the appeal. At the time my rating was at 80%. After having my [redacted] appointment I called Trajectory because the PA mentioned I needed to claim something else, they NEVER filed it, they also never filed for my PTSD that they themselves questioned if I had a C&P appointment for because the PA never evaluated me for. After being awarded 90% & TDIU they stopped working on my case & are now billing me $9,000, doing NO appeals on what I was denied for, or filing

what they missed. I talked to them several times about the issue and they refuse to do anything to resolve it. I do not feel like they followed through with their promises, nor should I have to pay them for this false advertisement. Now they just call and email me daily demanding I pay. They offer no help or explanation.

Customer Answer

Date: 05/28/2024

The company has called me and is working to rectify the situation.

Business Response

Date: 06/14/2024

Dear Mrs./[redacted],

We are truly sorry to hear that you are dissatisfied with our services and feel unsupported. We regret that you feel misled and that we were unable to meet your service expectations. Our recent decision to discontinue certain services was made thoughtfully, though we understand it has caused frustration.

Regarding your claims, we regret that they were denied and acknowledge your need for assistance with appeals. While we strive to support every veteran in obtaining the benefits they are medically and ethically qualified for, we cannot guarantee the outcomes of submitted claims. We apologize for any negative feelings this process may have caused.

Understanding the importance of communication, our escalations team has reached out to you. According to our records, they were able to discuss your concerns and work towards a resolution. We appreciate the opportunity to address your issues.

We have updated your account with the details of these discussions. Should you have any further questions or concerns, please do not hesitate to contact us.

Respectfully,
Trajector Medical

Customer Answer

Date: 06/14/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Prev. 1 ... 12 13 14 ... 28 Next

Trajector Medical is BBB Accredited.

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This business has committed to upholding the BBB Standards for Trust.

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Medical Service Organization

Trajector Medical

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BBB Accredited Business

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

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BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 05/22/2024

Type: Service or Repair Issues

Status: Resolved

I have used Trajector since 12-2023. To say that I am dissatisfied with the service is an understatement. I signed a contract with them, which allows them to collect from me, on any increase I receive. I was told that I would receive calls with what to expect from the evaluation process, that I would be assigned a dedicated team that would help me handle all my claims step by step through the process. I recvd a call to set up an appt prior to my different C&P exams. Yet they missed the appt several times. They are taking advantage of veterans. I called to speak with someone to settle the acct and the lady on the line kept repeating the [redacted] cant tell us what to charge. I corrected her numerous times that its the VA not the [redacted].

Customer Answer

Date: 05/24/2024

I wanted to add that all calls were taken by an outsourced overseas company and extremely hard to understand or communicate with. It was simply reading and repeating from a script. And when communication was sent, I had to correct their mistakes. (To include spelling errors)

Customer Answer

Date: 05/31/2024

Trajector did reach out and this has been resolved. Our account is now closed.

Initial Complaint

Date: 05/20/2024

Type: Service or Repair Issues

Status: Answered

My wife contacted Trajector for help with the VA, thinking they were legit. They said they'd gett all appt's lined up, get the records, etc, and help her with her VA disability claim.They lined up her first appt, and I went with her. Her claim was denied on the spot because The never got my wife's records.Trajector seemed disorganized, and most of the "battle buddies" (what a joke), who are supposed to be your helpers/contacts, have very poor

English skills for the most part and they are hard to understand.My wife then contacted them by phone and email, telling them she was firing them, that they were of no help and failed a simple job-getting medical records.She now has a genuine law firm that's doing an excellent job, what Trajector said that they would do.For the past year or so, they keep sending her email's and VM stating that she owes them $7000.00.My wife has service connected mental health disability and this is getting her upset. She's crying, thinking she's going to go to jail.Please don't deal with this company. If they're not a fraud, they're awfully close to being one.I want them to stop harassing my wife and withdraw the claim that she owes them anything.Like I said, the ONLY thing they did for her case was to s[redacted]up the first visit and get it denied, then they were fired. She doesn't owe them anything. The VA needs to look into this outfit.

Business Response

Date: 06/05/2024

Dear [redacted],

We are deeply sorry to learn that your wife is dissatisfied with our services and feels that we have not provided the appropriate support. We understand that she disagrees with her invoice, and we regret any frustration this disagreement may have caused.

We would have welcomed the opportunity to discuss her concerns regarding her account. Unfortunately, despite our sincere efforts to reach out and engage in a constructive dialogue, we have not received any response from her. Our escalations team has made multiple attempts to contact her to address and resolve these issues, but we have not been successful in establishing communication.

As a result, due to the unresolved nature of the invoice dispute, her account will remain active with our finance team. Her reluctance to engage in discussions with us has hindered our ability to find a satisfactory resolution to her concerns.

We remain committed to resolving this matter amicably and encourage her to contact us directly at her earliest convenience. We are hopeful that, through open and cooperative communication, we can address and resolve her concerns effectively.

Respectfully,
Trajector Medical

Initial Complaint

Date: 05/17/2024

Type: Service or Repair Issues

Status: Answered

I began using this company because I found them online. They promised to help me with my VA claim and they promised that I would be assigned a team that would walk me through the process but after I submitted my paperwork to the VA for my claim they never

answered or returned my phone calls. They never followed through with walking me through the process. They never answered my calls about my appointments. Which was all promised at the beginning of this transaction. Now that I received my claim from the VA all of the sudden they are sending me a Bill and harassing me about payment even after I told them I wish to close my account and not work with them because I basically did all of the work on my own. This company is a scam.

Business Response

Date: 06/03/2024

Dear [redacted],

I hope this message finds you well. We regret to hear that you are dissatisfied with our services and feel that we did not adequately support you. We understand that receiving an invoice you disagree with [redacted] have caused frustration, and we are sorry that this has led you to believe we are attempting to scam you by issuing an invoice for services we believe were provided.

We would have appreciated the opportunity to discuss your dispute and review your account. Unfortunately, despite our efforts to connect with you, including multiple attempts by our escalations team, we have not received a response from you.

Given the unresolved status of the invoice, your account will remain under review with our finance team. Your unwillingness to engage in a resolution, despite our repeated attempts to communicate our position, has left us at an impasse.

We remain committed to resolving this matter amicably and are here to assist you in finding a solution. Should you wish to reach a resolution in a peaceful manner, please do not hesitate to contact us.

Respectfully,

Trajector Medical

Initial Complaint

Date: 05/17/2024

Type: Service or Repair Issues

Status: Resolved

Trajectory Medical had me file 2 claims with the VA in the summer of 2023, one was for Sleep Apnea and one was for mood depression. Both were denied. Then they tried to have me file for hypertension, which I didn't file due to not having blood pressure problems. The next time they called I told them I no longer wanted there services since every claim I filed was being denied and they wanting me to file claims for conditions that I did not have. In the the fall 2023 I found out how to file on my own by watching a [redacted] video. I file another claim for an increase for the original medical problem that I had asked them to do.

Their policy was that if they didn't get you results there wasn't a charge. In March the claim I filed was approved. Now they are continuously calling me wanting a fee for the increase I received for the claim I filed, that they had nothing to do with. I would like to for them to stop harassing me for money that they had nothing to do with. I now see why they have complaint with BBB. They should not be allowed to do Veterans with disabilities this way.

Business Response

Date: 06/04/2024

Dear [redacted],

We extend our sincerest apologies for any dissatisfaction you may have experienced in your recent interactions with our company. Your feedback regarding the breakdown in communication with your account and the invoicing team is of utmost importance to us, and we deeply regret any negative sentiments it may have caused.

At Trajector Medical, we recognize that effective communication serves as the cornerstone of successful relationships with our valued clients. In light of your concerns, our dedicated escalations team promptly intervened to address the issues at hand. According to our thorough documentation, efforts were made to establish contact with you in order to engage in meaningful dialogue and collaborate on finding a satisfactory resolution.

We truly value the opportunity to rectify any shortcomings and restore your confidence in our services. As a result of the constructive discussions held, pertinent updates have been made to your account to reflect the details of our correspondence with the relevant teams. Additionally, we have diligently revised your invoice to accurately reflect the agreed-upon terms. Furthermore, we have taken the necessary steps to ensure the closure of your account within our systems, thereby ceasing any further communication from our end.

Respectfully,
Trajector Medical

Customer Answer

Date: 06/04/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 05/15/2024

Type: Customer Service Issues

Status: Answered

Summer of 2023 I contacted Trajector Medical help me file my VA Disability Papers. They did not disclose to me they were not attorneys. I assumed they were attorneys. I won 1 claimof $1000.00 & they are asking for their share of $800.00. Diasability Attorneys only ask for 1/3 of what you get. I never gave them my bank information so they are billing me for this. They also have called me asking for this $800.00.They only won me 1 claim. there were 8 or 9 others that got denied cause they were not done properly. Now I have to get a disability Attorney & file an appeal. I am willing to give them a couple hundred dollars but not the $800.00. They tired to ripped me off & delayed my full disability .

Business Response

Date: 06/04/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and your perception that our support fell short of your expectations. It is disheartening to hear that you disagree with the details of your invoice. We understand that receiving an invoice that does not align with your expectations can be frustrating and may lead to concerns about the integrity of our business practices. Please know that issuing invoices for services rendered is standard practice, and it is not our intention to cause any distress.

We would have welcomed the opportunity to address your concerns and clarify any discrepancies in your account. Regrettably, despite our repeated attempts to engage with you, we have been unable to initiate a dialogue. Our escalations team has reached out to you on multiple occasions, but we have not received a response.

As a result of the unresolved invoice matter, your account remains active with our finance department. However, your reluctance to engage in constructive dialogue to resolve this issue has hindered our ability to reach a satisfactory resolution.

Should you be open to resolving this matter amicably, we encourage you to contact us at your earliest convenience. We are committed to finding a mutually beneficial solution.

Respectfully,

Trajector Medical

Initial Complaint

Date: 05/15/2024

Type: Service or Repair Issues

Status: Answered

Trajector Medical was paid over $7000 to assist with my VA claim for a Total Disability Individual Unemployability (TDIU) case , which the [redacted] has revoked and stated that it committed a Clear Unmistakable Error. So I paid for a claim that I NEVER had, I'm back to the beginning. I want for Trajector assistance to work on my behalf . I've called possibly more than 10 times for Trajector assistance, all I get is that the case is closed .

Business Response

Date: 05/15/2024

Dear [redacted],

We extend our sincere apologies upon learning of the recent notification from the VA regarding the modification of your unemployability claim (TDIU), which we had previously supported, and their decision to revoke it. Such revisions, unfortunately, occur at times during the VA's file reviews and can yield unfavorable outcomes.

We acknowledge your investment in our services in assisting you with the claim and deeply regret any lapse in addressing your inquiries or apprehensions. In response to your recent complaint and the subsequent alteration in your case by the VA, we have promptly undertaken a thorough review of your account. Our team is diligently processing your account to determine the appropriate course of action. Please be assured that we are actively exploring all facets of your case to provide you with the necessary assistance.

In the interim, should you have any questions or concerns, please do not hesitate to reach out to us. We are committed to guiding you through this process and ensuring your needs are addressed effectively.

Warm regards,
Trajector Medical

Customer Answer

Date: 05/20/2024

I appreciate for the BBB assistance on this matter. Thank you.

Initial Complaint

Date: 05/13/2024

Type: Service or Repair Issues

Status: Resolved

I decided get help with Trajector Medical for a disability increase. That was the worse decision I have ever made. I was contacted and answered a few questions during a thirty minute phone call and I received a page of where they just typed everything I said to them on the phone. I was told to submit this page and honestly I changed a few things on this form and submitted. They were suppose to help prepare me for my c&p exams and every time I called I got no answer. I would leave a voice mail and would not receive a call back. They did not help me and then when my claim was completed all of a sudden they remembered I existed. Now they are sending me emails and calling me about the fees I owe. This company is ridiculous. I answered one of there phone calls and [redacted] explaining how they did not help me at all and they have like a script or something and keep repeating that they did help and now I owe. How did they even know my claim was complete, how do they know I submitted the one page paper they gave me; which was just typing what I said? Are they impersonating me? Are they even accredited? Horrible experience and I know I am not the only veteran that had this experience from this predatory company.

Business Response

Date: 05/28/2024

Dear [redacted],

We are deeply sorry to hear that you are dissatisfied with our services. We regret any frustration caused by the communication issues you experienced with your account and our invoicing team.

We fully recognize the importance of clear and effective communication. To address your concerns, we had our escalations team reach out to you. According to our records, they were able to contact you to discuss the issues and work towards a resolution. Unfortunately, it appears that a satisfactory resolution was not achieved despite their efforts to address your questions.

In light of our discussions, we have updated your account with detailed notes from all communications with our team. We will proceed with closing your account once your outstanding invoice is resolved. If you have any further questions or concerns, please do not hesitate to contact us.

Respectfully,
Trajector Medical

Customer Answer

Date: 05/28/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID

Initial Complaint

Date: 05/13/2024

Type: Service or Repair Issues

Status: Answered

I have been out of the Navy for two years. Trajector medical ended up calling me a few times, eventually I took them up on their offer. That same day I had found out that the same service was free from the local DAV. So the next time I was contacted by them, I said I was not going to be going to any appointments because I could get the service done elsewhere for free and I thought they would stop calling me and they did for a little bit so when three months passed And I got an appointment slip in the mail I just figured it was a late appointment from my initial VA claim that was not done through trajector medical so I went and now theyre claiming that they set up that appointment and that I owe them a certain amount of money, even though I literally told them I do not want their services and instead of just closing out my account because I have made it very clear that if I tell you, I do not want your services any further and you send me an appointment slip (months later) that looks like its for the VA then I shouldnt know them a cent. And now they harass me once or twice a day, even after being told that they will not contact me because I made it very clear. I will not be paying any sum of money because before I utilized any of their appointments or any of their resources had said I wanted them to stop contacting me and I didnt want to go to any of these appointments. Now theyre asking me for service fees and other things to just take more of my money again they will not be getting any my money. They are extremely predatory and it seems like this misunderstanding may also be predatory in nature.

Business Response

Date: 05/28/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and understand your concerns regarding your invoice. We apologize for any frustration this may have caused.

We value the opportunity to discuss your dispute and account. Despite our numerous attempts to contact you for a resolution, we have not received a response.

As a result, your account remains active with our finance team due to the unresolved invoice. Your lack of response to our efforts to communicate has hindered our ability to resolve the issue.

If you wish to resolve this matter amicably, please reach out to us.

Respectfully,

Initial Complaint

Date: 05/06/2024

Type: Service or Repair Issues

Status: Resolved

I have used Trajector (Formerly Vet Comp and Pen) for the past few years. To say that I am dissatisfied with the service is an understatement. I signed a contract with them, which allows them to collect from me, on any increase I receive, no matter if they conduct the work or not. This latest round, I had contacted them because I no longer wanted to use them and was going to fill out the paperwork myself. I was reminded that they would still collect and required me to inform them of any increase. They promised the world on my initial screening. I was told that I would receive calls with what to expect from the evaluation process, that I would be assigned a dedicated team that would handle all my claims. Instead, I was peppered with invoices, received repeated calls to see if I received any increases and only received one call through my five different C&P examinations, which focused more on letting me know that I had to send proof of increases to them. There has been nothing positive that I can say about them. They are poaching off of veterans. I called to speak with someone to settle this account and was told I would get a call back, instead, I have gotten numerous text and phone call reminders to make my final payment.

Customer Answer

Date: 05/15/2024

I had immediate contact from Trajector Medical who communicated very well with me, fully explained situations that I was not clear on, and came to a resolution with me. Outside of my frustration, due to misunderstanding, they made the daunting task of dealing with the paperwork a breeze and gave me the confidence to file my claims and get my injuries rated for treatment.

Initial Complaint

Date: 05/06/2024

Type: Order Issues

Status: Answered

I did all the work for Trajector Medical, and now they send me a bill for 862 dollars, and I didnt get an increase in rate I am still at 10% with my VA Disibility why do I owe them anything?

Business Response

Date: 05/21/2024

Dear [redacted],

We regret to hear that you are dissatisfied with our services and feel that we have not provided adequate support. We understand that you are frustrated with your invoice and we apologize for any inconvenience this may have caused.
We would have welcomed the opportunity to discuss your concerns and resolve the issue, but unfortunately, we have not received a response from you despite our numerous attempts to connect. As the invoice remains unresolved, your account will remain active with our finance team. Your lack of response to our efforts to address the matter prevents us from moving forward.

If you would like to resolve this issue amicably, please contact us at your earliest convenience.

Respectfully,
Trajector Medical

Customer Answer

Date: 05/21/2024

[**To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved**]
Complaint: **21666032**
I am rejecting this response because: again I did all the work Trajector Medical just sent me a bill saying I owe them this enormous amount of money, and I will go to The VA and let veterans know about companies like this, that make you do all the leg work, and back and forth and still charge you a ridiculous amount of money. Im very upset and I dont recommend this company to anyone
Regards,
[redacted]

Business Response

Date: 05/31/2024

Dear [redacted],

We regret that you do not accept our explanation regarding your account and the associated invoicing issue. We understand your dissatisfaction and apologize for any inconvenience caused.

Despite our dedicated efforts to engage with you, including multiple attempts facilitated by our escalations team, we have unfortunately been unable to establish a productive line of communication. Your reluctance to participate in a constructive dialogue has made it

challenging to resolve this matter, as our attempts to reach out have been met with unresponsiveness.

After a thorough final review of your account, we have decided to proceed with its closure. We maintain that the invoice issued to you is valid, as we have not received any documentation from you that disproves our claim. However, in light of your lack of response we have adjusted your invoice and concluded that closing your account is the most appropriate course of action. You will not receive any further communications from us regarding this matter.

Regards,
Trajector Medical

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ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

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BUSINESS PROFILE

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Trajector Medical

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BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 05/01/2024

Type: Service or Repair Issues

Status: Resolved

I contacted Trajector Medical because of their advertising. Which alluded to the fact they were affiliated with the Veterans Administration. Trajector informed me they would compile and submitted my disabilities. I was interviewed by a NP I believe who questioned me about muscular Skeletal problems, my Kidney cancer and subsequent left kidney removal (2009) then in (March 2020) a Cancerous Renal Cell traveled my spinal column and attached to my fourth Ventrical requiring Brain Surgery which has left my left side handicapped. I have had [redacted] for the brain cancer. I also have follow up CT Scans and MRI's wand without contrast every four months since the brain surgery. I have vertigo since the brain tumor and have to use a cane to walk with, With the assistance of my wife.I also have bi- lateral nodules on my lungs which acquired while in the gas chamber in ITR at [redacted] in 1968. Also have and continue to take [redacted] for PTSD which I developed from multiple gun fights and unit being overrun on February 23 1969.
26th [redacted]. I'm now 74 years old and have dealt with these problems for many years and don't believe this predatory company should make their living off the backs of Veterans like myself and others. I would not mind transferring a small amount of funds to them because of my stupidity but the figure they have in mind, I will never comply with.
Kind Regards
[redacted]
[redacted] 1967/1978

Customer Answer

Date: 05/07/2024

BBB, this screen shot I am sending is what lead me to assume that TRAJECTOR MEDICAL was affiliated with the Veterans Administration.
Regards
[redacted]
[redacted]
1967/1978

Business Response

Date: 05/15/2024

Dear [redacted],

We sincerely apologize for any dissatisfaction you may have experienced with our services. It is regrettable to hear about the breakdown in communication and the difficulties you encountered with your account. While we understand your concerns, we want to clarify that the terms of our services are explicitly stated in the agreement you reviewed, acknowledged, and signed.

As outlined in the agreement, it is important to note that we do not file claims on your behalf nor are we affiliated with the VA. We empathize with your situation and are committed to addressing any outstanding issues with your account. However, it's important to clarify that negotiations are unnecessary in the absence of invoices, which is the case with your account at present.

Should invoices arise in the future for claims that we have supported you with, we are more than willing to engage in discussions to reach an amicable resolution. It's crucial to understand that while we provide assistance, we cannot guarantee the outcome of any claims as we have no influence over VA decisions.

Please don't hesitate to reach out if you have any further inquiries or concerns.

Respectfully,
Trajector Medical

Customer Answer

Date: 05/15/2024

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: [redacted]

I am rejecting this response because: I honestly assumed Trajector was affiliated with the Veterans Administration because of their advertisement on the web., that I sent to you in my original complaint. I spoke with a representative of Trajector who I believe was a Nurse Practitioner. We discussed many topics about my health and combat experience.
We spoke about PTSD, my hearing loss, tinnitus, knees, back, and my employability. Trajector then emailed me what we had spoke about and I forwarded to the VA. I did receive a letter from the Veterans. I did receive disability compensation for my PTSD, and Tinnitus. Now Trajector wants a multiplication factor of five times the amount of the Award I will receive for my disabilities. The amount Trajector wants would total more than Four thousand dollars and then Thousands for any subsequent amour I should receive in the future. This is a figure that I cannot agree to. And after reading materials from other Veterans who have researched what Trajector is doing and has done is illegal according to federal

law. Like I said I would be willing t reimburse Trajector for the forms they filled out for me to submit to the VA and the travel expenses I was paid, but that is what I would agree too.

Regards,

[redacted]

Business Response

Date: 05/17/2024

Dear [redacted],

We regret that our previous response did not meet your expectations and are sorry to hear about your dissatisfaction with our services and support. We understand that you disagree with our fee structure for awarded claims assisted by us.

We appreciate your frustrations regarding our fee structure but would like to clarify a few points. Firstly, the agreement you read, acknowledged, and signed included an understanding of the arrangement and awareness of free services available to you. Secondly, we only charge when our clients benefit from our service, specifically when an increase in benefits is achieved. We do not charge if no award is granted, regardless of the amount of work involved.

Regarding your concern about our VA accreditation status, it is important to note that the laws and regulations governing accredited entities do not apply to us since we do not provide legal representation. Accredited entities with the VA can offer legal services or representation. Our services, as clearly outlined in the agreement you signed, do not include legal representation. We are committed to operating ethically and transparently with our clients.

To clarify, you do not have any outstanding invoices, so there is no need for negotiations concerning a non-existent invoice. Our fee structure was disclosed to you, and we believe we have acted in accordance with our agreement.

In an effort to resolve this matter promptly, we have closed your account in our systems. You will not receive further communications from us.

Respectfully,
Trajector Medical

Customer Answer

Date: 05/18/2024

After researching this Trajector Medical
I see they are not accredited with the Veterans Administration. Although they allude to be on the WEB page. They are not following [redacted] which only allows for 20-33% billing for services. I will not however pay what these CHARLATAN's think they're entitled to. They have no idea what I have been awarded and should the know, they have acted illegally.
Respectfully

Customer Answer

Date: 05/18/2024

I would like to add that I've had my left kidney removed in 2088 and then 12 years later a cancerous renal cell traveled up my spine to my fourth Ventricle which required brain surgery in March of 2020. It has left my left side very disabled. I have constant Vertigo when standing. Must use a Abe and assistance to walk. And if these predatory individuals think I will take money away from my family. They are mistaken.

Customer Answer

Date: 05/18/2024

I would like to add that I've had my left kidney removed in 2088 and then 12 years later a cancerous renal cell traveled up my spine to my fourth Ventricle which required brain surgery in March of 2020. It has left my left side very disabled. I have constant Vertigo when standing. Must use a Abe and assistance to walk. And if these predatory individuals think I will take money away from my family. They are mistaken.

Business Response

Date: 05/28/2024

Dear [redacted],

We apologize for any dissatisfaction caused by our previous response. We regret that you feel unsupported and are unhappy with our fee structure for claims awarded with our assistance post-adjudication.

We understand your concerns about our lack of VA accreditation and your belief that our charges are illegal. However, the laws and regulations governing accredited entities do not apply to us since we do not offer legal representation. Accredited entities with the VA can provide legal services or representation, but we do not offer such services. This is clearly outlined in the agreement you read, acknowledged, and signed before any services were rendered to you, including our fee structure.

To clarify, you do not owe any invoices at this time, so there is no need for negotiations regarding payments. Since there are no active invoices, we will not accept any payments from you.

In an effort to resolve this matter promptly, we have closed your account in our systems. You will not receive further communications from us.

Respectfully,
Trajector Medical

Customer Answer

Date: 05/28/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 04/23/2024

Type: Service or Repair Issues

Status: Resolved

I started with trajector medical in 2021 and the claims they filled are still deferred and this is 2024 and they are still deferred no appeal was never filed. So I told them to file for migraines which I was already receiving disability for migraines since [redacted] what medication I was taking and I told them and they stated that their was still room for improvement and that was the end of that call. So about a month later I received another call from va about my migraines and I stated everything was the same and about 3 months later I received a decision letter saying I was decreased from 50% to 0% and I hadn't filed for any increase because I was told years ago by a VA rep that 50% was the highest you could receive. But it stated in the decision letter that I had told them that I didn't have migraines anymore and that's why I was decreased, so that is why I told trajector medical to pursue the migraines claim in [redacted] 2024 . They never filed any appeal, so for 2 years nothing still so in 2023 I finally got ahold of them and all they asked me for was a decision letter that they already had because I have the va to fax it to them and they still did nothing. So in September 2023 I had a heart attack and when I was released from the hospital I filed claims myself for unemployability due not being able to work any more and with all of my medical conditions they granted me my 100% unemployability totally after being 90%since 2012 and now trajector medical wants money for something I done myself and it's on record with the va and I gave them a copy of the decision letter like I always do by having the va fax it them so they know why I was granted the 100% unemployability so why are you still asking for money for work I done, also I have requested a copy of the contract they say I signed and I signed a released and still have not received anything from them but I'm still receiving texts from them for money be reasonable I received 100%due to

being unable to work anymore unemployability not for something you all did.Since 2021 they have never requested a medical record from any facility or spoken to anyone on my behalf. This is not right

Business Response

Date: 05/09/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services. We sincerely apologize for any inconvenience caused by the breakdown in communication with your assigned team, as well as any difficulties encountered with the invoice provided to you. It's important to note that we are not affiliated with the VA, nor do we have direct communication with them, hence any changes to your VA account or benefits, including independent filing of claims, would not have been within our purview.

Recognizing the significance of effective communication, our escalations team conducted a thorough review of your account and subsequently reached out to you to address your concerns and collaborate on finding a resolution. We are grateful for the opportunity to rectify the situation.

Subsequent to our discussions, we have updated your account with comprehensive notes detailing our interactions with the team and have proceeded with the closure of your account. Additionally, we have provided you with a formal letter outlining these actions for your records.

Respectfully,
Trajector Medical

Customer Answer

Date: 05/14/2024

This matter has been resolved, thanks. Trajector medical discharge the debt.

Initial Complaint

Date: 04/22/2024

Type: Sales and Advertising Issues

Status: Resolved

Business was helping me with my VA claims. 1 of my claims needed to be appealed but Trajector missed the appeal date 9/2023. I called in January 2024 since I haven't heard anything from them since 9/2023. While on their recorded line, I asked for a supervisor and how we were going to submit the missed claim. I was told by Trajector to submit my own

claims and I did. My claim got approved before any of their claims and now they are calling me multiple times a day and want the information from the claim they didn't submit. Also, they advised my account will not close until I prove them wrong.

Customer Answer

Date: 04/23/2024

I would like Trajector to stop communication since they broke the contract in January when they advised me to submit my own claims and clear my account of any debt. [redacted] says I now owe them money for the claims I submitted unless I prove to them I submitted the claim.

Customer Answer

Date: 04/25/2024

I wanted to thank you very much. Trajector has reached out and advised my account was closed and the debt has been cleared.

Initial Complaint

Date: 04/18/2024

Type: Service or Repair Issues

Status: Answered

I had mentioned to a friend that I was in the process of to filing a disability claim on my own due to an injury that occurred while on active duty and went undiagnosed (after complaining for years to the Military Doctors) which in turn has caused a lot of other issues that render me incapacitated at times. A friend of mine had recommended using Trajector so I gave them a call. I should have known from the start that they were trouble because they hounded me on seeing if there were other issues that the military could have caused, not just the one issue I needed help with. 1st red flag!!!!!I went with the flow because they were the "professionals", right???OK, all of my "intake questions" were completed and they told me I would be receiving appointment notifications and that the day before each appointment, I should expect a call from one of their CSR's to go over "what the appointment would entail"... Boy were they wrong about the information given in the phone call. On the phone calls, they actually tell you how to defraud the government and play it (your condition) worse than it is! Then they call you 24/7 for "updates". Next is payment... Tell me how they knew I had an increase before I did??? I paid their exorbitant ($2083.94) amount just to be done with them I gave them permission to "SUBMIT" info on my behalf ONLY!!!!NEVER did I give permission to "RECEIVE" any of my personal HIPAA PROTECTED information!!! NEVER!!!!Then when I pay that all, they send me another invoice for another exorbitant ($1599.40) amount!!!!! Which I may just retain a lawyer for because how many other invoices will they send me??? I want the whole country to know that this company is predatory and use unscrupulous business tactics to defraud the Government AND take advantage of our Military Members!!!SHAME ON YOU ALL!!! HOW DO YOU ALL SLEEP AT NIGHT???

Business Response

Date: 05/07/2024

Dear Mrs./[redacted],

We extend our sincerest apologies for any dissatisfaction you may have experienced regarding our services. Your feedback is invaluable to us, and we deeply regret any inconvenience caused by the recent invoice matter.

We understand that receiving an invoice with discrepancies can be frustrating, and we regret if this has contributed to any undue stress on your part. It is certainly not our intention to cause distress or to be perceived in a negative light. Please know that issuing invoices accurately and transparently is paramount to us, and we take any concerns raised seriously.

We acknowledge your expressed concerns about our business practices, and we want to assure you that integrity and ethical conduct are fundamental principles guiding our operations. We strive to uphold the highest standards of professionalism and transparency in all our interactions with clients.

Regrettably, despite our [redacted] efforts to address your concerns and reach an amicable resolution, we were unable to engage in a constructive dialogue with you. We respect your decision regarding the handling of this matter, though we would have welcomed the opportunity to provide clarification and resolve any misunderstandings.

In the interest of allocating our resources effectively, we have taken the decision to close your account. This means that you will no longer receive communications from us regarding this matter.

Respectfully,
Trajector Medical

Customer Answer

Date: 05/08/2024

I accept this businesses response but I want to let everyone that uses them to know that you ABSOLUTELY should question their invoicing!!!!
I paid the original $2000 + dollars that they sent me for services rendered upon receipt of that invoice!
once that was paid, I received Yet another for over $1500 but they could not tell me what this invoice was for after speaking with 3 different people.
that was when I contacted The BBB.
This company should have a breakdown on their invoices of what the charges are for and they do not!
I just feel sorry for those folks who do not question the invoices and just pay all of that additional money!
QUESTION THE INVOICES AND REQUEST A BREAKDOWN!!!

Initial Complaint

Date: 04/17/2024

Type: Product Issues

Status: Answered

TRAJECTOR MEDICAL DID NOT PROVIDE ANY SERVICES PER THE CONTRACT. I HAVE REPEATEDLY SPOKEN TO SEVERAL CUSTOMER SERVICE REPS WHOM HAVE BEEN NO HELP AT ALL. ITS BAD ENOUGH THAT I FEEL TAKEN ADVANTAGE OFF AND NOW THEIR ASKING FOR PAYMENT FOR SERVICES NOT RENDERED. THIS BUSINESS IS SCAMMING VETERANS AND IS SUB CONTRACTING THEIR SERVICES TO A OVERSEAS CUSTOMER SERVICE CENTER. THEY HAVE REFUSED TO RESOLVE THE ISSUE AND INSIST I OWE THEM MONEY FOR SERVICES I NEVER GOT. I WENT THROUGH THE VA DISABILITY PROCESS MYSELF AFTER NOT HEARING FROM THEM FOR SEVERAL WEEKS. NOW THEY SAY THEY HAVE DOCUMENTS THAT PROVE I RECEIVED A CERTAIN PERCENTAGE. HOW DID THEY OBTAIN THIS INFORMATION, AFTER I TOLD THEM THAT I NO LONGER NEEED THERE SERVICES LONG AGO.THEY ARE NOT MY ORGANIZATION NOTED IN MY VA FILE AND HAVE FILED A COMPLAINT WITH THE VA. WHAT TO DO NEXT..??????

Business Response

Date: 05/06/2024

Dear [redacted],

We are disheartened to learn of your dissatisfaction with our services. We sincerely apologize for any negative experiences encountered during your interactions with our team particularly regarding the challenges you faced with our finance department concerning your invoice. It is regrettable that you felt any suspicion of malpractice due to the diversity o our staff.

We acknowledge your concerns regarding our fee structure and would like to address them Firstly, it is important to note that prior to the commencement of any services, you had the opportunity to review, acknowledge, and consent to the terms outlined in our agreement. Secondly, despite our efforts, we have not received any documentation from you that would dispute the validity of the invoice issued for the services provided. Lastly, as an organization independent of any affiliation with the VA, we were unaware of any alterations to your claims or independent filings.

We had hoped for the chance to engage directly with you to address and resolve your concerns. Despite our repeated attempts to establish communication for this purpose, we have unfortunately been unsuccessful. As a result, your account remains under review by our finance team until a resolution can be achieved.

Respectfully,

Initial Complaint

Date: 04/05/2024

Type: Product Issues

Status: Answered

I applied for services through trajector medical in or around November 2021. I was told by the representative that I could elect to have extra services where they would walk me through the claim process. I was also told that I would get a battle [redacted] call as they referred to it to help me prepare for my C&P exams. after the initial contract was signed I only spoke to one representative. She called me asked me if I received something through DocuSign. I told her that I had she asked me to open the email and open the attached contents. Once I done that she said OK thank you thats everything you need and then ended the call, on several occasions, I tried to reach back out to this representative and I was constantly told that she could not take my call because her headset was broken. I also reached out through email. My claim sent for two months because I was unsure what to do or how to proceed , because I was told that someone would walk me through the process of what to do. after I figured out what to file and where to file and what questions to answer in which ones to decline I was assigned several C&P exams. again, I reached out to who was supposed to be my representative and I was constantly told that her headset was broke so she could not call me back. I was reaching out in reference to the calls about how to address and things to address with the exam, that was part of the agreement signing the contract. again, I was met with silent fast-forward. I completed all of my exams on my own with no assistance from trajector medical nor did they help me with the process of filing as they said they would a year later I received an email stating that I owe them $10,000 Despite Me previously trying to reach them several times and explaining this multiple times in an email no one ever responds. Every few months Im just sent another bill. There was one person who responded and said they would send it higher up and again I was met with silence no one ever contacted me.

Business Response

Date: 04/24/2024

Dear [redacted],

We sincerely apologize for any dissatisfaction you've experienced with our services. It deeply concerns us to learn about the breakdown in communication with your assigned team and the difficulties you encountered with your invoice. Your feedback is invaluable to us, and we are committed to addressing and rectifying any issues you've encountered.

Recognizing the importance of effective communication, we promptly engaged our escalations team to thoroughly investigate your account. Our records indicate that efforts were made to establish communication with you, though we acknowledge that a satisfactory resolution has not yet been achieved. We understand the significance of this matter and respect your need for time to evaluate your options.

In the interim, we've meticulously documented all interactions pertaining to your account to ensure transparency and clarity moving forward. Your patience and cooperation during this process are greatly appreciated as we endeavor to find a resolution that meets your expectations.

Should you require any further assistance or have additional concerns, please don't hesitate to reach out to us. We are fully committed to addressing your needs and ensuring your satisfaction.

With warm regards,

Trajector Medical

Initial Complaint

Date: 04/03/2024

Type: Service or Repair Issues

Status: Answered

I utilized Trajector to submit a VA disability claim in April 2023. Trajector failed to add a claim condition to the paperwork I paid them to complete. When I reached out to them about the claimed condition, I was told by Trajector staff that it would be added by them. Fast forward to October, I get my claim decisions, and that condition is not listed. I contacted Trajector about the missing condition, they finally sent the form to the VA for that condition. I was told at that time that they seen in their system where I completed the questionnaire for that condition in April, but didnt know why it was not added. I was awarded an increase from the VA for that condition. I then spoke to Trajector about the deficit this miss caused me. They originally sent me an invoice for over $8000. I asked that my invoice be reduced by the amount of the difference between the first decision rate and the rate that included the condition left off. The monthly difference is $549.33 for the 6 months total it is $3295.98. This would reduce my invoice to $5019.32, of which I have already payed $2000.00. I filled out the questionnaire for the missing condition on 17MAR2023, the paperwork for the VA was submitted to the VA on 13APR2023. They had plenty of time to include the condition in question, but failed to. I hired them to complete paperwork to submit to the VA, the failed to do it correctly. I have been give several different excuses, none matching the last. Since they failed the job they were hired to do, I should not owe them anything, however, I am willing to part amicably without a refund of the $2000.00 I have already given them.

Customer Answer

Date: 04/03/2024

I am seeking a conclusion where mine and Trajectors business is complete with Trajector keeping the $2000.00 of my disability pay. I just want to be done with them. My peace is worth more than the $2000.00 already paid. Lets just part ways.

Business Response

Date: 04/24/2024

Dear [redacted],

We sincerely apologize for the dissatisfaction you've experienced with our services. Your feedback is invaluable to us, and we deeply regret any inconvenience caused by the breakdown in communication with your assigned team, as well as the difficulties encountered with your invoice.

Recognizing the importance of clear and effective communication, we promptly escalated the matter to our team dedicated to resolving such issues. Upon thorough investigation of your account, it was determined that intervention from our escalations team was unnecessary, as our finance department was able to address your concerns directly. According to our records, our team successfully contacted you to engage in a constructive dialogue and collaborate towards a resolution.

We want to assure you that your account has been meticulously reviewed and your invoice has been updated in accordance with our discussion. Your satisfaction is paramount to us, and we are committed to ensuring that your experience with us meets your expectations.

Should you require any further assistance or have additional concerns, please do not hesitate to reach out to us. We are here to support you in any way we can.

With warm regards,

Trajector Medical

Initial Complaint

Date: 04/03/2024

Type: Service or Repair Issues

Status: Resolved

I asked trajectory that we file for increase on my SC disability to get higher rating. This was around Aug-nov last year. They keep on insisting that I should send them some records that I felt that irrelevant to file increase. And multiple times I asked them to file for increase. And they keep on not doing it. So I told them ill just do it with my local [redacted] and they said I am free to do so. And I asked the advisor if I will have to pay them and he said that if I did it with the [redacted] then they don't charge me. And so in Nov 30 2023 I went to my local [redacted] and they helped me file for an increase. And after my CnP exam I was granted increase. Then I got messages from trajector letting me know that it's time to check and continue on filing. And I told them that I already did with my [redacted] and already granted increase. Now they want me to pay them for the increase that I did with the [redacted]. If they only did it with me when I was asking them last I would not have any problem paying them. But now after I did the leg work with the [redacted] they send me invoices and demand payment. I'm waiting for them to make resolution for this because I don't think it's fair that they did not help me this time and they still want payment. By the

way they helped me before twice and I paid them. And I don't have problem with that. But now I did it myself and they still wanted to get paid. They said they are there for the vets but they are not all there unless to their advantage. I am not sure what to do. I am waiting for them to let me know what's next. I don't feel I owe them anything.

Customer Answer

Date: 04/04/2024

thank you very much for quick response to the situation. Trajector resolve the problem. I want to thank a certain lady name [redacted] at trajector for her attention and what she did to resolve the problem. im very satisfied with the result and i want to thank BBB also for your time to help.
sincerely
[redacted]

Initial Complaint

Date: 03/28/2024

Type: Order Issues

Status: Resolved

I contacted Trajector Medical for help filing for VA disability compensation. Admittedly their fees are outrageous, and downright predatory, but I was their typical [redacted] A veteran who is either frustrated or intimidated by the VA disability claims process. Despite the fees, I needed help, so I signed a contract with Trajector Medical (aka: Vet Comp and Pen; VA Claim Pros). After learning how easy it is to file VA claims on my own, I still intended to honor the contract. [redacted] learned and move on. Until THEY violated the contract.Three occasions I asked for services promised in the contract, and was denied each time. Asking the Trajector Medical representatives why I was denied, I was told to wait until the decision letter and we can appeal it. After that, I began scrutinizing all interaction with Trajector Medical, checking for other violations or unethical business practices. My complaints with Trajector Medical:Bombarded with aggressive attempts to contact me after two months of no contact.Tried to avoid admitting they used allowed means in the contract, which are unethical at best (impersonating a veteran). VA Form [redacted] a is required by 38 CFR [redacted] for someone to access your information.Claimed more than once to have completed services they had not done.Referenced on website and in the contract, that they are not acting as a VA representative and they will not prepare, complete, or submit VA claim forms on my behalf. Yet, I got a notification from Atomic Forms to access, review, and submit my VA claim forms (VA Form [redacted] EZ, VA Form 21-4138). The entire process was facilitated by Trajector Medical from beginning to end. This directly violates 38 CFR. 14.627(a) and 38 CFR 14.629(b)(1).In the contract, Trajector Medical promises to adhere to the laws surrounding VA claims, and to act in accordance with the 38 CFR guidelines. This unequivocally shows Trajector Medical is fully aware of the laws applicable to the services they can and cannot provide.

Business Response

Date: 04/18/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and your perception of inadequate support. We sincerely apologize for any frustration caused by discrepancies in the invoice you received. It is disheartening to hear that this has led you to question our adherence to our agreement simply by issuing the invoice.

In addressing your concerns about the invoice, we would like to emphasize that we have not received any supporting documentation from you to substantiate your dispute. Without such evidence, it is challenging for us to reassess the invoice.

We understand your assertion that you believe we have contravened the 38CFR and its guidelines, particularly in relation to the claims process with the VA. We want to clarify that we strictly adhere to these regulations and do not engage in submitting claims on behalf of our clients. Our use of tools like Atomic Forms is solely for generating necessary documentation, not for the submission of claims.

As we prefer to resolve matters amicably and in the interest of efficient resource allocation, we have decided to close your account. We have taken the liberty of revising your invoice and providing you with a detailed letter outlining our actions. Moving forward, you will not receive further correspondence from our end.

Respectfully,

Trajector Medical

Customer Answer

Date: 04/19/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 03/27/2024

Type: Product Issues

Status: Answered

I am filing this complaint against Trajector Medical, formerly Vet Comp and Pen due to their unethical business practices and unjust billing for services that were never rendered. In

2021, I worked with Trajector Medical for assistance with submitting my disability claim with the VA. Unfortunately, the services provided by Trajector Medical were virtually nonexistent. After alnost 2 years of no results or actual information, I worked with my local VA [redacted] and we performed all necessary tasks independently. After another year of working with my local VA and still no contact by Trajector Medical, I have recently been contacted by them, demanding payment for claimed services rendered. It is important to note that Trajector Medical had no success in any of my claims and will not provide any details of services they claimed to provide.. Therefore, their claim for payment is baseless and unjustified. Key Points: Trajector Medical provided minimal, if any, assistance with my VA disability claim. I independently filed the claim with my local VA [redacted] after 2 years of no action or communication with Trajector and my local VA [redacted] and I performed all necessary tasks. Trajector Medical is now attempting to charge me an absurd amount of money for services that were never provided. Trajector Medical has provided no services to justify their billing. Requested Resolution: I request that Trajector Medical cease their attempts to charge me for nonexistent services and retract any outstanding invoices or demands for payment.

Business Response

Date: 04/17/2024

Dear [redacted],

We sincerely apologize for any dissatisfaction you have experienced with our services. It is regrettable that you encountered challenges with our invoicing team, and we empathize with any negative sentiments this [redacted] have caused.

Please understand that our organization has no affiliation or communication channels with the VA. Consequently, we are unaware of any changes related to your claims, including post-adjudication outcomes or independent claim filings. We acknowledge any breakdowns in communication that [redacted] have occurred on our end.

In an effort to promptly address your concerns, our escalation team reached out to you. We are pleased to hear that they were able to provide clarification on your inquiries. As a resolution, we have taken the step to close your account within our systems. Furthermore, your invoice has been updated, and a letter has been dispatched to you for your records. We apologize for any confusion stemming from the initial invoice.

Respectfully,

Trajector Medical

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

Share

Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 03/27/2024

Type: Sales and Advertising Issues

Status: Resolved

Today, 3/26/2024, I received a invoice from Trajector Medical in the amount of over $9000 for services I did not received. My increase was solely on the efforts of myself as this company filed incorrect forms that I later had to file by myself and then didn't file any issues which I had to do on my own. I haven't heard from the company in MONTHS and once I filed for additional issues with the VA by myself, i was granted an increase. This company has now called the VA on my behalf, which I have on multple times not to do and even confirmed with their ethics department that they will not do. However, today I received an invoice for my VA increase in which documentation was obtained illegal by calling the VA and pretending to me. This company needs to be shut down as it is predatory and take advantage of service men and women who has served this contry just to be scammed by this company. I would like this invoice to be $0 and all of my information that they have, ERASED from their systems.

Business Response

Date: 04/17/2024

Dear [redacted],

We sincerely apologize for any dissatisfaction you have experienced with our services. We understand and regret the negative sentiments you [redacted] have encountered in your interactions with our team, particularly regarding invoicing issues. It's important to clarify tha our organization has no affiliation or direct communication with the VA, which means we [redacted] not be informed about changes pertaining to your claims, including post-adjudication outcomes or independent claim filings.

To address your concerns promptly, our escalation team reached out to you, and we're pleased to learn that they were able to provide clarification and assistance. In response to your feedback, we have taken the step of closing your account within our systems. Additionally, we have ensured that your invoice has been updated, and a formal letter has been dispatched to you for your records. We deeply regret any confusion that [redacted] have arisen from the initial invoice.

Regarding your request for the deletion of your information from our systems, we regret to inform you that we are unable to fulfill this request at present. As per Florida Administrative Code 1B-24.003(1)(d), specifically item #[redacted], there exists a mandatory retention period of six years for various data series, encompassing clinical data, medical history, and other pertinent information such as demographics, diagnoses, and test results.

Moreover, in accordance with the Privacy Rule of the Health Information Portability and Accountability Act (HIPAA), certain documents, including requests for access to Protected Health Information (PHI) and the designation of authorized representatives, must be retained for no less than six years (45 CFR, 164.508(b)(6)). As part of our internal data retention policies, we are obliged to adhere to these legal standards, necessitating that we maintain the information in question until these mandated periods have lapsed.

Please accept our sincere apologies for any inconvenience this [redacted] cause. Should you require further assistance or clarification, please do not hesitate to contact us.

Respectfully,

Trajector Medical

Customer Answer

Date: 04/17/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 03/25/2024

Type: Service or Repair Issues

Status: Answered

I contacted Trajector to assist with help with my [redacted]. They told me they would advocate for me in helping with my disability claims. All they did was file the paperwork work that I could have done myself or I could have had a number of veterans organizations do it for me free. I then went to my medical screenings and the two things I got approved for, the doctor admitted to me that they made a mistake on my initial rating. I got no other increase. As soon as I got the back pay for the mistake the VA admitted to making I was contacted by Trajector with a bill for $5000.00. I was then told that they did not advocate for me that they only put in the paperwork. They did not explain this to me and led me to believe they would advocate for me like an attorney would.

Business Response

Date: 04/15/2024

Dear [redacted],

We sincerely apologize for any dissatisfaction you have experienced with our services. It is regrettable to learn of any negative sentiment surrounding our outreach efforts, and we extend our apologies for any difficulties encountered with our invoicing team.

It's important to clarify that our company operates independently and does not have any affiliation or communication with the VA. Therefore, we may not be aware of any changes pertaining to your claims, including post-adjudication adjustments or corrections made by the VA.

We understand there may have been a misunderstanding regarding the scope of our services. We want to emphasize that we do not engage in filing claims on behalf of our clients, as we are not legal professionals or providers of similar services. These specifics are outlined in the agreement that you reviewed and signed prior to the commencement of any services.

In an effort to promptly address your concerns, our escalation team promptly reached out to you. We are pleased to hear that they were able to provide assistance, answer your inquiries, and achieve a satisfactory resolution. As per your request, we have processed the closure of your account in our systems.

Respectfully,

[redacted]

Initial Complaint

Date: 03/22/2024

Type: Service or Repair Issues

Status: Resolved

When it first contacted them, I spoke with the same representative a few times. He discussed the way they do things. I asked about the cost. I was told if I received an increase, I would be charged the difference between what I was currently collecting and the new rate times two months. So I'm under the impression it going to be $[redacted] or so. Ok I said, let's do this. He told me I'd get an email contract, that it's covering everything we've discussed. My mistake was not going over it due to me believing everything I was told. They did up the documents to send to the VA for me to forward and I got two or three phone calls prior to a C & P appointment. That's it. The rest I did. I did receive an increase recently. A few days ago, I got a emailed bill from them for $[redacted] What??
I called them and was told it's not 2 months of the difference, it's * months! Again, What? They say I signed the contract and they have no notes to the contrary. So I paid them $[redacted] and have * months of payments of $[redacted] I feel lied to. I guess nothing can be done.

Customer Answer

Date: 04/03/2024

Update: Yesterday I spoke with Trajector. They have agreed to close my account, mark it paid in full and accept what has been paid to date. I don't think things would have worked out the same without your assistance. Thank you.
[redacted]

Initial Complaint

Date: 03/21/2024

Type: Service or Repair Issues

Status: Resolved

Company was reached based on promise of helping with VA claim to maximize benefits. They said they would set multiple appointments with me to review symptoms and do everything to help me get va benefits. They did literally nothing for me. Calls from them were always at awkward times of the day, the person barely spoke english and I rarely was able to understand them. The discussions that took place were always surface level and never offered any value or benefit.
They magically called me recently after either learning I had a va claim finalized or they have illegal access to my medical records and start demanding several thousand dollars. I will not be paying this company as they offered literally no value to me. They told me from the beginning that I should not tell the VA I am working with them. Upon investigation, on the VA benefits website, they specifically say that it is illegal for companies to assist in the filing of VA claims. I refuse to pay this company and they should have a class-action lawsuit against them for stealing from veterans and running an illegal business that profits off of veterans.

The resolution is this. I pay you nothing, because you offered no service to me and your "service" is illegal and takes advantage of people. This is called a scam and its only a matter of time before your company is shut down, just like your previous company [redacted]. I wish I did more research on your unethical company prior, but I learned that [redacted] is your previous company name is all reviews point to deception, fraud, and stealing from veterans.

I owe you nothing, you offered me nothing. I am done communicating with your despicable company and fraudulent business.

Customer Answer

Date: 03/25/2024

The company chose to respond to me directly and tries to hold a 'contract' of theirs over my head, a contract which they violated on their on own promises to make...making the contract void.
On Mon, Mar 25, 2024 at 11:26?AM bbescalations <[redacted]> wrote:
Hello [redacted],
My name is [redacted] and I am an Escalations Specialist with Trajector. I have received your BBB complaint regarding your invoice, and I would be more than happy to assist

you with these concerns. I would like to first apologize for any inconveniences you have faced during your time here at Trajector. Our goal at Trajector is to assist veterans in receiving the highest disability compensation that they legally and ethically qualify for. As this was our goal for you, I would love to be able to work with you on a reasonable resolution to this matter.
I went ahead and attached your contract and the certificate of completion showing it was electronically signed by you in case you wanted to review it.
We assist our clients in the development of medical evidence. We do not assist in the preparation, presentation, or prosecution of any claim, and we are not a law firm nor VA accredited agents. We are not affiliated with the VA. We do not represent veterans and we do not have access to Veterans' military or medical records. The only records we receive are provided to us by our veteran clients or under their instruction and authorization so that we can provide expert medical evidence development. Veterans may then use the evidence package we develop in support of any claims they choose to file with the VA or in other venues such as before the Social Security Administration or in tort litigation.
You have a confirmed medical evidence packet from August 23, 2023. You informed Trajector of your C&P exam scheduled for October 3, 2023. We then scheduled you for your Symptoms Recap Call, which took place on September 29, 2023. Trajector kept communication with you throughout this process.
I have also attached a Medical Consulting Flyer that gives you a little more information. I look forward to hearing from you.
Very Respectfully, [redacted] Escalations SpecialistTrajector ServicesPhone: [redacted] Email: [redacted] Web: [redacted]

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My response:
First off, this is highly inappropriate. I filed a BBB claim, you need to respond there, not here.
Second; Trajector did nothing to assist me of value. You said you would be calling for

symptoms recap. You gave the idea that you would be helping me beyond what I could do myself. The calls were worthless and i got nothing out of it. You did not schedule any appointments. I did that all on my own, All you did was ask me what I think I can claim and wrote that down on a form with no additional information. You did not dig into my history and ask questions to maximize my benefits, which is something you claimed form the beginning that you would do. You did not do anything you said you would do except send in some papers to the VA which I could have easily done myself. Third, this contract is null and void since you did not offer what you promised you would do in the contract that you are trying to hold over my head. You have no legal grounds to stand on. You should all be ashamed of yourselves for stealing from veterans.
I will submit this all to BBB since you continue to refuse to cooperate.

Respectfully,
[redacted]

I maintain my claim. This company is offering illegal services, ACCORDING TO THE VA THEMSELVES. You cannot charge a veteran for assisting in VA claims. That is what this company is doing, knowingly stealing from veterans and offering illegal services. I will not be paying you a penny.

Customer Answer

Date: 04/04/2024

The company has sent me an email this morning saying I am no longer financially obligated to them. My last email with the company highlighted they are operating illegally and charging for services that federal law prohibits. It also noted there are several veterans ready to jump on a class action lawsuit. This company needs to be investigated and it will quickly be found they are doing illegal things and should be shut down and imprisoned.

Business Response

Date: 04/09/2024

Dear [redacted],

We regret any dissatisfaction you may have experienced regarding our support and the recent invoice matter. It appears there may have been a misunderstanding leading to concerns about the legality of our operations.

Allow us to clarify our position. While Trajector Medical is not VA accredited, it's important to note that there are legal provisions permitting us to invoice for our services. VA accreditation pertains specifically to entities authorized to provide legal representation. Since our services do not involve legal representation, we are not bound by the regulations governing VA-accredited entities. This distinction is explicitly outlined in the agreements we

establish with our clients.

We have taken the necessary steps to revise your invoice and have updated your account accordingly for closure within our systems. Rest assured, you will not receive any further correspondence from our end regarding this matter.

Respectfully,

Trajector Medical

Customer Answer

Date: 04/09/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me. My understanding is that I do not owe anything to anybody. Thanks.

Initial Complaint

Date: 03/20/2024

Type: Order Issues

Status: Answered

I sought the help of Trajector Medical to obtain VA Disability. It was a long process, but after 2 and half years, I was awarded Disability. I was tired of how much involvement Trajector Medical had in this process. All they did was [redacted] me with emails and phone calls asking if I had received any notifications and wanted screen shots of my account. I did all the work, they did none except for filing of the claim. I terminated the contract with them, however, they still want to be paid an outrageous amount of $18,000. That is absolutely [redacted]! The work that they did is not even warranted $1000 let alone $18k. As I stated, I did ALL the work for this. Furthermore, I did cancel the contract with them and when I was awarded the disability, their name was not assigned to the creators of the claim. It was the American Legion. I refuse to pay them. The only thing I would even consider is the filing fee, which in my opinion is minimal, but I have a hard time with that as it said the American Legion was the filing party. Thank you.

Business Response

Date: 04/10/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and the challenges you encountered regarding the invoice we issued.

According to our records, our escalations team successfully contacted you recently to address the issues. We are pleased to know that a prompt resolution was achieved and that your concerns were duly attended to. Following our discussions, your invoice has been revised, and comprehensive details of our conversation have been documented in your account notes. Furthermore, your account has been finalized in our systems, and we have sent you a formal letter for your records.

Sincerely,
Trajector Medical

Initial Complaint

Date: 03/20/2024

Type: Service or Repair Issues

Status: Answered

Trajector medical began helping me file a Veterans administration claim knowing I had a previous claim pending. They assisted in filling out paperwork. I was awarded a 10% increase retroactive to my previous claim from July 2023. Following this increase Trajector medical began bombarding me with texts and emails to pay $8,143.40. I don't have an issue paying a logical amout as they did assist with paperwork. However, the amount charged is absolutely ridiculous considering they are only partly responsible as my previous claim was already in process, of which they were aware. The back date of benefits is to that point, Not when I began working with Trajector Medical which wasn't until December.

Business Response

Date: 04/10/2024

[redacted],

We extend our sincerest apologies for any inconvenience caused and deeply regret to learr of your dissatisfaction with our services, particularly concerning the recent issue with your invoice.

Upon thorough review of our records, it has come to our attention that our escalations team successfully contacted you to address the matter at hand. We are pleased to note that a swift resolution was achieved, and your concerns were duly acknowledged and resolved during the discussion. Following our conversation, necessary adjustments have been made to your invoice, ensuring accuracy and transparency. Furthermore, comprehensive details regarding the resolution have been meticulously documented in your account notes for future reference.

Rest assured, your account has been meticulously processed for closure in our systems, and a formal letter outlining the actions taken has been dispatched to you for your records.

Respectfully,
Trajector Medical

Initial Complaint

Date: 03/19/2024

Type: Sales and Advertising Issues

Status: Answered

I use this company to try to get my military benefits raised. They overcharged me at extra charges for stuff that I didnt even do lied about everything they discussed with me who I was going to pay for. Theres only supposed to be like couple hundred then the bill came out $5000 they liars to cheats and I would never work with them And the sad that they are trying to help Veterans but really s[redacted] Veterans over

Business Response

Date: 04/10/2024

Dear [redacted],

We extend our sincerest apologies for any dissatisfaction you have experienced with our services. It is regrettable to learn of any negative sentiment towards our communication efforts, and we deeply apologize for any inconvenience encountered with our invoicing team.

We acknowledge your concerns regarding our fee structure and wish to offer clarification or several points. Firstly, we wish to highlight that in the agreement you reviewed, acknowledged, and signed, you explicitly consented to the terms, which include the availability of complimentary services. Secondly, our fees are applied only when tangible benefits are derived from our services, specifically when there is a demonstrable increase ir benefits achieved. Notably, we do not levy charges in cases where no awards are granted, regardless of the extent of our involvement. While our records indicate that the claims documentation provided by our team was submitted to the VA by your end, we have yet to receive any evidence suggesting that the claims we facilitated were not successfully awarded.

We genuinely value open dialogue and would have welcomed the opportunity to directly address your concerns. Unfortunately, despite our numerous attempts to reach out and resolve the matter, we have not received any response from you. Consequently, your account will remain under review by our finance department until this dispute is satisfactorily resolved.

Respectfully,

Trajector Medical

Initial Complaint

Date: 03/18/2024

Type: Order Issues

Status: Answered

Trajector Medical never provided evidence in my pursue of my vetrans benefits. The letter that they gave me to submit to the VA was rejected by them. Now they say that I own them $7,725.25 for something that they did not earn. I file every thing my self with the VA with no help from Trajector Medical now they have sent me an invoice #INV-109983 Total $7,725.25 Balance $7,725.25. I would like to know what legal obligation I am under because I signed a contract with them and they did not live up to their end of the contract,

Business Response

Date: 04/08/2024

Dear [redacted],

We sincerely apologize for any dissatisfaction you may have experienced with our services. It deeply concerns us to learn of any negative sentiments stemming from our outreach efforts, and we regret any difficulties encountered with our invoicing team.

Please be advised that our organization has no affiliation or communication channels with the VA. Consequently, we are not privy to any changes pertaining to your claims, including post-adjudication outcomes or independent claim submissions.

In our endeavor to promptly address your concerns, our escalation team promptly reached out to you. We are pleased to note that they were able to provide clarification to your queries. As a measure to facilitate resolution, we have proceeded to close your account within our systems. Additionally, your invoice has been updated, and a formal letter has been dispatched to you for your records.

We apologize for any confusion stemming from the initial invoice provided to you.

Respectfully,

Trajector Medical

Initial Complaint

Date: 03/18/2024

Type: Order Issues

Status: Resolved

I initiated services with Trajector Medical, anticipating meaningful assistance with my VA disability compensation claim, guided by the company's assertive promises. Regrettably, the reality of my experience diverges sharply from what was promised, manifesting in a series of unresolved issues that compel me to detail my grievances for formal examination: Service Misrepresentation: Trajector pledged comprehensive support to significantly enhance my VA disability compensation, a claim that proved grossly misleading. The "assistance" extended was negligible, compelling me to autonomously navigate and manage my claim, effectively rendering their services redundant.

Financial Disagreements:Despite my initial reservations regarding the cost, amplified by the palpable absence of substantial services, I consented to a $ payment arrangement, hoping to amicably settle any financial discord.

Contract and Data Deletion: My persistent appeals to terminate our contractual engagement and erase my personal data have been systematically disregarded, infringing upon my right to privacy, despite my explicit and repeated requests.

Documentation Demands:The insistence on acquiring additional documentation for service cessation is unwarranted and burdensome, particularly in light of my unambiguous instructions regarding contract termination and data expungement.

Unauthorized VA Representation: Alarmingly, Trajector Medical has engaged with the VA, purporting to act on my behalf, without any conferred authority from me. This act of representation, absent any form of POA, is not only unethical but skirts the boundaries of legality, constituting a grave breach of trust.

Legal Advice Ignorance: Despite seeking and adhering to legal advice, thereby ensuring my requests and actions are well within my rights, Trajector has persisted in practices that blatantly ignore my stated demands and legal standing.

A clear disregard for ethical business practices & the rights of consumers.

Business Response

Date: 04/08/2024

Dear Mr. ,

We extend our sincere apologies for the dissatisfaction you have experienced with our services and the perception that we did not adequately support you. It is regrettable that you feel misinformed, and we acknowledge our inability to deliver the level of service you anticipated.

Please understand that Trajector Medical does not engage in communication with the Veterans Affairs (VA) on behalf of our clients or for internal purposes. This policy will persist in the future, thus addressing your specific request.

Regarding the matter of data privacy, it is important to note that both federal and state

regulations mandate the retention of certain types of data for specified periods. The Florida Administrative Code [redacted] item # [redacted] stipulates a retention period of six years for various data series, encompassing clinical data, medical history, and related information.

Similarly, the Privacy Rule of the Health Information Portability and Accountability Act (HIPAA) mandates the retention of specific documents, such as requests for access to Protected Health Information (PHI), for no less than six years [redacted] CFR, § [redacted] As per our internal data retention policies, we are obligated to adhere to these statutory requirements. Consequently, we are unable to fulfill your request for the deletion of information governed by these standards until the requisite retention periods have lapsed.

We are pleased to note that our escalation team successfully engaged with you to address and resolve your concerns. Once again, we apologize for any inconvenience caused by our inability to meet your expectations. Rest assured, we have promptly processed the closure of your account in our systems.

Respectfully,

Trajector Medical

Customer Answer

Date: 04/09/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 03/14/2024

Type: Product Issues

Status: Answered

My experience with Trajector Medical was and is not a good one. They only thing they did for me was type up my claim and submitted paperwork, which i could have done myself for FREE. Everything they submitted was denied except 1 thing, which was approved because of me talking to the VA rep explaining my claim. The videos I was supposed to watch before my C&P exam didn't reach me until the day of my exam, which did not help my claim at all. I feel as if Trajector is a predator company that lies about them truly wanting to help veterans. They prey on vets by doing minimum work and wanting to charge you 5 or 6 times what your increase is, To me that is not help that is ripping veterans off from the money they deserve after serving our country, I am writing this review to help others and

raise awareness based off of my dealings with this company. They actually call u 20 times a day, email you nonstop about money They say who, when in reality none of the claims were approved with the so-called help they provided. I am looking for a lawyer to help with me deal with this boggish company as we speak. Veterans, you are better off submitting claims yourself or go to your local DAV, American Legion, Etc. All this company does is prepare paperwork for you and try to, take your money on anything claims that gets increased.

Business Response

Date: 04/03/2024

Dear [redacted],

We sincerely apologize to learn of your dissatisfaction with our services. It is regrettable to hear about any negative experiences you may have encountered with our outreach efforts, and we extend our apologies for any difficulties you faced with our invoicing team.

We acknowledge your concerns regarding our fee structure and would like to offer some clarification. Firstly, it is important to note that in the agreement you reviewed, acknowledged, and signed, you agreed to the terms with full awareness of the availability of complimentary services. Secondly, our fee structure is designed to align charges with the tangible benefits our clients receive, particularly when there is a demonstrable increase in benefits. Notably, we refrain from charging if no award is granted, regardless of the extent of work undertaken. Despite our records indicating that the claims documents we provided have been successfully submitted to the VA, we have not received any indication that the claims we assisted you with were not awarded.

We regret that we were not given the opportunity to directly address your concerns despite our numerous attempts to reach out and resolve the issues at hand. Regrettably, your lack of response has left the dispute unresolved, prompting [redacted] to maintain activity on your account.

Respectfully,

Trajector Medical

Prev. 1 ... 15 16 17 ... 28 Next

Trajector Medical is BBB Accredited.

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 03/13/2024

Type: Order Issues

Status: Answered

This company is a complete scam and should be investigated by every agency allowed and everyone involved be prosecuted to the fullest extent of the law for the distasteful and disgraceful representation and attacks on innocent people specifically Veterans such as myself, they continue to harass and try to rob. I have not had any dealings with Trajector however I continue to receive unwarranted phone calls and mail communications with each quoting an even lower "settlement amount" than the previous communication but I have not rendered any services from Trajector but they somehow have my contact information. During Each call I have requested from the Trajector representative to send me proof of any service with them which they continue to deny me of, Why? because there isnt any because I havent had any dealings with Trajector. Any claims I have ever made with the VA have been solely due to my own research, work, blood, sweat and tears. Where do these people and companies come from??? It is disgustingly insane and just plain Sad how they select their prey. I mean Veterans, wow???!!! Those who have served honorably to protect heartless scammers/criminals. For [redacted] sake every Veteran was trained to have trust and courage and be loyal, have integrity and honor in everything we did. Can we get that in return? We were also trained to handle stress but your tactics are a whole different kind. I am a disabled veteran who has many issues and are taking care of my sick wife who just had a second stroke on Feb 6th and we have our TRUE reality to focus on rather than wasting valuable time trying to avoid being ripped off and scammed by Trajector which never provided any services to me. Please stop All means of communication with me pertaining to your fictitious billing for services I did not receive and delete all crooked made up invoices created and attached to my name demanding payment and negotiating settlement offers from your system and your memory of me. Please help.

Business Response

Date: 04/02/2024

Dear [redacted],

We extend our sincerest apologies upon learning of your dissatisfaction with our services. It deeply concerns us to hear of any negative experiences encountered with our outreach efforts, and we offer our regrets for any inconvenience caused by issues with our invoicing team.

We acknowledge the frustrations you've expressed regarding our fee structure and wish to address them thoughtfully. Firstly, we would like to remind you that the terms of our

agreement, which you conscientiously reviewed, understood, and consented to, explicitly outline the availability of complimentary services. Additionally, our charging policy is designed to align with the principle that fees are incurred only when our clients realize tangible benefits from our services, specifically when an increase in benefits is attained. Notably, we refrain from charging in instances where no award is granted, irrespective of the extent of our efforts. While our records confirm your enrollment for our services, we have ye to receive substantiated evidence refuting the claims we submitted to you.

We value open dialogue and regret not having had the opportunity to directly address your concerns. Despite our persistent attempts to engage with you and resolve the issues at hand, we regrettably encountered unresponsiveness. Consequently, your account will remain under review by our finance department until a resolution is reached regarding the outstanding dispute.

With respect,

Trajector Medical

Initial Complaint

Date: 03/12/2024

Type: Service or Repair Issues

Status: Answered

Last summer I contracted your services to help establish an application for benefits. In December, the VA closed my case and awarded me 10%. Upon receiving my back pay, I forwarded your 5 months' pay requirement in full and attached all required supporting documents. On 1/31/2024, I requested a complete close out with your services due to all requirements being met. I heard nothing from you. On March 4th I received another call-in attempt to ask me to use your services for further appeals. At this time, I expressed my complete dissatisfaction with your services and requested once again for my account to be closed and appropriate documents to be sent to me stating such. I also stated, I would give you one week without calling the BBB as I have read many reviews stating this being a consistent problem with your company. This refusal to close my account seems predatory in attempt to obtain further monetary gain in the event I process an appeal. They continue to fail to communicate with me having met all requirements of my initial and only contract. I do not desire to use the services moving forward as I felt this company did very little once the application was placed and did not provide appropriate guidance when filing.

Business Response

Date: 04/26/2024

Dear [redacted],

We regret to learn of the challenges you encountered regarding your account and the closeout request. We acknowledge the frustration that [redacted] have arisen during the waiting period for

our response. It's important to note that certain procedures, such as the account closeout process, inherently require a certain amount of time.

According to our records, our escalations team successfully reached out to you to address the specifics of your account. We trust that they were able to address any inquiries or concerns you raised. As previously discussed, your account has been officially closed in our systems, and we have provided you with a closing letter for your records, serving as confirmation of the completed process. Going forward, you should not expect further correspondence from our end.

Yours sincerely,
Trajector Medical

Initial Complaint

Date: 03/12/2024

Type: Service or Repair Issues

Status: Answered

In September of 2023 at the recommendation of a fellow Veteran when I was seeking to put new claims into the VA, I reached out to Trajector Medical with the expectation of doing a fully developed medical claim, to include professional medical diagnoses and consultation in a manner that a VSO would not be able to provide in terms of service.Instead I received an invoicing sheet I could have filled out alone in twenty minutes, and a phone call reminding me about my C&P exam. At no point was I provided access to medical professionals or actual consultation with any of the contractually obligated resources. In addition to this, after months of harassing me to fill out reviews and to refer others to them without any calls, medical appointments, consultations, or legal access after I filed my claim myself, gathered medical evidence myself through a privately furnished doctor, and recorded my disability increase they conveniently decided to charge me for the services they didnt even provide. I asked for assistance on the 8th of September, signed a contract on the 12th (for which I was misquoted the rate for over the phone of three payments of 40%). An MES call which was just to fill out the basic VA initial medical claim form was on the 18th of September, followed by assignment of a battle [redacted] I didnt hear from once on the 19th of September. Everything after this was either a review request, a symptom review which I already knew, or a request for payment. In addition to this they arent accredited, and utilize this fact to charge well over what the VA allows for accredited institutions. I will not use Trajector, I will not be recommending Trajector, nor will I standby and let them prey on other veterans. Cancel my account, rescind your request for money you didnt earn, and stop lying to veterans about the services you provide as an institution. Its unethical, immoral, and above all legally questionable at best.

Business Response

Date: 04/01/2024

Dear [redacted],

We extend our sincere apologies for the dissatisfaction you have expressed with our services and the perception that we failed to provide adequate support. We deeply regret

any inconvenience caused by the breakdown in communication and acknowledge the challenges you encountered with our diverse staff and your assigned team.

While our records indicate that the claims packet we issued to you was submitted, we have not received any documentation from your end verifying the denial of those claims, leading to the issuance of the invoice in question. Despite our request, you have chosen not to provide evidence of this, as outlined in the agreement that you read, acknowledged, and signed. In an effort to swiftly resolve this matter and prevent any further escalation, we have proceeded with the closure of your account within our systems. Consequently, you will no longer receive communications from our end.

Respectfully,

Trajector Medical

Initial Complaint

Date: 03/12/2024

Type: Service or Repair Issues

Status: Answered

I am absolutely feed up with this company. I hired them in October 2023 because they put up a great sales pitch on what they provided in regard to Veterans Affairs disability claims. I should have cut my losses with them in October after they started bouncing me around to a bunch of people who spoke English as second language and then sent me the wrong paperwork to file. When I notified them and even sent them the paperwork the VA sent me stating it was wrong, they were no help they also left items off my claim and stated I never said anything about those things which is a lie. But I was able to resolve the issue myself through the VA by sending in different forms and other documents to get my claim started... Well fast forward to this month, I was able to increase my disability rating so I called them to let them know and requested an invoice so I could pay them and be done trying to live up to my agreement with them. Well after requesting a whole bunch of other personal information that they have no need for I was sent a invoice for the wrong amount. The amount was every easy to figure out and even after numerous times explaining that to them, (another person who cannot speak English very well) they refuse to correct the amount and now call and email me numerous times a day. I still haven't seen a detail bill of how they came up with their amount which is incorrect and not what we agreed to.... I have already told them back in November to contact me by email because I cannot talk while at work. I am now consulting an attorney we will see who's math is correct that way, I guess.

Business Response

Date: 04/02/2024

Dear [redacted],

We sincerely apologize for the dissatisfaction you've experienced and for the inconvenience caused by the issue with your invoice. It deeply concerns us to learn of any breakdown in

communication with your assigned team, and we regret any difficulties encountered with our diverse staff.

Recognizing the paramount importance of effective communication, our escalations team promptly reached out to address the matter. According to our records, they have successfully engaged with you to discuss the issues and collaborate on finding a resolution. We value the opportunity to rectify any shortcomings and appreciate your patience throughout this process.

As per our discussion, your invoice has been promptly updated to reflect the agreed-upon terms. Should you have any further concerns or require additional assistance, please do not hesitate to reach out to us.

Respectfully,

Trajector Medical

Customer Answer

Date: 04/10/2024

I did not respond to until I was ensured the answer the business replied with was correct..
That is fine but the business did not give you all the information and although I we were able to come to a resolution it was not a easy process, nor were they honest in their answer..

I ended up paying their invoice just so they would stop the calls and emails.

Initial Complaint

Date: 03/11/2024

Type: Service or Repair Issues

Status: Answered

I originally worked with Vet comp and pen. Trajectory bought this company out and my personal information was sold without my consent. Vet comp and pen didn't not do any of the work and my approval was based on a exam from the VA. I have spoken with a rep many times with vet comp and pen explaining to them that they are charging me [redacted] for work that they didn't do. I don't owe them anything. I submitted my claim on my own. I have emailed and called numerous times to resolve this issue and they still continue to harass me and say I owe them money. They are fraudulently trying to collect a debt that does not exist. I need my account closed and for Trajectory to stop contacting me and harassing me by all forms of communication. This is my last and final attempt before legal action. My next steps will be having my lawyer contact them.

Business Response

Date: 04/01/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and understand your concerns regarding the frequency of communication regarding your invoice. We sincerely apologize for any inconvenience caused by our outreach efforts and for any difficulties encountered with our invoicing team. Your feedback is invaluable to us, and we deeply regret any negative sentiments resulting from our attempts to connect with you.

We had hoped to address your concerns and answer any questions you may have had, but unfortunately, despite multiple attempts to reach out, our escalations team did not receive a response from you. Consequently, the issue with your invoice remains unresolved, and as we have not received valid proof from you to contest the invoice, your account remains active with our finance department. Regrettably, it appears that collaborative efforts to reach a resolution have not been successful thus far.

If you would be willing to engage in constructive dialogue to find a mutually satisfactory resolution, we encourage you to contact us at your earliest convenience.

Respectfully,

Trajector Medical

Initial Complaint

Date: 03/11/2024

Type: Billing Issues

Status: Answered

I am filing this complaint against Trajector Medical due to their unethical business practices and unjust billing for services that were never rendered. Nearly one year ago, I engaged Trajector Medical for assistance with submitting my VA disability claim. However, the services provided by Trajector Medical were virtually ended with denied disability at first. After that I ultimately ended up filing the claim myself calling VA [redacted] hotline [redacted] and VA representative gave me the guidance about supplemental claim which performing all necessary tasks independently. Also I told the Trajectory Medical specific time to call me during week day due to my work duty they had failed to call my time. Despite the lack of any meaningful assistance or [redacted] provided by Trajector Medical I have recently been contacted by them, demanding over payment for purported services rendered. It is important to note that Trajector Medical is not a medical team, nor did they offer any valuable insights or services beyond what I was already knowledgeable about. Therefore, their claim for payment is baseless and unjustified. Key Points: Trajector Medical provided minimal, if any, assistance with my VA disability claim. I independently filed the claim and performed all necessary tasks. Trajector Medical is now attempting to charge me an exorbitant amount of money for services that were never provided. Trajector Medical lacks the expertise and qualifications to justify their billing. Requested Resolution: I request that Trajector Medical cease their attempts to charge me for nonexistent services and

retract any outstanding invoices or demands for payment. Additionally, I urge the Better Business Bureau to investigate Trajector Medical's billing practices and take appropriate action to prevent further unjust treatment of consumers.

Business Response

Date: 04/01/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and the perceived excessiveness of our communication regarding your invoice. We apologize for any inconvenience caused by our attempts to reach out and acknowledge the difficulties you encountered with our invoicing team. We sincerely regret any negative sentiments stemming from our efforts to engage with you. Please be aware that we had no direct communication with the VA and thus were unaware of any claims you may have filed independently.

While our records indicate that we issued a confirmation for the submitted claims packet, we have not received any documentation from you indicating that those claims were denied, hence the issuance of the invoice.

Despite your belief that we lack expertise and qualifications regarding the invoice, we aim to avoid further contention. In the interest of swift resolution and to prevent any further dissatisfaction on your part, we have taken the step to close your account in our systems. Consequently, you will cease to receive any further communications from us.

Respectfully,

Trajector Medical

Initial Complaint

Date: 03/11/2024

Type: Order Issues

Status: Answered

The purpose of this correspondence is to rescind any and all contracts, services, or agreements between Trajector Medical, its affiliates, and myself. This revocation is effective immediately. It has come to my attention that your firm is giving advice on how to prepare, present, and prosecute claims before the VA without proper accreditation from the VA [redacted] of general counsel. Only accredited representatives are authorized by law to collect a fee for assisting claimants. Not only that but I have become aware that representatives of this company have been calling and fraudulently behaving as my authorized representative to inquire about VA rating increases. If you do not acknowledge or accept this, I will be reporting your firm to the VA OIG as well as your state bar for the unauthorized practice of law. I did most of the work myself and charge me 2500 for doing nothing is unbelievable to me I will get lawyers involved if needed. Im not going to give a dime

Business Response

Date: 04/01/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and your perception of excessive communication regarding your invoice. We apologize for any inconvenience caused and sincerely regret any negative sentiments resulting from our outreach efforts and your experience with our invoicing team.

While our records indicate that we issued a claims packet to you and awaited documentation confirming the status of those claims, we did not receive any indication of denial from your end, leading to the issuance of the invoice in question.

We acknowledge your concern regarding VA accreditation. However, it's important to clarify that as we are not a legal representation entity, the laws and regulations governing accredited entities do not apply to us. Our services, as outlined in the agreement you reviewed, acknowledged, and signed, do not include legal representation or similar offerings.

We seek an amicable resolution and, to expedite matters and prevent further contention, we have proceeded to close your account within our systems. Consequently, you will not receive any further communications from us.

Respectfully,

Trajector Medical

Initial Complaint

Date: 03/11/2024

Type: Order Issues

Status: Resolved

Subject: Immediate Termination of Contract and Removal of Personal Information

I want to terminate my contract with Trajector Medical but they are ignoring my request. I wrote Trajector Medical on [redacted] in a certified letter and also an email stating that I wanted to terminate my contract. In the letter I stated that they erase all of my personal identifiable data from their systems which included but not limited to my name, address, and contact information from their records and systems under the U.S. data protection laws. This includes date of birth, social security number and all medical information whether personal or military related to me.

Initially, they worked on my case and I was assured they would continue to work with me on my case and appeals using all of my personal and military information. They said their

goal was to get me to 100% disability; they failed on their promise. My records indicate that Trajector Medical has not done any additional work on my case or with any of my appeals. As a matter of fact, I was told that my case appeals would now be handled by Trajector Medical Legal Department. I have never been contacted by their Legal Department even after I myself tried to contact them by emails and voice messages

I have not been able to seek additional compensation with the VA because Trajector Medical has dragged their feet on my request. I am a [redacted] year old Navy Veteran with disability issues and have not been able to continue seeking my benefits because Trajector Medical is doing me wrong as it is doing with other Veterans as me.
Furthermore, I hereby revoke any permission granted to Trajector Medical to access or communicate with the Department of Veterans Affairs (VA) on my behalf. I demand that any communication or interaction with the VA using my information cease immediately. Once this process has been completed, I want to receive written confirmation that my information has been removed from their systems.

Business Response

Date: 04/01/2024

Dear [redacted]

We sincerely regret any difficulties you experienced with your account and your recent closeout request. We understand your frustration with the waiting period for our response. Please be assured that certain procedures, such as the account closure process, necessitate careful attention and time.

According to our records, our escalations team successfully reached out to you to address the specifics of your account. We trust they were able to address any inquiries or concerns you raised. As previously discussed, your account has been formally closed in our systems. Furthermore, we have provided you with a closure letter for your records, serving as confirmation of the completion of this process. Henceforth, you should not expect further correspondence from our end.

Warm regards,

Trajector Medical

Customer Answer

Date: 04/01/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID

Initial Complaint

Date: 03/07/2024

Type: Billing Issues

Status: Answered

I originally signed up with Vet Comp and Pen to assist with VA claims, based on recommendations of co-workers. I was not notified when Vet Comp and Pen became Trajector Medical. I did not sign a contract with Trajector Medical, nor did I give them permission to access my VA account to gather information. I paid for assistance for two rate increases. I have no problem paying for services rendered, but they are charging me for services they have not provided. Trajector Medical did not assist with my recent rate change. They continually harass me with calls and texts. I sent two letters requesting that my account with [redacted] be deleted and communications ceased. I also sent them a copy of a document from the VA proving they did not help me with my rating change, yet they still harass me for payment 0f $4600. I have sent numerous emails (at least eight) asking for a detailed invoice showing what exactly they are charging me for. They have not sent a detailed invoice. They have fraudulently accessed my VA account to find out my VA rating. I have changed my VA password numerous times but they still get my rating info. I have asked how and why they are accessing my VA information, but they do not answer that question. It is ironic how they are silent when my VA rating decreases.

Business Response

Date: 03/28/2024

Dear [redacted],

We sincerely apologize for the dissatisfaction you've experienced with our services and the perceived excessiveness of our communication regarding your invoice. It is regrettable that you encountered difficulties with our invoicing team, and we acknowledge any negative sentiment this may have caused.

According to our records, our escalations team successfully contacted you recently to discuss the matter. We are pleased to learn that a resolution was promptly reached and that your concerns were addressed satisfactorily. As per our discussion with the team, your invoice has been updated, and your account has been processed for closure in our systems. A confirmation letter regarding these actions has been sent to you.

Should you have any further inquiries or require assistance, please do not hesitate to reach out to us.

Respectfully,

Trajector Medical

Initial Complaint

Date: 03/04/2024

Type: Product Issues

Status: Answered

I hired Trajector services in 2023. They have been diligent on my behalf with getting me 60 percent disability. My complaint is 3 weeks ago I asked for a closer letter they said they needed the last letter I received from the VA and I would receive my closer letter after they looked over it and bills have been paid. I called a week later to find out they received all my paperwork, all bills paid but needed 48 hours. To no avail 48 hours turned to a week today 2/14/2024. I spoke with 2 reps and the last rep said her supervisor will call me back on 2/14/2024 and I didnt get a call. For some reason they will not give a closer letter saying our business have concluded and I have satisfied my debt.

Business Response

Date: 03/04/2024

There appears to be a bit of confusion here. You are not someone Trajector Disability has ever spoken with or helped in any way.

Trajector Disability's [redacted] is to help individuals seeking to obtain disability benefits through the [redacted] You are not someone we've ever spoken with or helped in this process. It appears you're confusing us with another company.

We wish you the best as you attempt to resolve your concerns with the company you did

Business Response

Date: 03/25/2024

Dear [redacted],

We regret to learn of the challenges you experienced while requesting the closure of your account. We apologize for any inconvenience caused by our attempts to collect necessary documents or information during the closure process.

Despite our multiple efforts to contact you and address your concerns, we have unfortunately been unsuccessful in reaching you. Nonetheless, we wish to confirm that your account has been promptly processed and duly closed within our systems, as per your request. A formal letter verifying this action has been issued for your records.

Respectfully,

Trajector Medical

Prev. 1 ... 16 17 18 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any

information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 02/29/2024

Type: Service or Repair Issues

Status: Answered

This company is a scam, be careful and go with someone else if you can. I started "working" with Trajector Medical last year. The process was ridiculous. I was on the phone for hours explaining everything I had already put into their system. Why have us go in and fill it all out if you are just going to re-ask the same thing again. Basically it was me that filled out all of the forms myself and you just sent them in after I reviewed them. There were several times I tried to call and get a claim added and was told no that we can add it later when/if they deny my initial claims. They denied most of my initial claims and yet still I was unable to add a claim. I contacted them so many times to get this done to no avail. I paid the initial bump from 80% to 90% which is steep for what they did, "Nothing". Now they want me to pay an additional fee of almost $8k for doing zero to help me out. Add insult to injury I have lost my 9-5 back in January so there is no way I could pay that amount of money. STAY AWAY is all I can say. Not worth it for the "work" they did.

Business Response

Date: 03/21/2024

Dear [redacted],

We sincerely apologize for the challenges you encountered with your account and invoice. It is regrettable that there was a breakdown in communication regarding your claim inquiries, and we deeply regret any inconvenience caused by the lack of adequate support thus far.

Based on the information from your account, our escalation team successfully reached out to you to address your concerns and provide clarification. We are pleased to note that they were able to resolve the issues you raised. As previously discussed, your account has been updated, and we are actively engaged in moving forward with you to address any remaining matters.

Should you require further assistance or have additional questions, please do not hesitate to contact us.

Warm regards,
Trajector Medical

Initial Complaint

Date: 02/29/2024

Type: Service or Repair Issues

Status: Answered

I asked for Tracjectors services *ack in [redacted] for VA disa*ility and how to file the paperwork. I received a VA decision *ack in [redacted] That is the first receipt I have provided you. They were paid in full for their services and I decided to proceed with another claim. The VA came to another decision in [redacted] and Tracjector was again paid for their work. After this claim I informed Tracjector I no longer needed their services and provided the paperwork they required. I kept receiving phone calls (at least two a week for months) each time I asked them to stop contacting me. A few months went *y and as I was talking to a physician they informed me I should talk to the VA a*out PTSD and get evaluated. During this process I did not use Trajector or any of their services and completed all the paperwork and appointments *y myself. I used the online interactive VA we*site to make this claim. I received a VA decision and received compensation. Somehow Trajector found out a*out my VA decisions (I assume *y going through medical records without my permission) and have *illed me for over [redacted] for a service they didn't provide. They refuse to acknowledge they had nothing to do with the process and have *een harassing me with phone calls and text messages. I have asked several times to speak with a supervisor to get this issue resolved and they refuse. I have also *een threatened with going into collections.

Business Response

Date: 03/21/2024

Dear [redacted]
<*r><*r>We regret to learn of your dissatisfaction with our services and your perception of inadequate support. We apologize for any frustration caused *y discrepancies in your invoice. It was issued without awareness of external factors, such as your independent claims filing with the VA, as we are not affiliated with nor directly communicate with the VA.<*r><*r>According to our records, our escalations team successfully contacted you to address your concerns. We apologize for any previous oversight in responding to your request to speak with a supervisor.<*r><*r>We are pleased to hear that a resolution was swiftly achieved and that your inquiries were addressed satisfactorily. Per our discussions with the team, your invoice has *een revised, and your account is *eing processed for closure. A confirmation letter has *een sent to you, marking the completion of this process, and further communication from our end will cease.<*r><*r>Yours sincerely,<*r>Trajector Medical

Initial Complaint

Date: 02/29/2024

Type: Sales and Advertising Issues

Status: Resolved

I reached out to Trajector Medical in April of [redacted] disability claims for the the VA. I completed a few questionnaires and submitted information to Trajector which they then forwarded to the VA. I was told I would not have to use any contracted medical facilities in the process. I then started receiving mail from the contracted medical facilities stating that I had appointments already scheduled that I could not attend due to my work schedule. At this time I went ahead and closed ALL claims that Trajector had assisted with filing at once. I then received the decision letter from the VA stating that ALL claims had been closed and increases in those disability claims would be denied. I decided to proceed in the process without the assistance of Trajector. They had told me from the beginning that the only money that would be owed to them is if they were able to get increases in any of my disability compensation which did not happen because all the claims were closed. At this time I continued to be contacted by Trajector and had asked them to please leave me alone and delete my files and close my account. They told me they couldnt do so until they received the decision letter from the VA. I forwarded the decision letter to them and they are continuing to ask for additional personal information in which I legally am not obligated to share with this company. I have asked them a third time to immediately update my account and initiate the closure process or I will be forced to take legal action. I do not feel comfortable with this company having my personal medical information anymore and continuing to contact me requesting more information. They did not help me in this process and I do not owe them a dime because none of my claims that they helped me submit were approved for an increase. I would like them to close my account immediately.

Business Response

Date: 03/21/2024

Dear [redacted],

We sincerely regret learning about the challenges you encountered with your account and the complications surrounding your claims, given your circumstances.

Regarding your concerns about the Compensation and Pension (C&P) examination, please understand that while we typically offer support before such examinations, we do not directly schedule them. The scheduling of these exams is determined by the VA during the adjudication process, based on their assessment of the situation. Regrettably, we cannot assure whether an examination will be necessary or not, and we apologize if there was any misunderstanding regarding your attendance requirement. In our experience, approximately 70% of submitted claims necessitate an examination during the adjudication phase.

We acknowledge that our escalation team successfully reached out to address your concerns. Following our conversation, we have taken the necessary steps to close your account, and you can expect no further communication from us on this matter.

Respectfully,

Trajector Medical

Customer Answer

Date: 03/22/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 02/28/2024

Type: Billing Issues

Status: Answered

I contacted trajector about helping file my case in May 2023. I was already at 70% at the time and needed a 30% increase I was trying to increase because my condition had worsened with my PTSD. I was also having trouble finding work and I let them know that we would be needing to apply for VA unemployability. There were also things in my file that they did help me with getting an increase, but it had nothing to do with my PTSD. In December I received an increase for another reason and was sent an invoice. I contacted them and told them in December that I did not get scheduled for my PTSD exam, and that paperwork was mailed to me telling me that I was unable to be scheduled for an exam, because they couldnt get a hold of me which was not true because I have made every appointment set so far, I contacted trajector again and let them know what happened and that they said a missed appointment that was never scheduled. They told me they could no longer help me until I made a payment in January I made a payment and set up agreement with a payment plan. in February they told me that my invoice is now changing and I owe them more money I already had agreed to a plan and they called me to revise it to pay more for another invoice on an increase. I told them I just did one but my case is coming to a close and I need help before it closes. They told me they could no longer help me again because they need payment I told him I made a payment two weeks ago and no one has contacted me sincel dont have a payment due yet and Im already being contacted to make more payments even though Ive already made my monthly payment thus far. When I contact trajector about the missed appointment, they tell me they can no longer help me because of payment. Ive made my payment, a month has gone by and I have received no help from anybody from trajector. This is sad because this is the second company that has screwed me over in the past three years with a loss of $75,000.

Business Response

Date: 03/20/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services. It is unfortunate that you disagree with the details of your invoice, and we understand how receiving such an invoice

can lead to frustration. Additionally, we apologize for any breakdown in communication regarding your account.

While we had hoped to engage in a discussion with you to address these matters, our escalation team was unable to make contact. We recognize that effective communication is essential in providing assistance, and we acknowledge our shortcomings in this regard. According to our records, it appears that our staff did manage to connect with you to address your concerns and provide clarification. We are pleased to note that they were able to resolve the issues raised.

As previously discussed, your account has been updated, and we are actively collaborating with you on the next steps.

Should you have any further inquiries or require additional assistance, please do not hesitate to reach out to us.

Respectfully,

Trajector Medical

Initial Complaint

Date: 02/27/2024

Type: Order Issues

Status: Answered

Would like to close the account. I have gotten no assistance for months. The contract is very misleading. Please assist. As a disabled Veteran it is very disappointing.

Business Response

Date: 03/19/2024

Dear [redacted],

We regret to learn of the challenges you've experienced with our processes. We empathize with your frustration stemming from extended waiting periods for responses. It's important to note that certain stages of our procedures, particularly the thorough evaluation of claims, inherently require time. This meticulous review ensures that we comprehensively understand your circumstances and can provide tailored assistance to optimize your benefits.

Despite our efforts to connect with you regarding your concerns, we have unfortunately been unsuccessful thus far. If you would like to address any issues directly with us, please feel free to reach out via email or phone at your earliest convenience. Rest assured, your account remains active as we continue to process your claims with the VA.

Sincerely,
Trajector Medical

Initial Complaint

Date: 02/27/2024

Type: Product Issues

Status: Resolved

I originally contacted Trajector Medical in early 2023. Originally they "helped" me obtain a rating for my PTSD, but I found that hard to believe because my C&P was a third party who had NO information about me other than the file I provided. I paid my bill (which was a lot) I should have used a VSO. HOWEVER, when I asked them (and emailed them) to stop reaching out to me and I no longer wanted their service they would not stop contacting me. Like other folks who have written the same complaints, you cant understand the people you speak to, you get the run-around when asking a question and quite honestly all they want is your money regardless of what they say., they dont provide evidence.They continued to contact me repeatedly via phone and email after multiple requests to stop. I utilized my local VSO for additional claims (not Trajector) but then they would call or email me about my increase and expect me to pay them. They provided NOTHING. they are somehow watching your rating to see if it goes up and then claim they helped you. TOTAL BS. Every appointment I have had, I request to see my medical records and ask if there is any supplemental supporting documents from a third party.....EVERY time the answer is no. I have even asked in writing for Trajector to show me this "miracle information" they have about me and they have failed to provide or discuss it. Yet, the phone calls and emails continue even though I have not used them for my other claims, it would appear they are trying to take advantage of veterans and their fees are outrageous. DO NOT USE this company. Find a VSO, they are for the veteran. I want this company to stop contacting me. I do not owe them and I dont want them representing me. PLEASE CLOSE MY FILE. My next

step is my states' [redacted] and local senator who is also a veteran. I have also contacted a lawyer, this unwanted harassment and false service delivery from them has got to stop.

Business Response

Date: 03/25/2024

Dear [redacted],

We extend our sincere apologies for any dissatisfaction you've experienced with our services. It's regrettable to learn that you feel we haven't adequately supported you and that you disagree with the details outlined in your invoice. We understand how receiving an invoice that doesn't align with your expectations can be frustrating, and we apologize for any inconvenience this may have caused. Moreover, we're disheartened to hear that you perceive our approach as solely focused on the financial aspect of the claims process, as this is not reflective of our values or intentions.

Regarding your concerns about the C&P exam, we want to clarify that we are not affiliated with the VA nor do we engage with them in any capacity. Therefore, any issues encountered during such examinations are beyond our purview. As these exams are conducted by third-party entities at the request of the VA, their access to information is limited to what the VA provides them. This may explain why they lacked sufficient details about your claim. Furthermore, as we do not communicate with external parties or represent you in any official capacity, we did not share any information regarding your claims with them.

In the interest of resolving this matter amicably, we have promptly reviewed and adjusted your invoice following the discussions held with our escalation team. Your account has been processed for closure, and you will receive a formal closing letter. We assure you that you will not receive any further communication from our end.

Respectfully,
Trajector Medical

Customer Answer

Date: 04/02/2024

Thank you for the email responses and your assistance in this matter. Trajector Medical did contact me to inform me they have closed my account and I will not recieve any further communication from them. I feel this decision on their part is amicable and I accept their agreement to end this issue.
Thank you again for your assistance.
Respectfully,
[redacted]

Initial Complaint

Date: 02/26/2024

Type: Service or Repair Issues

Status: Answered

This is a company that said could help get me my Veterans Affairs disability increased. They were supposed to provide documents that help to increase my benefits as well as calls to coach you before your doctors appointments. If they help you get an increase then they charge you after. However I never followed through with using their services. I only had talked to them three times. I never spoke with them again after those first couple of phone calls. I stopped talking to them when I moved to another state. They even sent me messages asking me to continue with their services but I did not. I moved to another state and did my claim on my own and they did not take any part in me receiving my benefits. The VA did not have or use any information from this company to increase my benefits. I want my account closed and them to stop asking for money for services they did not provide.

Business Response

Date: 03/19/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and your perception that we have not adequately supported you. We apologize for any frustration caused by discrepancies in your invoice.

In regards to your invoice dispute, we have not received any supporting documentation from your end to substantiate your claim. Our records indicate that the documents we provided to support your claims have been successfully submitted to the VA.

We would have appreciated the opportunity to address your concerns and discuss your account further, but unfortunately, we have not been able to establish communication with you despite our efforts to reach out.

Given the unresolved nature of the invoice issue, your account will remain active with our finance department. However, we urge you to consider engaging in dialogue with us to seek a resolution.

Should you wish to resolve this matter amicably, please do not hesitate to contact us.

Sincerely,
Trajector Medical

Initial Complaint

Date: 02/23/2024

Type: Service or Repair Issues

Status: Resolved

I hired Trajector Medical to assist me with my disability claim in 2022. The SOLE purpose being their highly advertised medical consultations prior to seeing the VA's medical team to ensure nothing that could be claimed was left out. They told me I had my own specialized team named "Golf team" that was available to me 24/7. I reached out prior to my scheduled appointment with the VA to let them know when my appointment was and received no response. I went to the appointment myself and got my rating MYSELF of 70% initially. Then attended another appointment, once again without their assistance, which got me to 80%. I then submitted for an increase, once again without their assistance, and was granted it which landed me at 90%. They are now harassing me about owing an insane amount of $10,385.09 for I'm assuming all my increases. Any time I call their service line I am met with individuals who speak broken English at BEST and can resolve none of my problems. If you call their new client line (as if you were interested in their services) perfect English, every time. I have tried to resolve this via email and phone calls with no results. I respond back to their emails of alleged invoices saying I will not be paying anything and I get no responses, just another increased invoice a few weeks or months later. I spoke with them today, 2/22/2024, when an individual with broken English attempted to tell me she could not connect me with escalations because they don't have their number? An obvious lie. Then when I asked to speak with her supervisor, he was "on another line" and would call me back in "[redacted]" minutes and to keep my line open. It has been hours. This company cares very little about veterans and extremely about their profit. Just browsing through these complaints I see it is not the first time this has happened. It has been two years of harassment

Business Response

Date: 03/15/2024

Dear [redacted],

We extend our sincerest apologies for any dissatisfaction you may have experienced with our services. It is regrettable that you found discrepancies in your invoice, causing frustration. We deeply apologize for any breakdown in communication regarding your account, and we understand your sentiment regarding our commitment to client care.

Our intention was to reach an amicable resolution to address your concerns. Regrettably, it appears our attempts to reconcile were met with further frustration on your part. Despite our belief in the accuracy of the invoice, we prioritize resolving matters promptly. Consequently, we have honored your counter offer, updating your account accordingly. Furthermore, we have initiated the closure process for your account within our systems, and a confirmation letter has been dispatched.

Please be assured that you will not receive any further correspondence from our end.

Respectfully,

Trajector Medical

Customer Answer

Date: 03/20/2024

The company and I have settled. The matter is resolved.

Initial Complaint

Date: 02/21/2024

Type: Product Issues

Status: Answered

I was referred to this company July 2023. I wasted 6-7 months with them only to have denial after denial, then they try to bill me with an arbitrary date. In the billing email it said they reviewed my decision letters which never happened-they call everyday, called my wife and sent a many emails. Given the experience thus far I regret ever getting in contact with this company and wont be referring them to others-they are aggressive and dont assist you when the decision letters come. I emailed them and told them I wont be using them anymore.

Business Response

Date: 03/06/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and your perception of inadequate support. We sincerely apologize for any frustration caused by receiving an invoice that does not align with your expectations. It was never our intention for you to feel any form of aggression in our attempts to address your concerns.

We would have welcomed the opportunity to discuss and resolve your issues. Regrettably, despite our efforts to engage with you regarding the specifics of the invoice dispute, including our desire to review any documentation you might have to support your claims, we were unable to establish contact. Consequently, your account will remain under review by [redacted] until the matter is resolved.

Respectfully,
Trajector Medical

Customer Answer

Date: 03/06/2024

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **21325928**

I am rejecting this response because: They have made contact with me multiple times and I responded that I do not want to continue business with a company that does not render the services they provide. I told them I want my account closed-I dont want to waste anymore time than they already have.

Regards,

Business Response

Date: 03/07/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our recent communication and acknowledge your frustration. Regrettably, we are currently unable to fulfill your request for account closure due to ongoing issues with your account, as previously outlined. Despite our efforts to engage with you regarding these matters, we have encountered difficulty in establishing communication to address the situation. Consequently, your account will remain active until these issues are resolved.

We recognize your desire to close your account and apologize for any inconvenience caused by our inability to meet your request promptly. If you would like to discuss a resolution in a constructive manner, we encourage you to contact us at [redacted].

Yours sincerely,
Trajector Medical

Customer Answer

Date: 03/08/2024

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **21325928**

I am rejecting this response because:

Please describe in detail the precived account issue so I can pass the information to the FTC.

Regards,

[redacted]

Business Response

Date: 03/25/2024

Dear [redacted],

We regret to learn of your continued dissatisfaction with our previous correspondence. We

understand that you remain unsatisfied despite our repeated efforts to address the matter a hand and clearly articulate our position. For your convenience, we kindly direct your attention to our prior communications wherein we outlined the pertinent details of the issue and reiterated our stance.

Moreover, we wish to highlight that our attempts to engage with you beyond this platform have unfortunately been met with rejection, thereby hindering our ability to facilitate a more direct and personalized resolution process.

Should you harbor a genuine desire to amicably resolve the concerns surrounding your account, we encourage you to initiate contact with us. Our team stands ready to provide assistance and work towards a satisfactory resolution.

Sincerely,
Trajector Medical

Customer Answer

Date: 03/27/2024

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **21325928**

I am rejecting this response because:

Please outline in detail what account issue is preventing the closure of my account, as there has been no valid communication from trajector stating otherwise.

1) Trajector originally stated they couldn't contact me when infact I have been in contact.

2) Trajector now states that they previously outlined the precived account issue in previous communication...

Which one is it? Company did not render the service they provide and charge people for it. So please enlighten me on this platform what precived account issue prevents my account closure in detail. Exact details.

Regards,

[redacted]

Business Response

Date: 04/09/2024

Dear [redacted],

We regret to learn of your continued dissatisfaction and rejection of our previous correspondence. As we have diligently articulated the matter at hand and reiterated our position on multiple occasions, we kindly direct you to review our previous communications for clarity. Despite our [redacted] efforts to engage with you beyond this platform, we regret

that our attempts to establish alternative lines of communication have been met with refusal

Your persistent reluctance to engage with us outside the BBB website remains a challenge. Contrary to your assertions, we must emphasize that valid communication channels have indeed been extended to you. Regrettably, our outreach beyond the confines of your BBB complaint has been met with rejection, rendering it difficult for our escalation team to reach out and address the concerns regarding your account. It's important to note that our team's involvement in BBB matters is distinct from operational inquiries, which are typically handlec by our customer service team.

In our most recent correspondences, we have meticulously outlined the impediments preventing the closure of your account. However, it appears there may be some misunderstanding, prompting us to reiterate the key points for clarity:

1. Your account reflects an outstanding balance, and our policy prohibits the closure of accounts with pending dues.
2. Despite your assertion that services were not rendered and therefore you are not liable for the balance, it remains incumbent upon you to provide evidence disproving the VA's approval of the claims we assisted with. Furthermore, your commitment to furnish us with your rating letters upon receipt from the VA, as stipulated in the agreement you acknowledged and signed, remains unfulfilled.

Respectfully,
Trajector Medical

Customer Answer

Date: 04/09/2024

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **21325928**

I am rejecting this response because:

1) I possess email communication, which asserts that the services for which charges are being levied have not been satisfactorily provided. Specifically, Trajector Medical has acknowledged its failure (dropped the ball) in fulfilling its obligations.

Furthermore, the offer of a discount of up to 30% on the purported bill serves as an implicit acknowledgment of the inadequacy of services rendered.

2) Regardless of the department handling inquiries (be it escalations or customer service), it is incumbent upon [redacted] to furnish a comprehensive breakdown of the charges. And to furnish the methods used in deriving these charges.

3) "it remains incumbent upon you to provide evidence disproving the VA's approval of the claims we assisted with". As stated before outside of this platform and within, how is this being derived? Trajectory Medical lacks VA Accreditation, so I am curious how this information is being obtained as it cannot be acquired thru an unaccredited entity-

further being unaccredited provides no obligation to this information should this information exist.

Regards,

Initial Complaint

Date: 02/21/2024

Type: Billing Issues

Status: Resolved

I am filing this complaint against Trajector Medical due to their unethical business practices and unjust billing for services that were never rendered. Nearly three years ago, I engaged Trajector Medical for assistance with submitting my VA disability claim. However, the services provided by Trajector Medical were virtually nonexistent, as I ultimately ended up filing the claim myself and performing all necessary tasks independently.

Despite the lack of any meaningful assistance or service provided by Trajector Medical, I have recently been contacted by them, demanding payment for purported services rendered. It is important to note that Trajector Medical is not a medical team, nor did they offer any valuable insights or services beyond what I was already knowledgeable about. Therefore, their claim for payment is baseless and unjustified.

Key Points:

Trajector Medical provided minimal, if any, assistance with my VA disability claim.
I independently filed the claim and performed all necessary tasks.
Trajector Medical is now attempting to charge me an exorbitant amount of money for services that were never provided.
Trajector Medical lacks the expertise and qualifications to justify their billing.
Requested Resolution:

I request that Trajector Medical cease their attempts to charge me for nonexistent services and retract any outstanding invoices or demands for payment. Additionally, I urge the Better Business Bureau to investigate Trajector Medical's billing practices and take appropriate action to prevent further unjust treatment of consumers.

Business Response

Date: 03/05/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and the perception that we did not adequately support you. We apologize for any inconvenience caused by discrepancies in your invoice, which may have led to frustration. It's important to note that when issuing the invoice, we were unaware of any external factors, such as your independent claims filing

with the VA. Please understand that we are not affiliated with the VA and do not have access to information regarding your claims.

We would have welcomed the opportunity to address your concerns, but unfortunately, we were not given the chance to do so. Despite our efforts to contact you for a discussion regarding the invoice dispute and our intention to request documentation that could clarify and potentially invalidate the charges, we were unable to reach you.

Nevertheless, we have taken steps to resolve your account. Your invoice has been updated accordingly, and your account is now closed within our systems. You can expect no further communication from our end.

Respectfully,
Trajector Medical

Customer Answer

Date: 03/06/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Prev. 1 ... 17 18 19 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 02/21/2024

Type: Order Issues

Status: Resolved

This complaint is for Trajector Medical Services formally (Vet Comp) . In May of 2021 I reached out to Vet Comp now know as Trajector Medical Services, for help with filing VA Disability claim. I was giving a Battle Buddy to assist me with my claim. I got really concerned when the company name changed from Vet Comp to Trajector Medical Services and my Battle Buddy changed. I continued to work with Trajector Medical services after the company name change and Battle Buddy name change. I was thinking to myself this must be an scam. I stop communication with Trajector Medical Services. Tracjector Medical would send me text messages , e-mails and telephone calls, every time I receive an email or telephone call my Battle Buddy would change. I got to the point were I conducted my own research , on how to file VA Disability claims . I filed my own VA Disability Claim and went to my doctor for Nexus letter. Trajector Medical Services did not help file an claim or did I see their doctor for Nexus letter. Trajector Medical Services sent me an invoice of $14,912.85 for services never rendered. Note: Have Trajector Medical Services to show documentation of proof of services rendered to me for my VA Disability claim increase.

Business Response

Date: 03/04/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and the perception that we did not adequately support you. We apologize for any frustration caused by discrepancies in the invoice you received. It was issued without knowledge of external factors, such as your independent claims filing with the VA, as we are not affiliated with them nor do we engage in direct communication with them.

Our records indicate that our escalations team successfully contacted you to address your concerns. We are pleased that a swift resolution was achieved and that your questions were answered satisfactorily. Following our discussions with the team, your invoice has been updated, and your account has been processed for closure. A confirmation letter reflecting these actions has been issued to you.

Respectfully,
Trajector Medical

Customer Answer

Date: 03/05/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 02/21/2024

Type: $ Billing Issues

Status: Answered

I signed up with Trajectory Medical to help me with my VA Claims and they were not transparent about the fees that they charge to help me with my claims. It is because of this I requested to cancel my contract. I sent them a letter and they said that I had one claim still pending that I would owe them prior to closing my account with them. I agreed to pay them and they sent me an invoice [redacted] dollars for the remainder of my balance. I spoke with an agent and they said they confirmed that they received my payment in full. I told the agent that I had sent them a letter and asked to confirm that they will be cancelling my contract. The agent said that I was good. They still never sent me a letter officially saying my contract was cancelled. Instead they sent me a flyer stating all the things they claimed they helped me with and it had a message requesting to refer them to other veterans. They then kept emailing me and calling me requesting that I send them a decision letter for my recent claim which I had already sent them and I paid them in full for their services. Then a month went by and I get a text message with an invoice saying that I owe them 3,168 dollars. I immediately called them and told them that I owe them nothing and that I had requested to close my account and contract with them. I want this company to stop harrasing me and to stop billing me for services that I no longer recieve or want. If they had did the right thing and closed my account that I paid in full already I wouldn't feel the need to come of this site for BBB and file a complaint.

Business Response

Date: 03/13/2024

Dear [redacted]

We regret to learn of your dissatisfaction with our services and the perception that we have not adequately supported you. It is unfortunate that you find discrepancies in your invoice, which understandably may lead to frustration. We sincerely apologize for any breakdown in communication regarding your account.

Your overall dissatisfaction, culminating in the decision to close your account, is deeply regrettable to us. We understand that our efforts to address the invoicing issue may have added to your frustration. However, we must clarify that without documentation from your end to challenge the validity of the invoice, we proceeded based on the information available to us.

Despite our efforts, we recognize the need to respect your decision. Consequently, we have initiated the closure process for your account. We have adjusted your invoice accordingly. Regrettably, our attempts to engage in dialogue and find a resolution to your concerns have been unsuccessful.

Please accept our sincerest apologies for any inconvenience caused. Should you wish to revisit this matter or require further assistance in the future, please do not hesitate to reach out.

Respectfully,

Trajector Medical

Initial Complaint

Date: 02/20/2024

Type: Sales and Advertising Issues

Status: Answered

I sought help with Trajector Medical to have my VA disability increase in late 2022 early 2023. None of which I had filed was approved. When I was contacted by the VA they set me up for a PTSD evaluation which was denied but was generalized as a different disorder. I had not heard from Them for months. I personally had to file with the VA for sleep apnea which I did all the work and filing myself. Trajector is claiming I owe them for the increase I never gave them paperwork for nor contacted them since the claim for PTSD was denied yet I am told I owe and they have not sent a breakdown of anything they say I owe. I dont feel I owe this money

Business Response

Date: 03/04/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and your perception of inadequate support. We apologize for any frustration caused by discrepancies in your invoice. It appears there may have been a misunderstanding regarding the circumstances surrounding its issuance. We were unaware of any external factors, such as your independent claims filing with the VA, as we are not affiliated with nor communicate directly with the VA.

We would have welcomed the opportunity to address your concerns, but unfortunately, we were not given the chance. Despite our efforts to contact you to discuss the specifics of the invoice dispute, including our intention to request documentation from you to rectify the situation, we were unsuccessful in reaching you.

As of now, your account remains active, pending resolution of the invoice matter. If you wish to engage with us to resolve this issue and any other concerns you may have regarding your account, please don't hesitate to reach out to us at your earliest convenience.

Respectfully,
Trajector Medical

Initial Complaint

Date: 02/20/2024

Type: Order Issues

Status: Resolved

I believe Trajector has violated the terms of the contract, has incorrectly billed for services, and will not acknowledge termination of the contract per required terms. Prior to engaging with Trajector I was already rated by the VA as have a 70% disability. I engaged with Trajector for assistance in an additional VA disability claim. The engagement was with a contractual understanding that Trajector would solely Evaluate your medical evidence and the various medical symptoms you suffer from and help you understand the potential VA disabilities you may qualify. Furthermore the contract stipulates Trajector will, Act in accordance with the laws and regulations that enable private medical professionals to develop evidence in support of VA claims. Finally, the contract states, You understand that we will not prepare, present, file, and/or prosecute a claim on your behalf and we strictly provide medical evidence development and medical consulting services.After my engagement I have reason to believe Trajector has violated the terms of the contract and has extended work beyond merely providing medical evidence development and consultant services and has been accessing VA databases and calling in to the VA call centers acting as the veteran to obtain information exclusively as a means to increase the billing amount demanded from Veterans. During the engagement process Trajector did perform medical consulting services to discuss my disability. After the consultation they sent me a link for ATOMIC Forms with my claim previously filled-in utilizing VA Forms. The Trajector Privacy notice mentions practices to comply with HIPAA regulations. However, ATOMIC Forms is not covered by HIPAA from the disclosure provided. Furthermore, the privacy notice does not indicate that Trajector call centers and agents that have access to PII and protected health information are located in call center outside [redacted]. Once the VA adjudicated my new disability claim and provided an increased rating to 90%, I acted in good faith and per the terms of the contract. I submitted the top page of my disability rating increase letter which showed an increase from the pre-existing 70% to 90%. In my case, Trajector appears to have obtained VA information acting as the veteran which goes beyond valid laws/regulations and strictly providing medical evidence development and medical consulting services to calculate an inflated invoice. Thus far, Trajector has failed to provide acknowledgement of a corrected invoice or a valid notification of contract termination. Furthermore, post notification, they have contacted me again via email and demanded payment utilizing the incorrect invoice. Finally, on 2/16/2024 at 11:15PM Trajector

texted me with the same demand for invoice payment and further failed to acknowledge termination of the contract or provide a corrected invoice. I implore Trajector to provide the information requested, acknowledge of termination of contract, provide a corrected invoice. I also explicitly forbid Trajector to use my personal information to contact the VA acting as me or on behalf of me.

Business Response

Date: 03/12/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and your perception of inadequate support. We understand your concerns regarding the invoicing process and the subsequent frustration it may have caused. We sincerely apologize if you feel that our actions in issuing the invoice somehow breached our agreement.

While transparency is paramount to us, it is equally important that we maintain the confidentiality of our proprietary methods and processes integral to delivering efficient services. Therefore, we are unable to disclose specific details concerning the notification process, as it falls under our proprietary information protected by Chapter 688 of the Florida Statutes. Please be assured that Trajector Medical neither communicates with the VA on your behalf nor for our own purposes, and this practice will continue unchanged.

It is important to clarify that we do not represent veterans nor have access to their military or medical records. Any records we possess are provided by our veteran clients, or upon their explicit instruction and authorization, to facilitate expert medical evidence development.

Regarding the dispute over your invoice, we have not received any documentation from you to substantiate your claim. Although we have received the front page of your decision letter, we are yet to receive the complete copy as stipulated in the agreement you acknowledged and signed before availing our services. Furthermore, you consented to us using your PHI solely to remain informed about any alterations to your VA benefits, regardless of invoicing.

As the invoice matter remains unresolved, your account will remain under review by [redacted]. We regret the impasse reached despite our numerous attempts to engage with you on this issue.

Should you seek an amicable resolution, we encourage you to contact us.

Respectfully,

Trajector Medical

Customer Answer

Date: 03/13/2024

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **21307586**

I am rejecting this response because: I have implored [redacted] to produce a correct invoice. I have detailed how the invoice information is incorrect and provided all the information required to produce a proper invoice. [redacted] is unwilling to provide a corrected invoice as evidenced by the extensive email correspondence. [redacted] first stated they produced the invoice from evidence I sent them. When that was disproven, [redacted] indicated they produced an invoice utilizing "Trade Secrets," and will provide no further evidence on how the dollar amount was obtained/generated.

[redacted] is willing and able to utilize the VA Disability Pay Scale when it suits them. They then obfuscate behind "Trade Secrets" on other values so they don't have to explain how they generated the second amount. I continue to implore [redacted] to provide a valid and justifiable invoice.

Finally, I never granted [redacted], nor do I have the authority to grant [redacted] (non-accredited) access to VA databases/call centers acting on my behalf or impersonating me for any reasons.

Regards,

Customer Answer

Date: 03/27/2024

Good Afternoon,
Trajector has made no effort to justify the invoice. While they appear to be delaying an additional response within the BBB dispute process the company continues to deploy multiple departments which repeatedly contact me for payment of the unjustifiable/erroneous invoice. I have reiterated my simple request and that is to provide a justifiable invoice.
At this point I am very concerned with the entire process and the company's unwillingness to provide justification or correction.
Sincerely,
[redacted]

Business Response

Date: 04/01/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our previous correspondence and the subsequent rejection of our response. We apologize for any inconvenience or negative sentiments that [redacted] have arisen from your interactions with our invoicing team.

Regarding your dispute over the invoice, we acknowledge your concerns about its creation and calculation. However, please understand that the methodology behind our invoicing process is proprietary and confidential. We outlined our fee structure in the agreement you reviewed, acknowledged, and signed.

Regrettably, it appears that we [redacted] not be able to resolve this matter to your satisfaction, particularly as it pertains to information that we cannot disclose. Consequently, we have taken the decision to close your account in our systems and have updated your invoice accordingly. Continuing our services under these circumstances would not be conducive for either party.

Please be advised that you will no longer receive further communications from us.

Respectfully,

Trajector Medical

Customer Answer

Date: 04/02/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 02/20/2024

Type: Order Issues

Status: Answered

I was a client of Trajector Medical. I started with them before the rebranding, when they were called Vet [redacted] I am a disabled veteran, and they assisted me with my VA disability claims. I paid Trajector Medical approximately $6000 for the claims they assisted me with that were determined in my favor. However, there came a point when I was no longer happy with the level of service I was receiving, and I terminated my agreement with them. I went on to file additional VA disability claims without using any of Trajector Medical's work or support. Now their billing department is harassing me about a bill for an additional ~$5000, saying I owe them for the claims they didn't work on. They call me almost daily and send me text messages. Multiple times I've provided them my email address and asked them to send me documentation to support their claim that I owe them money. Instead, they demand that I provide them documentation on my VA claims, which I won't because I don't have a contract or agreement with them that requires me to do so. I'm tired of being hounded by their billing department with no ability to talk to a "real person" at the company to resolve the issue. It is causing stress, anxiety, and other issues within my family. I want them to acknowledge that I don't owe them anything, close my account, and leave me alone.

Initial Complaint

Date: 02/20/2024

Type: Order Issues

Status: Resolved

I used Trajectory Medical to file VA claims for Tinnitus, hearing loss, rhinitis and IBS. The contract states I owe them 5 months of payment for claims awarded that was filed using their assistance.I was first approved 10% for tinnitus, 0% for hearing loss and 0% for rhinitis. I paid them for 10% Tinnitus right away. Since then, I filed asthma and anxiety on my own, not using them.I was later awarded 30% for IBS. So I owe them first 5 months for IBS ($2,621.55).They sent me an invoice for over $7,000.00 because I went from 10% to 60%, but they did not get me to this. I was awarded a higher rating based of asthma I filed on my own ... I called them twice explaining this and disputed the $7,000.00 invoice. I agreed to pay them $2,621.55 right away since I do owe them for IBS.Basically, they are charging me for services they did not assist with and keep trying to get more money that is not rightfully owed to them.I am willing to pay what I owe for the claim I used them for, but not for claims I filed on my own.

Business Response

Date: 03/12/2024

Dear [redacted],

We regret to learn of your dissatisfaction with our services and the perception that we did not adequately support you. We apologize for any frustration caused by the disagreement with your invoice. It's important to note that the issuance of the invoice was carried out without awareness of external factors, such as your independent claims filing. Please be aware that we are not affiliated with the VA and do not engage in communication with them, making us unaware of [redacted] to your benefits.

According to our records, our escalation team successfully contacted you to discuss your account. We are pleased to hear that they were able to address your concerns promptly, resulting in a resolution. As previously discussed, your account has been updated with the relevant details of the resolution. Should you have any further inquiries or concerns, please do not hesitate to reach out.

Respectfully,

Trajector Medical

Customer Answer

Date: 03/13/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

Initial Complaint

Date: 02/16/2024

Type: $ Billing Issues

Status: Resolved

The forms you sent me had incomplete information, typos, errors, and had barely information in it. Before those forms were faxed to the VA I had to fix and adjust them for accuracy. Aside from that the representative I spoke to, whom I relayed those concerns to stated " we want to just submit it like that so that they can deny it and the backpay time will start", I did NOT agree to that and so therefore I fixed my own paperwork. I also told the representative that I had ALL of my own medical documentation of my own in service connected injuries. He said the first time was bare so that the VA WOULD DENy. Since I did not agree to that, I personally sent the VA all of my own medical documentation, I went to doctors on my own, and I also did the c&p all by myself. The only thing you guys did was prepare a skeleton of basic typos and errors to charge a heavy fee in the end, with hopes of the BA denying it. Then I find that your firm is giving advice on how to prepare, present, and prosecute claims before the VA without proper accreditation from the VA office of general counsel. Only accredited representatives are authorized by law to collect a fee for assisting claimants. Not only that but I have become aware that representatives of your company have been calling and fraudulently behaving as my authorized representative to inquire about VA claim and rating increases. Which is highly illegal.

You did absolutely nothing to assist me. I did everything, I want my account closed! I owe you nothing. Shame on you for saying your are helping veterans with severe health conditions when really you are Sharks preying off of veterans!

Customer Answer

Date: 02/16/2024

Now they send me an invoice, of the services they were supposed to do for me and they did not! I have attached as evidence. I suffer from injuries from my time in service I did ALL of the work of reviewing and submitting all of my medical documentation. I made the calls and doctors visits, now that I have a VA rating they are trying to collect from my backpay, for services they DID NOT DO. Please do not trust these people. They want to take advantage of veterans.

Customer Answer

Date: 02/27/2024

Trajector has resolved my complaint.

Initial Complaint

Date: 02/14/2024

Type: Service or Repair Issues

Status: Answered

I hired a company called Vet Comp and Pen. At some point after my award the company sold to Trajector medical. I was awarded 90% at that time. I paid vet comp and pen / Trajector in full and was satisfied with my award at that time. Years later, I took it upon myself to hire another company and was recently awarded 100%. I have continuously over the years been called repetitiously in a harassing nature by Trajector medical. I have asked multiple times to be removed from their call list and explained I do not want their services and I feel like I'm being harassed. This last time I also explained I feel like I'm being harassed and please remove me from their mailing list. She explained I needed to send them proof of my latest award/compensation level, which I denied because my business with them is finished and has been for years. They promptly sent me a bill for $7551.55 within the hour of the conversation stating that I have been awarded further compensation and owe them for services, they did not provide. Trajector medical has no rights or authorization to look into my personal records with the VA, which it appears that they did illegally without my consent or knowledge.

Business Response

Date: 03/06/2024

Dear [redacted],

We sincerely regret to learn of your dissatisfaction with our services and the feeling that we did not adequately support you. We apologize for any frustration caused by receiving an invoice with which you disagree. It was not our intention to overlook any external factors, such as independent filings or engagement with other entities. Please understand that our organization is not affiliated with the VA, nor do we have communication channels with them to obtain information regarding benefit adjustments, including rate changes.

According to our records, our escalation team successfully contacted you to address your account concerns. We are pleased to hear that they were able to swiftly resolve the matter to your satisfaction. As previously discussed, your account has been updated accordingly, and the resolution has been processed for closure. A formal confirmation letter has been issued to you outlining these actions.

Respectfully,

Trajector Medical

Initial Complaint

Date: 02/13/2024

Type: Customer Service Issues

Status: Resolved

I originally worked with Vet comp and pen. Trajectory bought this company out and my personal information was sold without my consent. Vet comp and pen was great and I paid them for getting me an increase. Once Trajectory took over, they messed my paperwork up with the VA and my claims were denied. Now Trajectory is claiming I owe them a large sum of money and I do not. I have emailed and called numerous times to resolve this issue and they still continue to harass me and say I owe them money. They are fraudulently trying to collect a debt that does not exist. Trajectory did not help me, I have done everything on my own because Trajectory messed up my claims and paperwork. I need my account closed and for Trajectory to stop contacting and harassing me. This is my last and final attempt before legal action. My next steps will be having my lawyer contact them.

Business Response

Date: 02/27/2024

Dear [redacted],

We regret to learn about the challenges you've encountered with our invoicing team and the recent invoice you received. We sincerely apologize for any inconvenience this may have caused. It has come to our attention that there may have been unforeseen factors affecting your benefits, such as adjustments made by the VA or personal filings, which could have impacted the invoicing process.

We had hoped to discuss the specifics of your account to better understand any discrepancies leading to claim denials. Unfortunately, we were not afforded the opportunity to address these issues directly. Nevertheless, we have taken proactive steps to rectify the situation to prevent any further complications. Your invoice has been promptly updated, and your account has been processed for closure. For your records, we have enclosed a formal closing letter confirming the resolution of your account.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 03/04/2024

The company finally reached out after making a formal complaint and resolved my issues. All balances were dismissed as they were incorrect and my account is closed. Thank you!

Initial Complaint

Date: 02/13/2024 **Type:** Service or Repair Issues

Status: Resolved

I was contacted by this company, Trajector Medical on November 4, 2022 asking if the VA had made a decision on my disability claims as they are requesting a payment from me for services they claimed to have rendered with my claims. However, I responded to the email on November 6, 2022 advising that a decision was made for 70%, but that I was unsure of what services they rendered in regards to my claims since I did all of the leg work for my claims with the help of a another veteran friend of mine. I contacted the Veterans Affairs office regarding this company to see if they were affiliated with them or at least aware of who they are and how or why they contacted me. I was advised that this company is known for ripping off veterans by claiming they assisted in their disability claims and to request a copy of any signed contract on file and to email them stating I did not want their services. I know for a fact that I didn't sign anything or agree to pay for any services because I did everything on my own with a friend's help. I requested they send me any signed contract on file, and to this day I have yet to receive anything but harassing emails requesting I pay over $8000. Today, I received an email stating "Thank you for signing up for automatic payments". I never signed up any automatic payments and did not give me them access to my bank account. I responded to the email stating that I will be seeking legal action if they have fraudulently obtained my payment information. I haven't received a response regarding my email. This is very concerning and I would like for this company to stop harassing me demanding money! They are obviously a company that does fraudulent business targeting veterans. I was diagnosed with stage 3 cancer in March of last year and I don't need the added stress!

Customer Answer

Date: 02/13/2024

My resolution request is for the company to close out whatever file in their system regarding my personal information and disability claims and stop harassing me with emails demanding money as I originally requested.

Business Response

Date: 02/27/2024

Dear [redacted],

We sincerely regret learning about the challenges you've encountered with our invoicing team and the invoice you received. We apologize for any inconvenience caused by the issuance of this invoice, as we were unaware of any external factors affecting your benefits, such as independent filing. It is disheartening to hear that you perceive our actions as fraudulent.

We had hoped to engage in a dialogue with you to address the specifics of your account, yet we were unable to do so as you did not provide us with the opportunity to discuss and resolve your concerns. We would have welcomed the chance to clarify any misunderstandings and refute any allegations made against us. Nevertheless, in the interest of moving forward and preventing further discord, we have promptly adjusted your invoice and processed the closure of your account. For your records, we have issued a formal

closing letter to confirm this resolution.

Respectfully,

The Trajector Medical Team

Customer Answer

Date: 02/28/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Prev. 1 ... 18 19 20 ... 28 Next

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ACCREDITED BUSINESS BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

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Medical Service Organization

Trajector Medical

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 02/12/2024

Type: Service or Repair Issues

Status: Resolved

In March of 2021, Vet [redacted] filed a VA claim for me. My [redacted] rating was 10% at the time. I was asked for my eBenefits credentials for them to access my eBenefits account. I was hesitant at first but was assured that this was part of the process. Vet [redacted] (Trajector Medical) submitted all of my VA claims using my eBenefits account up until about the end of 2022 or the beginning of 2023. I now understand that this was not how the process was stated in their contract. It clearly states in their contract that:I Must Promise To A1: Establish a free VA.gov or eBenefits account to file your [redacted] package with the VA in a timely manner and monitor your claim progress.A2: NEVER indicate or suggest that VCP (Vet [redacted]) is your VA Representative. You understand that VCP will not prepare, present, file, and/or prosecute a claim on your behalf and strictly provides medical consulting services. You are free to engage with a VA-accredited VSO agent or attorney to assist you with preparing, presenting, filing, and/or prosecuting your claim.This was not the case. Vet [redacted] accessed my eBenefits account and submitted my VA claims impersonating me! This is a Breach of Contract.Vet [redacted] (Trajector Medical) had filed several claims for me. All but 1 came back denied. Vet [redacted] (Trajector Medical) then referred me to an attorney to help with the appeals process. I began working with Veteran Claims (now Veteran Legal). Veteran [redacted] has worked on all of my VA appeals without the assistance of Trajector Medical. I am now rated at 100% and Trajector Medical has sent me a bill dated February 6th, [redacted] for $8856.05, for which they did not provide any new or expert medical evidence. Trajector Medical has been paid for all of my appeals awards totaling $8452.89. This includes a 10% additional fee for providing expert medical advice, which they did not provide to Veteran Legal.

Customer Answer

Date: 02/16/2024

This complaint has been resolved.

Initial Complaint

Date: 02/07/2024

Type: Billing Issues

Status: Answered

I was rated by the VA in November of 2023 a 90 percent disability rating from 70 percent. I selected to pay Trajector medical every month for 5 months for a sum of 613. VA requested additional documentation for my medical conditions so I informed Trajector medical about the VAs request. Trajector medical didnt provide me with no additional documentation. My doctor provided documentation for disability claim process. I was [redacted] 100% based off my doctors medical I informed Trajector medical about my 100% rating and they sent a bill invoice for [redacted] after I ask to dispute payment before sending documents to Trajector medical. I explained to the service provider Trajector medical documentation did not get me from 90 percent to 100 percent. I told Trajector medical I agreed to pay only if they provided documentation to help me receive an increase.. Trajector medical wanting money did not make sense because I was rated at 100 percent total and permanent disabled without their help I requested to speak with a supervisor at Trajector medical about the situation but no one called me. I had to call back to get a supervisor to talk to me but he stated he could not help but he would send my complaint to review department. I explained to him they sent me a invoice for [redacted] to be paid by February 12, 2024 and if I am disputing something why am I receiving a bill without them addressing the issue. I was then told to ignore the invoice emails and phone calls because the payment was already in the system. Thats weird because I disputed the payment before submitting documentation to Trajector medical and requested to speak with a supervisor of payments. The next day I submitted the VA documents and immediately received a letter requesting more information and a bill.. Trajector medical doesnt not honor their own agreement with clients. They only want to take advantage of Veterans. Be careful. I would not select Trajector medical to help me with VA claims.

Business Response

Date: 02/22/2024

Dear [redacted],

We regret to learn about the challenges you've encountered with our invoicing team and the associated invoice, which may have caused you frustration. We sincerely apologize for any inconvenience this may have caused.

In response to your situation, our escalations team conducted a thorough investigation into the specifics of your account to expedite resolution. However, it appears their intervention was unnecessary, as our records indicate that the invoicing team has already been in contact with you and provided further assistance. Your invoice and account have been updated accordingly based on the discussions held.

Should you have any additional concerns, issues, or inquiries, please do not hesitate to reach out to us.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 02/07/2024

Type: Service or Repair Issues

Status: Answered

submitted a claim for help through Trajector Medical in 2023, It was awarded a 30% increase, and I appreciated their service, and paid bill immediately. and there were 3 conditions got deferred. now the decision came out, and I got another 10% increase. I read decision letter, and noticed there was an error made on my previous condition, it was rated 10% and has been corrected to 20%. which means the first 30% increase actually 20% increase, I emailed TM few times regarding this situation, and described in detail why they owe me 300, instead billing me another 1500. I keep receiving bills and phone calls from TM, whom before today I have never heard of, requesting [redacted]+ dollars. They did help me on my claim, and I am willing to pay their service, even for some claim they just put in name without contents, I have to work it out myself. I tried communicating with them, They only state that I must turn in my decision letter, which I did, and explain to them where this error were made. they just wont listen. and keep sending me invoice.

Customer Answer

Date: 02/12/2024

on February 12, 2024, I received an email from Trajector, they said I enrolled in autopay, which I did not, and they are going to take money from my bank account without permission. I warned them that if it happens, I would file a lawsuit against it.
I did receive their voice message, and I explained to them in email that my English is not good enough to talk about this issue over phone, and I would like discuss it via email. I never receive any email about issue itself, only bills, and they set autopay for me without permission.

Business Response

Date: 02/23/2024

Dear [redacted],

We regret to learn about the challenges you've encountered with our invoicing team and the issued invoice. We apologize for any inconvenience caused by the invoice sent to you, unaware of any external factors impacting your benefits, such as corrections made by the VA affecting your rates.

In response to your concerns, our escalations team has conducted a thorough investigation into the specifics of your account to expedite resolution. While we attempted to reach out to discuss your account details, unfortunately, we were unable to connect with you. Nonetheless, we have completed the investigation and taken steps to resolve your account promptly. Your invoice has been updated accordingly, and your account has been processed for closure. For your records, we have issued a closing letter to confirm the resolution.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 02/05/2024

Type: Product Issues

Status: Resolved

Trajector medical literally did nothing but document preparation at most and everything they originally said they would provide is false. The filled in the forms with my own words, that's it. They call constantly to get you to sign forms at first saying they get the difference in whatever increase you get for 5 months from date of increase. This violates regulations in place by the VA of maximumof 20 to 30 percent. They don't respond to emails or texts when you send them. You talk to a different person in call center everytime you call them. No person holds an account, just whoever answers the phone. They literally prepared forms using my own words almost verbatim. That is literally all they have done. Had they gave the attention or provided the every step of the way service they said I wouldn't be here. Most of the time when they do call, I answer and no one speaks. It's like a robo call. They haven't earned what they are charging for. I haven't received an increase anyway many months later. I wish to be released from agreement as they haven't provided the advertised service they said they would provide and I haven't received anything to begin with. Reaching out the "Battle Buddy" team they talk about results in nothing most times occasionally they send an email days later.

Business Response

Date: 02/22/2024

Dear Mr. [redacted]

We sincerely apologize for the difficulties you have encountered regarding the invoice we issued to you. We understand the frustration that may have arisen from our attempts to contact you regarding what we believed to be a valid invoice at the time. We deeply regret any inconvenience this may have caused.

Regarding Trajector Medical's accreditation status with the VA, it is important to clarify that we do not represent veterans to the VA, nor do we prepare, present, or prosecute claims on their behalf. We do charge a fee for our medical consulting and medical evidence development services, and therefore, we operate under different regulations than accredited entities. Clients are free to utilize any available free programs. These details are outlined in the contract we sign with veterans. We operate within the bounds of various federal laws and regulations that permit us to provide the services we advertise and charge for.

In an effort to swiftly address the situation, our escalations team conducted a thorough investigation into your account. We are pleased that they were able to reach you to discuss the matter and work towards a resolution.

Your account has been promptly updated with the discussed details, and we will process its closure once the invoice matter is resolved.

Respectfully,

The Trajector Medical Team

Customer Answer

Date: 02/22/2024

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: [redacted]

I am rejecting this response because: you do not do any medical development. I talked to a nurse and you made lay statements that are were verbatim, I even had to correct the mistake. I was never seen by doctor and you never "developed" anything. You wrote down what I said. Further more, after I already spoke with [redacted] in escalations...your people kept contacting me after [redacted] said they would not be and made our arrangement. To the point that [redacted] even said the situation was being addressed by management because it should not have happened. You're thieves...alleged veterans who take far more that your share from "helping". I literally could have done the same thing without ever contacting Trajector. I agreed to a payment on my increase....but I will never ever agree to you stating on the record you did more than you actually did and telling lies. Matter of fact I removed things from the lay statements your company wrote because I didn't agree they were true. For me to close this, you will say sorry, you will admit that you did nothing but write a lay statement using my description to the nurse almost verbatim and we'll be done. Absolutely nothing about what you do is legal and blah blah. We both know you're veterans scamming veterans. So stick to the agreed upon payments I have already agreed to and you rewrite your apology without all the lies about what you did. Just say sorry, we didn't handle your matter like you were originally told from the start. We dropped the ball and we apologize...without all the other lies. Then we'll be done and only then. You're sorry, you didn't do all the things your people said they would. That's it... that's all you say. I want the "veteran" founder to know he or she is a blue falcon.

Regards,

[redacted]

Business Response

Date: 02/29/2024

Dear Mr. [redacted]

We sincerely regret that our previous response did not meet your expectations, and we apologize for any dissatisfaction you may have experienced. We understand that you perceive our actions as questionable, specifically in relation to invoicing, and we want to assure you that we do not consider ourselves as engaging in any form of unethical behavior. Our invoicing and fee structure adheres to the terms outlined in the agreement that you thoroughly reviewed, acknowledged, and signed before any services were rendered. We acknowledge that there may be disagreements regarding the invoiced amounts, but we stand by the transparent terms set forth in the agreement.

It is important to note that your account will remain active until the outstanding invoice is settled, as per the resolution discussed with our escalations team. Upon resolution of your invoice and the adjudication of your pending claims at the VA, we will proceed to close your account, as agreed.

Should you have any further inquiries or concerns, please feel free to communicate with us at your earliest convenience.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 03/01/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me. I just want to be done with this company.

Initial Complaint

Date: 01/31/2024 **Type:** Product Issues

Status: Answered

On * [redacted], I replied to an email from Trajector employee [redacted] (no last name provided) stating I was not interested in pursuing further increases with them. They had helped me prepare a claim for painful scars (left leg) and a foot condition. The VA had rated these as 0% (effective [redacted]. I sent Trajector a copy of the rating letter when I received it. This meant my overall VA rating remained at 90%.

On [redacted] I submitted a new claim for melanoma, scars on my face and neck, facial nerve damage, and anxiety using the VFW. The VA approved my melanoma and gave my face & neck scars a 30% rating, increasing my overall rating from 90% to 100%.

In December [redacted] Trajector reached out to me with an invoice for $[redacted]. I immediately replied by email requesting a breakdown of the charges. I received no reply. I called their [redacted] umber on [redacted] asking what I was being charged for, and I was told it was because of the leg painful scars (rated at 0%). When I told them my rating increase was due to the melanoma, which they DID NOT help me with, they said they would correct the invoice.

On 30 January 2024 I received another invoice for $[redacted] by email and text. Neither of them contained an explanation of charges. I have tried repeatedly to resolve this to no avail. They appear to be unwilling to engage in discussion.

I would like Trajector to explain with the bill is for, and if it's for the claim filed for leg scar - which was adjudicated by the VA in 2021, to drop the bill. They have stated publicly they do not get paid unless they help the veteran get an increase.

Business Response

Date: 02/20/2024

Dear [redacted]

We regret to learn about the challenges you've encountered with our invoicing team and your bill. We understand the frustration that may arise from receiving an invoice that was initially deemed valid. Please accept our sincere apologies for any inconvenience caused.

In response to your concerns, our escalations team has conducted a thorough investigation into the specifics of your account to expedite resolution. Following this investigation, we have successfully addressed the issues and progressed towards resolving your account. Our records indicate that our team has reached out to you to communicate these developments.

Your invoice has been promptly updated, and your account has been processed for closure within our systems. As confirmation of this closure, we have issued a closing letter for your reference.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 01/31/2024

Type: Service or Repair Issues

Status: Resolved

Trajector Medical is a criminal, predatory organization that preys on disabled veterans and encourages fraudulent activity. They advertise personalized assistance for veterans seeking disability claims, but failed to provide any real assistance whatsoever. Throughout the process, I repeatedly asked why they were providing boiler plate forms that had nothing whatsoever to do with my actual disabilities, and all I was told was that we needed to file their totally unrelated claims in order to get the process started, and then during the "second" attempt we'd address my actual disabilities. As soon as those claims were filed and I asked when we could get to work on my real claim, they simply said "we don't support those disabilities," and refused to even attempt to actually support any legitimate claim. Not only does Trajector Medical not provide any actual disability claim assistance, they pressure their clients into committing fraud. This is a criminal enterprise that operates phone banks outside the US to victimize disabled veterans.

Business Response

Date: 02/20/2024

Dear [redacted],

We sincerely apologize for the challenges you've encountered with our invoicing team and the recent invoice you received. We deeply regret any inconvenience this may have caused It's disheartening to hear that you feel unsupported in your claims journey and have developed negative perceptions about our organization.

Please be assured that any notion suggesting we are engaging in criminal or predatory practices is entirely baseless. Our commitment to providing exemplary service is evidenced by the numerous positive reviews from satisfied clients.

In an effort to swiftly address your concerns and prevent further discord, we have taken the proactive step of revising your invoice, despite not having received any information from you that would warrant its invalidation. Furthermore, we have processed the closure of your account.

Respectfully,

Customer Answer

Date: 02/21/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 01/31/2024

Type: Product Issues

Status: Resolved

On Nov 16 2023, I asked to cancel my contract with Trajector Medical. I received a response back from the company that they would go ahead and close my account per my request. Just today (1/30/24) they sent me an email asking for me to send them confidential screenshots from my VA account even though our business relationship should have been terminated. I am asking Trajector Medical to cease and desist and to no longer email or call me again.

Thank you,

[redacted]

Customer Answer

Date: 02/01/2024

Trajector Medical sent me a letter today confirming that my business with them is now closed out. They state that my account was closed in good standing with no debts owed. As long as they keep to their word, I am satisfied with their response.
Thank you!
[redacted]

Initial Complaint

Date: 01/30/2024

Type: Product Issues

Status: Resolved

January 29th they received a certified letter asking to close my account and remove all of my personal information from their files. I had ask many many times prior to sending the letter but they will not close my account. I paid [redacted] for their services because I agreed to but in reality all they did was take what I told them on a VA form ,sent it to me and I filed it my self. To me they are a predator company that takes advantage of Veterans. I am trying to avoid what I am seeing many other Veterans are having to go through with this company, they should be investigated by the VA and [redacted]. All I want is for them to close my account , delete all of my personal information and acknowledge it.

Business Response

Date: 02/19/2024

Dear [redacted],

We regret to learn of the challenges you've encountered in finalizing the closure of your account. We understand your frustration and apologize for any perceived delays in our response. It is never our intention to prolong the process, and we strive to ensure that every veteran receives the assistance they are [redacted], both medically and ethically. We sincerely apologize if you felt otherwise during this phase.

Our records indicate that our escalation team attempted to reach out to address your concerns. However, despite our efforts, we were unfortunately unable to connect with you. Nonetheless, please be informed that we have successfully processed the closure of your account. Furthermore, we have issued a closing letter to confirm this action, which we trust you have received.

Please accept our sincere apologies for any inconvenience caused. Should you have any further questions or require assistance, please do not hesitate to contact us.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 02/20/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 01/30/2024

Type: Customer Service Issues

Status: Resolved

Trajectory medical is in no other way to explain it , but harassing me over a fraudulent charge for a service which was never provided. Trajector is a scam and gives you a so called 'Battle [redacted] to assist you with paperwork and medical backup in which to turn in to the VA for disability compensation. In 2021 I reached out to to company to file for tinnitus and was given '[redacted]' as a person to handle my case. All calls to be recorded and medical information to be given to help win a case. She had no good information to give and I ended filing the claim without the assistance of Trajector Medical with no paperwork to help do so either. They ended firing [redacted] and have been harassing and threatening me ever since. Fast forward to January of [redacted]. I am now at 90% VA disability with the help of no lawyers, Trajector type scams, and no VSO. I'm now terrified of trying any other way due to their bullish threats and scare tactics. They are requesting [redacted] in which they had no part in. I have asked for copies of the so called mail to assist and copies of the so called recordings to be listened to by their so called resolution department which is another scam in itself with the employee last month nearly threatening me personally. I hope this reaches whomever it needs to to keep others from being scammed. Do the research yourself or get a VSO rep local to you. I have multiple friends who are having great luck with them.

Business Response

Date: 02/19/2024

Dear [redacted],

We sincerely apologize for the challenges you have encountered with our invoicing team and the associated billing issues. We acknowledge the frustration that [redacted] have

arisen due to the initial belief in the validity of the invoice in question. Please accept our heartfelt apologies for any inconvenience caused.

In response to your concerns, our dedicated escalations team conducted a thorough investigation into the intricacies of your account. Our primary goal was to address the issues promptly and efficiently. After a comprehensive review, we are pleased to inform you that the investigation has been successfully concluded, allowing us to proceed with the resolution of your account.

Our records indicate that our team has been in contact with you to provide detailed updates on the progress and resolution of your concerns. As a result of our investigation, we have taken immediate action to update your invoice and process the necessary adjustments in our systems.

To ensure transparency and as proof of the closure of your account, we have generated a closing letter for your records. This document outlines the resolution steps taken and serves as confirmation that your account has been successfully closed.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 02/20/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me and Trajector formerly Vet, Comp, and Penn have reached out and taken care of the improper invoice. That being said I do appreciate Trajector Medical finally after years of calling and threatening me even on the weekends and in the late evening will have come to a close. Please research this company before utilizing them. They have a good rating even though they have multiple complaints. Not every interaction will be the same. Good luck with these guys.

Initial Complaint

Date: 01/30/2024

Type: Service or Repair Issues

Status: Answered

I initially consulted with this company because they had told me that they could successfully assist me with multiple claims. I had advised them that I would only be willing to use them if they would actually be able to assist and not exploit me for money like many of these other services. I completed my paperwork with the Trajector Medical (this is free

for all veterans regardless of Trajector), and throughout my consultation with the providor, she seemed to ignore many of the things I was saying in regard to my surgery that I wanted to claim. Fast forward, my claim sat in the pending stage for 6-7 months, I consistently called Trajector and asked why they havent requested any documentation or service records from me. I also asked why they left out of chest surgery claim to which they stated, will be filed after this decision. At the time, I did not know much about this process, but now after much research- I learned that this is completely false. They refused to create claims for the issues I told them about and never followed up with me about creating any kind of evidentiary support for any of my claims. I was in turned denied for ALL of my claims except tinnitus, which I am automatically guaranteed as a combat infantryman with a DD214. I did not need Trajector for that and I explicitly told them this from the beginning. They lied to me from the very start, were very dodgy and cryptic, and immediately began pestering me for 5x of my pay, which I also learned is illegal. Ive spoken to Trajector and asked them what happened throughout my entire process, and they claimed that they would, fix it on the next round. This is absolutely ridiculous and clearly a scheme to exploit veterans with disabilities like myself. [redacted] contacted an attorney and filed a complaint with VA, who said they have several complaints already from this company. I do not feel as if Trajector did anything for me, therefore I do not think they should be compensated for their lies.

Business Response

Date: 02/19/2024

Dear Mr. [redacted] regret to learn of the challenges you encountered regarding the invoice we sent. We understand that our attempts to communicate with you about the invoice, which we believed to be valid at the time, may have caused frustration, and we sincerely apologize for any inconvenience this may have caused.

It is important to clarify that while Trajector Medical is not accredited by the VA and does not represent veterans to the VA, nor do we prepare, present, or prosecute claims for veterans. We do charge a fee for our medical consulting and medical evidence development services. Consequently, we operate under different legal parameters than accredited entities. Our clients are free to utilize any available free programs. These details are outlined in the contracts we sign with veterans. Our ability to provide the services we advertise and contract for, and subsequently charge for, is supported by various federal laws and regulations.

In an effort to swiftly address your concerns, our escalation team conducted a thorough investigation into your account. Regrettably, while our team attempted to reach out to you, they encountered resistance, and we acknowledge that the communication may not have been as productive as we would have hoped.

We have promptly updated your account and initiated the closure process. To provide confirmation of this closure, we have issued a closing letter for your records.

Respectfully,
Trajector Medical Team

Prev. 1 ... 19 20 21 ... 28 Next

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

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BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 01/28/2024

Type: Order Issues

Status: Answered

I hired Trajector Medical for their services and they were able to get me to 70%. I paid them 5x the amount that I owed and I thought that would be the end of it. I received another increase and Trajector billed me another bill 5x of my new rating. I am extremely frustrated and feel tricked. Trajector made it seem like a one time payment of 5x what I owe them not every time I get an adjustment to my rating. Trajector deceived me on the initial call when I used them for their services. I want my account balance closed and not to be contacted anymore.

Business Response

Date: 02/14/2024

Dear [redacted],

We regret to learn about the challenges you've encountered with our invoicing team and your bill, and we sincerely apologize for any inconvenience this may have caused.

Upon receiving your feedback, our escalations team promptly initiated a thorough investigation into the specifics of your account. Our primary goal was to swiftly address the issue at hand. Following a comprehensive examination, we have successfully concluded the investigation and taken steps to resolve matters pertaining to your account. According to our records, our team has been in contact with you to provide updates and engage in discussions regarding the resolution process.

We are pleased to note that our team was able to attend to your concerns promptly. As previously discussed, we have diligently updated your account with the details of our correspondence and actions taken. Please feel free to reach out to us should you have any additional concerns or inquiries while your account remains active.

Respectfully,

Trajector Medical Team

Initial Complaint

Date: 01/28/2024

Type: $ Billing Issues

Status: Resolved

I hired Trajector to help me file for VA benefits. Being uncomfortable with their sales tactics to get you to file for the issues that make them the most money, I called the VA and spoke with Brian on [redacted] and had him stop any claims that were in the system that had not processed. He verified there was one regarding my neck and he stopped that claim. My local VSO office verified this had been done the next day. I then called Trajector and requested them close my case/account immediately which they agreed to do. I told them I wanted no further contact. Approx 1 week earlier I had a discussion with Joseph in billing and authorized him to make a one time payment of half my outstanding bill which was $4932.55. Unbeknownst to me, and without my authorization he illegally set me up on autopay to process the 2nd half of that payment in January. I was very clear with him that I was making a 1 time payment because I was having to correct an inaccurate statement (which I was unaware of) they wrote on my behalf which resulted in what I consider a fraudulent claim. This is what they do! On Jan 16th my CC was hit for the remaining balance resulting in a "paid in full receipt" (attached)
I began working with my local VSO to not only correct my record, but on future claims as well. They found multiple documents/claims that I never knew existed that were submitted on my behalf by Trajector. These important documents are evidently buried somewhere in the emails they send out for filing.
Just 3 days ago Trajector contacted me again saying I owe them an additional $[redacted] due to a rating increase. I have not received any notification from the VA at this time of an increase. Regardless, Trajector should have removed me from their system as requested in Dec. as my local VSO now represents me on any future claims. All information verifiable via recorded phone lines. I have settled my bill with them with a 90% rating and anything in the future is a result of my VSO.

Business Response

Date: 02/19/2024

Dear [redacted]
We regret to learn of the challenges you've encountered with our invoicing team and your bill. We sincerely apologize for any inconvenience this may have caused. Following your concerns, our escalations team conducted a thorough investigation into the specifics of your account to expedite resolution. We're pleased to inform you that the investigation has been completed, and steps have been taken to address the issues identified. Our records indicate that our team has reached out to you to provide updates and discuss further.

We're pleased to note that your concerns have been swiftly addressed. As per our discussion, your account has been updated with all relevant details of our communications, and your invoice has been promptly adjusted. Furthermore, we have processed the closure of your account and provided you with a letter for your records.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 02/20/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 01/25/2024

Type: Product Issues

Status: Answered

I use Vet Comp and pent that is now Trajector Medical to help file my [redacted] in 2021. ALL CLAIMS I MEAN ALL CLAIMS WAS DENIED!!!!!! when the gentleman I let him know that ALL claims was denied and I will not continue with the service. They keep sending me emails to contact them about to pick up where we left off all 2022. April 2023 I've received 1 email saying (Hi this is [redacted] from Trajector Medical, we came over your account and you may be eligible for a possible additional VA Disability Benefit called the [redacted] which is an automatic benefit of 100%) I still didn't respond. I did my own claims the end of 2023 and submit claims they never did and got a rating for claims they DIDNOT CLAIM. I just received a email from Trajector with an invoice for $1 thousand and change saying congratulation on my VA increase... I NEED THIS ACCOUNT CLOSE !!!

Business Response

Date: 02/28/2024

Dear [redacted],

We regret to learn of the challenges you've encountered regarding the invoice we sent. We understand that our attempts to communicate about the invoice, which we initially believed to be accurate, may have caused frustration. We sincerely apologize for any inconvenience this may have caused.

In an effort to swiftly address the issue, our escalations team conducted a thorough investigation into your account. We intended to discuss matters with you and address your concerns, but unfortunately, we were unable to reach you. Nevertheless, we have taken steps to rectify the situation. Your invoice has been updated, and your account has been processed for closure in our systems. We have also issued a letter for your records as confirmation.

We apologize for the delay in updating you and addressing your concerns.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 01/25/2024

Type: Service or Repair Issues

Status: Answered

I recently hired Trajector Medical to assist me in filing claims with the VA. While I did receive some increases, I have paid Trajector in full. However, the majority of the claims they filed on my behalf were denied, and I have not been awarded any additional increases. Now, Trajector Medical is refusing to let me end the contract and is demanding that I provide them with more documents. I have already sent them all the necessary documentation showing all the claims that Trajector Medical has helped me file and their results. I have paid them for every increase received due to their assistance, and I do not owe them any more payments. I wish to no longer be contacted and to rescind any contracts, services, or agreements between Trajector Medical, its affiliates, and myself.

Business Response

Date: 02/14/2024

Dear [redacted]

We sincerely apologize for the challenges you've faced while attempting to close your account. It deeply concerns us to hear that you may have felt we were delaying your request, and we extend our sincerest apologies for any inconvenience caused thus far. Please know that our primary objective is to ensure that every veteran we serve receives the full scope of benefits they are entitled to, both medically and ethically. If at any point you felt we were pursuing actions contrary to your wishes during this process, we regret any misunderstanding and assure you that it was not our intention. Our utmost priority is to provide unwavering support to you throughout this journey.

According to our records, our escalation team successfully connected with you to address your concerns. We are relieved to hear that they were able to facilitate a prompt resolution for you. While we are saddened by your departure, we respect and understand your decision. Your account closure request has been duly processed as per your instructions, and you should have received a confirmation letter confirming this action.

We extend our heartfelt wishes for success in all your future endeavors.

Respectfully,

The Trajector Medical Team

Initial Complaint

Date: 01/24/2024

Type: Service or Repair Issues

Status: Answered

I used trajector medical to help me get an increase in my VA Disability. I did not get an increase and now they will not let me off the contract. I do not owe them any money and its been a month they keep pushing me away and not calling me on appointment dates. I have told them in 3 conversations I just want to end the contract and they make an excuse everytime.

Business Response

Date: 02/13/2024

Dear [redacted],
We sincerely apologize for the challenges you've encountered while attempting to close your account. It deeply concerns us to learn that you may have perceived delays in our response, and we extend our sincerest apologies for any inconvenience this may have

caused. Please know that our primary aim is to ensure that every veteran we serve receives the full extent of the medical and ethical support they rightfully deserve. It was never our intention to cause you any distress or discomfort during this process.

Upon reviewing our records, we have noted that our escalation team successfully reached out to address your concerns. We are relieved to hear that they were able to facilitate a swif resolution for you. While we are saddened to bid you farewell, we fully respect your decision to move on. Rest assured, we have diligently processed the closure of your account as per your request. Furthermore, we have furnished you with a comprehensive closing letter confirming the closure process.

As you embark on new endeavors, we wholeheartedly wish you success and fulfillment.
Respectfully,
The Trajector Medical Team

Initial Complaint

Date: 01/24/2024

Type: Order Issues

Status: Answered

I would like to suspend my services with trajector medical due to misrepresentation of services. Once the process started, and after some forms were filled out and submitted, such as the various DBQs, I have not had contact with any members of trajector medical other than call centers in [redacted]. When I call [redacted], [redacted], I get a call center with an individual who can barely speak English and cant answer questions. They just state that they will make note of it. The last time I talked to them they were supposed to have someone call me from trajector medical so we could discuss my frustration. This has not happened. It is very frustrating to think that a company states that theyre there to take care of a person, and once some paperwork is filled out, they vanish. I understand that a contract was signed, but what was actually given for support Is not the support that was promised.Thank you, [redacted]

Business Response

Date: 02/13/2024

Dear [redacted],
We sincerely regret to learn of the communication challenges you've encountered while interacting with our diverse team. We acknowledge that breakdowns in communication can occur, and we extend our apologies for any inconvenience this may have caused you. Upon review of our records, it is noted that our escalations team successfully reached out to you to address the issues raised. In line with our commitment to providing excellent service, we have taken proactive steps to amend your account and adjust your invoice, as discussed during our recent correspondence with our team.

Should you require further clarification or assistance, please do not hesitate to reach out to

us. Your satisfaction is of utmost importance to us, and we are dedicated to resolving any outstanding concerns you may have.
Regards,

Initial Complaint

Date: 01/22/2024

Type: Product Issues

Status: Resolved

I Hired Trajector Medical to help me file a claim with the VA. From 29 Dec [redacted] to [redacted] Apr [redacted], I consulted with Vet Comp/Trajector, both via email and telephone. I forwarded the VA decision letter as requested and was invoiced for a * month consultation package on [redacted] Apr [redacted]. On [redacted] April [redacted] I paid for all services rendered. It clearly states on the invoice sent from Trajector that “the email served as a confirmation that the medical evidence development services for the claims listed have been paid in full to Trajector.

I'm not where I would like to be, so I began researching to better educate myself on the disability process. I submitted a new claim in Jul [redacted] without Trajector's assistance, and received another increase in Dec [redacted].

Out of the blue on [redacted] Jan [redacted] Trajector started reaching out to me again, and on [redacted] Jan [redacted] I receive a phone call and an emailed invoice for Medical Evidence and Consulting Service Fee totaling $[redacted]. I'm not sure what database they have to continue to monitor this?

Trajector has not consulted with me or provided me with any new or additional medical evidence. I have not spoken/communicated with anyone from Trajector since Apr [redacted].

I have sent a letter to formally dispute the validity of this charge. I also requested they terminate the agreement, not contact VA on my behalf, remove all PII from their database, and cease any attempt to contact me.

No where in the authorization does it state that Vet Comp/Trajector can:
1. Continue to access my personal information after services have been rendered.
2. Bill me for services, without my request of said service.
3. Be entitled to any future money received if a new claim is ever submitted on my behalf.

Thankfully I kept all emails. I have an appt with my lawyer to discuss Trajector’s business practices, and their continued limited use of my personal information. I am tired of people trying to benefit off of the hard work and sacrifices we Veterans make.

Business Response

Date: 02/08/2024

Dear [redacted]
We sincerely regret learning about the challenges you've encountered concerning our invoicing procedures and the invoice in question. We understand the frustration that can arise from receiving an invoice that you perceive as inaccurate or unjust, and we apologize for any inconvenience this may have caused you. It was never our intention to cause any undue stress or confusion.
Upon reviewing your case, we initially believed the invoice to be pertinent to the claims we had assisted you with. However, we were unaware of any external factors, such as independent filings, that could have impacted your benefits. In light of this, we've conducted a thorough investigation with our escalations team to delve into the finer details of your account. We aimed to reach out to you directly to discuss these matters, but unfortunately, our attempts were unsuccessful. Nonetheless, we've diligently pursued resolution on our end. Following the completion of our investigation, we have taken the necessary steps to update your invoice accordingly and have processed your account for closure. As evidence of this closure, we have issued a formal closing letter for your records.
Please accept our sincere apologies for any inconvenience or frustration this situation has caused.
Respectfully,
The Trajector Medical Team

Customer Answer

Date: 02/08/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed and understand this and hereby notify you of my reference to complaint ID

Initial Complaint

Date: 01/19/2024

Type: $ Billing Issues

Status: Answered

I hired Trajector in 2023 to assist with my [redacted]. Most of them were denied. But I did end up getting a 40% rating. I sent the rating letters to Trajector and they gave me a choice to pay for their services in full or the monthly payments option. I chose the monthly payment option and the account was to be settled in December 2023. I started receiving messages from them again, asking for the ratings letter. I responded informing them that [redacted] sent the letter several times and that there were no changes to my rating. Then I received several back to back calls from a [redacted] or [redacted], I spoke with her and in broken English, she told me that there was an increase and I had to pay more. I informed her that there was no increase, no change in my rating, and that I didnt owe any more money. She hung up on me. On January 17th they took another payment from my bank account anyway. This behavior is very disappointing. I was hoping that they were here to help us Veterans, but apparently they are here to rob us.

Business Response

Date: 02/08/2024

Dear [redacted],
We regret to learn about the challenges you've encountered with our invoicing team and your bill. We understand that receiving an invoice that we previously believed to be accurate has caused you frustration, and for that, we sincerely apologize for any inconvenience caused. Upon receiving your concerns, our escalations team conducted a thorough investigation into the details of your account to expedite resolution. We are pleased to inform you that the investigation has been completed, and we have taken steps to address the issues with your account. Our records indicate that our team has been in touch with you to provide updates on this matter.

We have promptly updated your invoice and processed the necessary actions to close your account in our systems. Additionally, we have issued a closure letter for your records as confirmation of the resolution.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 01/18/2024

Type: Customer Service Issues

Status: Answered

I contacted Trajector medical in 2021 to help me with VA claims. if you are a veteran looking for help stay away from this company. they are predators and will not help as much as you think they will. they did absolutely nothing for me. they asked me to provide the medical evidence for my disabilities and wrote up a claim and had me submit the claim. I did that on my own prior to reaching out to this company. when I reached out to them I was already rated and hoping to get a higher rating. I had to pay this company [redacted] dollars for them doing absolutely nothing.. Veterans find a VSO they are free and will help you way more then this company ever will. I paid my "debt" to this company Dec 2022 and provided all the paperwork required. though my debt is paid and they can see it, they continue to reach out to me asking for more paperwork and refuse to close out my account. again stay away from this company they are predators and will just take your hard earned money. this company is horrible. two years later and debt paid and they still refuse to close my account. they send harassing emails and text none stop though I've wrote to them asking to stop and have called multiple times. STAY AWAY FROM THIS COMPANY SAVE YOUR MONEY AND THE HEADACHE OF DEALING WITH THEM.

Business Response

Date: 02/07/2024

Dear [redacted],
We regret to learn of the challenges you've encountered in your interactions with us, particularly regarding the repeated requests for documents and the concerns surrounding the validity of an invoice. We understand the frustration this may have caused you.
Regarding the disagreement with our fee structure, it's essential to emphasize that our fee arrangement was clearly delineated in the agreement you reviewed, acknowledged, and signed before engaging our services. This documentation was provided well in advance of any transactions taking place. We regret any dissatisfaction stemming from this aspect.

Please be assured that we have established procedures in place to ensure the smooth processing of client matters. Occasionally, additional information, such as document copies beyond our immediate reach, may be necessary to facilitate our assistance, especially in addressing invoicing discrepancies. We apologize for any inconvenience caused by the repeated requests as we endeavor to support you effectively during these stages. However in the interest of moving forward constructively, we have taken the initiative to revise your invoice and proceed with closing your account. Our intention is to expedite resolution and allocate our resources efficiently.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 01/17/2024

Type: Product Issues

Status: Answered

- [redacted] I used a company (VET COMP AND PEN) that is supposed to help veterans get the benefits that they deserve, at the time I was at 70% disabled. the deal was that when they got me increased that they took a portion of my increase payment for 1 year.
- They did help increase my benefits to 90% and I paid them accordingly .
after I saw how they helped the first time I tried to use them again, for sleep apnea. I went to a VA doctor and submitted the forms that I was helped with. but I got denied by the VA on * [redacted]). after calling (vet comp and pen) multiple times I could not get hold of them with any responses that helped me to move forward. Essentially (VET COMP AND PEN) was in the process of changing ownership or names to (TRAJECTOR MEDICAL) and they told me they didn't know anything about my status. so we stopped all communication.
- I went on to a NEW company that helps veterans increase, their benefits to 100% and I typed up NEW forms with additional information and doctor visits that had nothing to do with (TRAJECTOR MEDICAL). It took over a year of working with this NEW company to receive my earned benefits, dating back to [redacted]
- Long after I stopped working with (VET COMP/TRAJECTOR MED) I received notification from them that I owe around [redacted] to them. when this company did not even contribute in me getting to 100%.
- I sent them a copy of my VA benefits decision letter to show the dates that I was dated back to, in order to prove to them that they did not have anything to do with my increase and the email I received back from an [redacted] claims that I still owe money and they listed the literal things that they did not help with, claiming that they did.

- I also sent them the VA denial letter from the last claim they helped me with.
- this company is claiming they did work that they did not do and trying to receive payment for it and I am afraid of them ruining my credit.
I owe TRAJECTOR MEDICAL nothing.

Business Response

Date: 02/06/2024

Dear [redacted]
We regret to learn about the challenges you've encountered regarding our invoicing procedures and your bill. It's clear that the invoice, which we initially considered valid, has caused you frustration, and for this, we extend our sincere apologies. Upon receiving your feedback, our escalations team conducted a thorough investigation into the specifics of your account. Our aim was to swiftly address any issues and find a resolution. I'm pleased to inform you that the investigation has been completed, and we have taken necessary steps to resolve your account concerns. Our records indicate that our team has been in contact with you to provide updates on the progress.

Your invoice has been promptly updated, and the necessary actions have been taken to close your account within our systems. For your reference, we have issued a closing letter to confirm this resolution.

Respectfully,
Trajector Medical Team

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BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 01/16/2024

Type: Service or Repair Issues

Status: Answered

I Hired Trajector Medical to help me file Claims with the VA. While I did recieve a 10% increase which I paid trajector for in full the majority of the claims filed by Trajector on my behalf were denied. I then filed a [redacted] with a non profit organization and was awarded an increase and now trajector medical is trying to claim that I owe them for this increase that another company did for me as well. I need them to close my account and stop harassing me. There should be a investigation on how they are able to get this information when another company did the work.

Business Response

Date: 01/30/2024

Dear [redacted],

We sincerely apologize for the challenges you've encountered with our invoicing team, your bill, and the closure of your account. We understand the frustration that can arise from our attempts to contact you regarding what we initially believed to be a valid invoice. Please accept our heartfelt apologies for any inconvenience this may have caused.

In response to your concerns, our escalations team conducted a thorough investigation into the intricacies of your account. Our primary aim was to swiftly resolve the issues at hand. Despite our efforts to engage in direct communication with you, unfortunately, our escalations team was unable to establish contact.

Following the completion of our investigation, we have taken immediate steps to update your account and initiate the closure process as per your original request. We deeply regret any delays encountered in fulfilling your request. As a gesture of goodwill and to provide documentation of the account closure, we have issued a formal closing letter for your records.

Respectfully,
The Trajector Medical Team

Initial Complaint

Date: 01/16/2024

Type: Service or Repair Issues

Status: Answered

My approved disability pay from the VA is 10% for Tinnitus. I submitted my own claim with the help from my personal VA representative from the Eaton / Ohio office. This was done on Jul* [redacted], way before I contacted Trajector. On [redacted] I was asked by them to complete the 'questionnaire'. Now they want me to pay 5x the compensation for 'services due', which I was told is illegal. I am overwhelmed from the bombardment of emails, phone calls & voicemails, text messages, for services not rendered. I am asking for my account to be closed. I am asking to have my information and medical records deleted and my contract with Trajector cancelled. They did n o t help me with my claim, just sent me free paperwork to fill out online, which I had to fill out & submit myself. Their business is misleading and I feel deceived!

Business Response

Date: 02/08/2024

Dear [redacted]

We sincerely apologize for the inconvenience caused by the issues you've encountered with the invoice we sent to you. We understand that our attempts to communicate regarding this matter may have been frustrating, and for that, we extend our regrets.

Regarding Trajector Medical's accreditation status with the VA, it's important to clarify that we do not represent veterans to the VA, nor do we handle claims on their behalf. Our services primarily involve medical consulting and evidence development, for which we charge a fee. As such, we operate under different legal parameters than accredited entities. Clients are free to utilize any available free programs, as outlined in the contract signed with veterans. Our ability to provide these services is supported by various federal laws and regulations.

In an effort to swiftly address your concerns, our escalations team conducted a thorough investigation into your account. Although we had intended to discuss the findings directly with you, unfortunately, our team was unable to reach you. Therefore, we are responding to your review to provide clarification. We apologize for any delay in this communication.

We have promptly updated your account and processed it for closure. We apologize for any delay in fulfilling your request and have issued a closing letter as proof for your records.

Respectfully, Trajector Medical Team

Initial Complaint

Date: 01/16/2024

Type: Service or Repair Issues

Status: Answered

Trajector Medical did not assist with the filing of my claim for medical disability through the Department of Veterans Affairs. An invoice has been applied to my account for [redacted] that were not provided.

Business Response

Date: 01/30/2024

Dear [redacted],

We regret to learn of the challenges you've encountered with our invoicing process and the invoice in question. We understand the frustration that comes with receiving what appears to be an incorrect or unjust invoice and apologize for any inconvenience this may have caused.

Your dissatisfaction with the invoice has been duly noted, and in an effort to swiftly address the issue, our escalation team has endeavored to reach out to you for discussion.

According to our records, our team successfully connected with you and promptly resolved the matter to your satisfaction. Following our conversation, adjustments have been promptly made to your account, and the invoice has been processed for closure. Additionally, a closing letter has been issued to you for your records.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 01/08/2024

Type: Billing Issues

Status: Resolved

Trajector Medical, formerly "Veteran [redacted] is fraudulently attempting to collect a debt that does not exist, and that I'm not liable for. I regretfully obtain their services for assistance with my [redacted] that was subpar, and nothing short of exploitation. [redacted] y received full payment for the little assistance they provided which I could've accomplish myself through education. This is not a medical company, nor professional representation. [redacted] ir deceptive practices should be illegal, and reviewed by the [redacted] of [redacted] Attorney General. [redacted] y have been harassing me with daily phone calls for the past year from their call center representative located in [redacted]. In addition, they flood my email, and phone with sms messages of erroneous, and fraudulent invoices. I need this to cease immediately. I am not the only veteran that have been targeted. [redacted] y have amassed a plethora of complaints that are on file with the BBB. I'm prepared to take this matter to court if this platform does not provide me with the only resolution that's acceptable; stop the fraudulent collection attempts and harassment.

Customer Answer

Date: 01/22/2024

My complaint has been resolved directly with the Company. They have accurately updated my account to reflect a 0 balance, and closed. Thank you for your assistance with this issue.

Initial Complaint

Date: 01/02/2024

Type: Service or Repair Issues

Status: Answered

I submitted a claim for help through Trajector Medical I In 2020 It was awarded a 0% increase and no money was increased. That was almost 4 years ago. I have discontinued working with Trajector since 2021, after my last submission was awarded 0%. In 2022, I was diagnosed with chronic rhinitis and recieved compensation with out the help of trajector due to the [redacted] act that was singed by [redacted] making me automatically presumptive that was caused by my time in the service. I submitted a VA disability claim, on my own, without the help of TM, and was awarded a 10% service connection for the residuals from the test being done by the VA. I been receiving bills from TM, whom before today I have never heard of, requesting [redacted] + dollars. I have never used Trajector Medical. They did not help me on my [redacted], yet believe they are owe for services they did not provide. They only state that I must turn in my paperwork for my va disability. I turned My award letter for 10 percent rating earlier this year and have the emails for evidence. That should have stopped all monitoring of my VA record and correspondence but they continue to harass me and send invoices and call I think I'm gonna get a lawyer involved

Business Response

Date: 01/22/2024

Dear [redacted],
We sincerely regret any inconvenience caused by the challenges you faced with our invoicing team and the issued invoice. Recognizing the frustration that [redacted] arise from receiving an invoice perceived as invalid or unjust, we extend our apologies for any inconvenience this [redacted] have caused.

Upon reviewing the situation, we understand that the issued invoice was believed to be connected to the claims we assisted you with, without awareness of any external factors affecting your benefits, such as independent filing.
In response to your concerns, our escalations team conducted a thorough investigation into the details of your account to expedite a resolution. Following the investigation, we have updated your invoice accordingly and processed the closure of your account. To provide

tangible proof of the closure, we have issued a closing letter for your records.

We appreciate your understanding and patience throughout this process. If you have any further questions or require additional assistance, please do not hesitate to reach out to us.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 01/02/2024

Type: Customer Service Issues

Status: Answered

I contacted Trajector Medical to help me with receiving V.A. Benefits back in May. After initially filling for benefits, I received TERIBLE customer service. Very little contact and very little response to me. I contacted them back in June to add [redacted] to my claim, they said no problem but never did. I contacted them again in Aug. to request a second time, they never did. I finally got on line with the V.A. directly and added it in Sept. myself. Then, when I contacted them prior to my appointment to let them know, they said they could NOT assist me because they did NOT file the [redacted] claim; I did. When my decision letter arrived in Dec. I was rejected for ALL of the initial claims; the V.A. said that they were "NOT SERVICE RELATED". I DID receive benefits for my [redacted], which I filed for. Sure enough, I get an invoice from Trajector wanting THIER portion of payment for my benefits. I have been sending documents and getting email, text, and phone harassment from them wanting paid. FOR WHAT? I was DENIED for ALL of the claims that THEY submitted. I am the President of a global consulting firm and I would not be in business long if I treated my clients like this.

Business Response

Date: 01/23/2024

Dear [redacted],
We sincerely regret to learn about the challenges you've encountered in relation to your claims with us. We understand that this has been a source of frustration for you, and we extend our apologies for any inconvenience caused.
Assisting each veteran through our process is intricate, and certain steps require a considerable amount of time. We acknowledge any delays you [redacted] have experiencec during your interaction with us and express our regret for any inconvenience caused. Upon reviewing our records, it came to our attention that an oversight in your claim request led you to proceed independently. Our records initially indicated that you had declined assistance for PTSD, which consequently impeded our ability to progress with your claim. Our medical evaluation and strategy team marked this claim path as non-viable based on your expressed disinterest.
We understand the importance of clear communication, and we regret any confusion that [redacted] have arisen. Our escalation team reached out to address your concerns, facilitating a discussion that allowed us to promptly update your invoice and process the

closure of your account. We acknowledge and sincerely apologize for any trouble the invoice [redacted] have caused you. For your convenience, we have issued a closing letter for your records, and we hope this resolution proves satisfactory.

Respectfully,
Trajector Medical Team

Initial Complaint

Date: 01/02/2024

Type: Billing Issues

Status: Resolved

Trajector Medical refuses to close my account with them even though I have provided all VA documentation required. They are trying to pressure me into getting a PTSD diagnosis which I do not want. I have asked nicely 6 different times now and I just want to conclude my contract, for petes sake.

Business Response

Date: 01/22/2024

Dear [redacted],
We sincerely regret to learn that you have encountered challenges in the process of closing your account. We recognize that this situation may have caused you distress, and for that, we extend our apologies. At Trajector Medical, our primary objective is to assist every veteran in securing everything they are medically and ethically [redacted]. We regret any misunderstanding that led you to feel that we were pursuing actions beyond your wishes during this phase of our process. Our commitment is to ensure you experience no negative emotions, as our team is dedicated to providing unwavering support.

According to our records, our escalation team successfully engaged with you to address the concerns you raised. We are pleased to hear that they were able to clarify matters and find resolutions. As previously discussed, we eagerly await the required documents to proceed with the completion of your account closure request.

Should you have any further questions or concerns during this waiting period, please do not hesitate to reach out to us. We are here to assist you in any way possible.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 01/23/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me, for the time [redacted] on a higher level VA review. Should Trajector Medical not accept the final VA decision when it is made, and requires me to go to any further exams, I will file a new complaint with BBB

Initial Complaint

Date: 12/29/2023

Type: Billing Issues

Status: Resolved

I used Vet Comp and [redacted] who apparently are now going under the name Trajector Medical for assistance with some VA claims approximately five years ago. I had several claims I wanted to submit however Vet Comp and [redacted] only assisted me with few of the claims as they did not want me to submit all the claims at the same time. They did however bring up other medical issues I should submit claims for, however I did not as they did not apply to me but the salesman type way they attempt to pitch it really bothered me. I did submit the claims they did assist me with and were approved. I paid Vet [redacted] IN FULL for the services they provided. I then called them and advised them to close my account as I would no be using their services any longer. Now approximately two months ago I start getting emails, texts and harassing phone calls from them stating I owe them money and asking for personal information all regarding claims I filed on my own without any assistance from years after my last contact with them. I spoke with their billing department and explained everything yet the harassment continues. My account with them should be closed and all contact from them needs to stop. I do not owe them anything.

Business Response

Date: 01/19/2024

Dear [redacted],

We sincerely regret the challenges you have encountered with our invoicing team and the associated issues surrounding your bill and the closure of your account. We understand the frustration that [redacted] have arisen from our attempts to contact you about what we believed to be a valid invoice at the time, and we sincerely apologize for any inconvenience caused. In an effort to swiftly address your concerns, our escalations team conducted a thorough investigation into the intricate details of your account. Despite our best intentions to engage in a direct discussion with you, unfortunately, our escalation team encountered difficulties in reaching you.

Having completed the investigation, we are pleased to inform you that we have taken the necessary steps to resolve the outstanding matters pertaining to your account. Your accoun has been promptly updated and processed for closure, aligning with your original request. We acknowledge and apologize for any delays that [redacted] have occurred in fulfilling

your request.
As evidence of the closure, we have issued a closing letter for your records.

Respectfully,
Trajector Medical Team

Customer Answer

Date: 01/19/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 12/21/2023

Type: $ Billing Issues

Status: Resolved

I Hired Trajector Medical to help me file Claims with the VA. While I did recieve some VA increases which I paid trajector for in full. The majority of the claims filed by Trajector on my behalf were denied. I then filed VA claims without the assistance of Trajector and was awarded an increase and now trajector medical is trying to claim that i owe them for this increase as well. I have sent all documentation to them showing all the claims that Trajector Medical has helped me file and the results. I have paid them for each increase recieved due to their assistance and I do not believe I owe them any payment for increases I have recieved without their assistance. I need them to close my account

Customer Answer

Date: 12/26/2023

After Filing the complaint with the BBB. Trajector reached out to me and I informed them that I did not recieve a higher rating based on medical evidence they submitted but based on medical evidence that I had submitted and sent them a copy of the first page showing what the increase was based on. On 22 Dec 2023 I recieved an updated invoice from [redacted] Trajector Medical showing that I now have an adjusted [redacted] of $0.00. The statement noted based on new information recieved I no longer owed any money to Trajector. I now believe this is a closed case.

Initial Complaint

Date: 12/19/2023

Type: Service or Repair Issues

Status: Answered

After a failed filing with them I went strait to my vso as I should have from the beginning to get my benifits I served the country for. As soon as I got 50% from what my vso sent off for, Trajector Medical decided to cash in on some one else's work and send me an invoice for their failed work. After which I asked for documentation to support their work and stated they had 30 days to send documents. They instead ask to pay now and avoid more service fee. They 3 months later still have failed to send suppporting documents for services rendered as well they initial support failed in my first claim. Resulting in my vso assisting me for free in getting my benefits. I have given them more time then needed to support their end and they have failed me miserable. This is my last attempt before legal recourse and the finalized cease and decist letter goes out in 7 days.

Business Response

Date: 01/09/2024

Dear [redacted],
We sincerely acknowledge your dissatisfaction with the recently issued invoice and the subsequent concerns you have raised. Recognizing the potential distress caused by receiving an invoice that you may not agree with, we genuinely regret any inconvenience this situation may have caused.

We have made [redacted] efforts to establish communication with you to discuss and address your concerns. However, regrettably, our attempts have been unsuccessful, and we have been unable to connect with you.
It is important to clarify that, as of now, the issued invoice remains valid. We have not received any documentation substantiating the invalidity of the invoice, as proof has not been provided despite our requests. Our records indicate that the claims we issued have been submitted to the VA, and while we understand that you may have utilized another entity for claim filing, verbal statements alone cannot suffice.

We were unaware of any alternative claims filing with another entity, as your account remains active with us. Furthermore, we do not have any documented evidence indicating the denial of the claims we issued to you.
If you wish to engage in a discussion to address and resolve your concerns, please communicate your availability. Your account will continue to be managed by our finance team at this time.

Respectfully,
Trajector Medical

Trajector Medical is BBB Accredited.



This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 12/19/2023

Type: Service or Repair Issues

Status: Answered

I entered a soft contract with this company to have my VA Disability increased. They did not perform according to their end of the contract. When my decision letter was sent by VA, I sent them a digital copy as well as the breakdown for my ratings. Since July, I have repeatedly asked them to stop all contact, but they keep reaching out, spamming my inbox and often tying my phone line up with calls and text messages. They keep asking for information that I have already sent to them, and I am unwilling to resend it, as they failed to keep up their end of our soft contract. Instead of them compiling all of my medical data and personal data into a single long form, as they suggested, they only submitted the results of a phone interview I had with one of their nurses. I was the one who had to pull all of my personal records, which they had access to, I had to submit my own claim, contrary to their end of the contract being obligated to submit it, and I was the one who had to supply the VA with all of my personal information as well. In fact, the only thing this company did that was in my favor, was the two hour phone interview I had with their nurse. The emails will not stop, the phone calls will not stop, the text messages will not stop. I have directly told them that I do not wish for further contact, yet they persist.

Customer Answer

Date: 12/19/2023

I would appreciate it if the no contact request could be somehow enforced. I keep asking them to stop contact with me, but I am still receiving upward of three emails and a phone call daily, including Sundays.

Business Response

Date: 01/09/2024

Dear [redacted],
We sincerely regret to learn of your dissatisfaction and the challenges you encountered while dealing with the details of your account closure. We understand the difficulties you faced in finalizing the closure process and acknowledge your sentiment that we may not have upheld our end of the agreement. We apologize for any delays you experienced during the processing of your request. To address your concerns comprehensively, we escalated the matter to our specialized team. Unfortunately, despite our efforts to connect with you and discuss the specifics of your dissatisfaction, we encountered difficulties in obtaining the necessary details from your end.

In our attempts to collect the required documentation for the account closeout, we reached out to request the documents you mentioned having sent previously. Regrettably, we did not receive them on the first attempt, leading to our subsequent follow-up. In an effort to mitigate any further disagreements, we have proceeded with the account closure process. We want to assure you that you will no longer receive any communication from us regarding this matter. Additionally, we have provided you with an official letter for your records, serving as confirmation of the closure.

Regards,
Trajector Medical

Initial Complaint

Date: 12/18/2023

Type: Order Issues

Status: Answered

I hired Trajector Medical in Jan of to help me file claims. They were able to get my disability rating increased on claims I already had submitted as well as others which had not. After completing the medical question they submitted paperwork, the VA initiated everything else and afterwards I started going in for screenings and evals scheduled by the VA. When my rate increased AFTER they submitted paperwork, I received an invoice of $9,820.80 for their "Medical Evidence and Consulting Fee" where they had charged me 5 times what my increase was, at which time I started to make the payments. I was led to believe that this invoice was for the total services rendered but it absolutely was not. I started making the 5 payments in May finishing them 2 months ago. Then I started getting phone calls and emails asking me to submit more documents so they can review decision letters and reevaluate to possibly get me a higher rating. I initially ignored the calls because I had paid the balance due on the invoice but answered a call and explained to the representative that I did not want anything else evaluated, they verified my balance was paid in full and I informed them to close the account. I got another email thanking me for working with [redacted] and oh, by the way, there is a new balance due of $1421.20. Another call telling me it was for the claims they filed which I had already verified with them that I paid in full already but now these were new charges. They also informed me that they knew I had received an increase even though they kept harassing me about sending them documentation because apparently the fine print gives them legal or medical authority over my personal medical and VA records. Either way, I paid for the services they provided and I do appreciate it, but now I feel this was a misleading process to [redacted] more money from veterans who deserve the compensation.

Business Response

Date: 01/05/2024

Dear [redacted],
We sincerely regret any dissatisfaction you may have experienced in relation to both our services and the invoicing matter. We acknowledge that receiving an invoice that doesn't align with your expectations can be disconcerting, and we genuinely apologize for any

resulting upset.

Thank you for affording us the opportunity to engage with you regarding your concerns. Ou escalations team has carefully reviewed the matters discussed during our conversation, and we have accordingly updated your account and invoice in line with the resolutions reached. As per our discussion, your account has been processed for closure within our systems, anc a formal closure letter has been issued for your records. We understand the importance of addressing and resolving issues promptly, and we appreciate your patience and cooperation throughout this process.

We sincerely apologize for any inconvenience caused and want to express our gratitude for choosing us.

Best Regards,
Trajector Medical

Initial Complaint

Date: 12/14/2023

Type: Service or Repair Issues

Status: Answered

Trajector helped me get 10% increase on my VA claim. After I paid them in full. One year later I file a claim on my own and received another 10% increase. Because one of the system's on the first claim there system flagged my increase and Trajector sent me a bill. After dealing and going back and forth for a year I decided to pay them to get it off my back and not take a hit on my creditscore. I believe that Trajector takes full advantage of Veterans and the system. I will never use them again and I have requested to terminate any and all contracts I may have with them. After talking to 3 people I have yet to get conformation back that [redacted] have been canceled

Business Response

Date: 01/04/2024

Dear [redacted],
We sincerely regret to learn of your dissatisfaction with our services and the challenges you've encountered concerning your account. It is disheartening to hear that the process of closing your account has been cumbersome, and we deeply apologize for any frustration it may have caused. Your perception of dishonesty and the belief that we exploit our clients is genuinely concerning to us. We acknowledge your decision to close your account, and while we would have appreciated the opportunity to discuss the specific reasons behind your choice, our attempts to reach you have unfortunately been unsuccessful. Despite our persistent efforts, we have been unable to establish contact with you.

We want to assure you that we have processed the closure of your account as per your request. Going forward, you can be confident that you will not receive any further communication from us. A formal letter confirming the closure has been generated for your

records, serving as documentation of this resolution. If there are any lingering concerns or if you wish to provide feedback, we remain open to addressing them. Our goal is to continually enhance our services, and your insights are invaluable in this process.

Thank you for your past association with Trajector Medical. We genuinely regret any inconvenience you may have experienced and appreciate your understanding.

Best regards,
Trajector Medical

Initial Complaint

Date: 12/14/2023

Type: Billing Issues

Status: Resolved

I canceled my services with Trajector because they kept giving me the runaround. I never received any assistance with my VA claim. I canceled me services and went through the [redacted] instead. Now they are saying that they helped me with my claim, and they never did. The [redacted] did my claim for me. Their services were never utilized. Therefore, I don't owe them any money.

Business Response

Date: 01/04/2024

Dear [redacted],
We regret to learn of your dissatisfaction with our services and the challenges you've encountered in managing the details of your account. Recognizing the breakdown in communication and your dissatisfaction with the supporting documentation provided for your claims, we acknowledge the gravity of the situation. It is disheartening for us to acknowledge that we fell short of meeting your expectations and failed to uphold the high standards we strive to maintain. We comprehend your frustration with the assistance received, leading to your decision to part ways with us.

We would have welcomed the opportunity to address and resolve the issues before reaching this point, but we understand that circumstances may not have allowed for this. Following the recent dialogue with our escalation team, we have promptly updated your account and initiated the closure process. A letter confirming this has been issued for your records. Despite our attempts to notify you of these updates, we unfortunately were unable to reach you.

We extend our best wishes to you in all your future endeavors.

Respectfully,
Trajector Medical

Customer Answer

Date: 01/04/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 12/12/2023

Type: Customer Service Issues

Status: Resolved

I am disputing charges from Trajectory Medical in the amount of [redacted]. First and foremost Trajectory Medical obtained my private medical records illegally before reaching out to me. They revealed things in my private medical records that I never signed off on before the original contact they didn't have permission to view my medical records prior to that, so how did they obtain my file?. I was able to do my claim that they helped me submit. It was one form and that is the only thing they assisted me with and that is NOT [redacted]!!!!!!!!! The VA stated that their charges are illegal and should not exceed 20%. I feel like I am being scammed and would like this company to be investigated for deceptive business practices. I would like them to stop viewing my protected health information, stop all contact and close my case. I do not owe Trajectory Medical [redacted]!!!!! If this is not resolved I will be contacting the [redacted] to see what further actions can be taken on my behalf and other veterans who are clearly being taken advantage of by this predatory so called company that claims to help veterans but only want to hurt them by taking the money they need!!! Thank you so much for your help in this matter. Best Regards,

Customer Answer

Date: 12/12/2023

I am asking for my case to be closed, stop all contact and to remove the [redacted] fee they claim I owe for one form that was submitted.

Customer Answer

Date: 12/12/2023

My name is entered incorrectly the correct name is [redacted]. Thank you!

Business Response

Date: 01/02/2024

Dear [redacted],
We sincerely regret any distress caused by your recent experience with us. We fully empathize with your concerns regarding the invoice and want to assure you that our intention is not to cause any discomfort or doubt. We are disheartened to learn that you have sought external channels to express your frustrations.
To expedite the resolution and demonstrate our commitment to addressing the matter promptly, we have updated your invoice. We understand the importance of efficient communication and acknowledge that protracted debates are not productive for either party.

In response to your data privacy request, it is essential to highlight the regulatory framework we operate under. According to the [redacted] Administrative Code 1B-24.003(1)(d), item #[redacted], clinical data and medical history, including demographics, [redacted], diagnoses, medications, treatment plans, progress notes, problems, immunization dates, allergies, radiology images, and laboratory and test results, are subject to a six-year retention period.
Additionally, the Privacy Rule of the [redacted] Portability and Accountability Act (HIPAA) mandates a minimum retention period of six years (45 CFR, 164.508(b)(6)) for certain documents, such as requests for access to Protected Health Information (PHI) and designation of authorized representatives.

In adherence to these statutes and our internal data retention policies, we are unable to fulfill your request to delete information covered by these standards until the mandated periods have elapsed. However, we want to assure you that we are fully committed to complying with your request to restrict the use of your data. Trajector Medical strictly maintains the confidentiality of your information and does not share or sell it.
To provide formal closure to your account, we have issued a closing letter as documentation of the account closure in our systems.

We appreciate your understanding and patience in this matter.

Regards,
Trajector Medical

Customer Answer

Date: 01/03/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 12/12/2023

Type: $ Billing Issues

Status: Answered

In April 2023 I hired Trajector Medical to assist me with filing a VA claim. I have just now received an invoice from them demanding payment of $829.60 , which is far out of line for the service I received from them. They claim I owe them this large amount, which is contrary to the small, insignificant amount I'm about to receive from the VA. Trajectors summary is attempting to show their calculation as:$165.92/Mo = $1,991.04 yearly. This equals $9,955.20 for a five-year benefit. They claim the return on my $829.60 equals 12 times my investment. One of their invoice statements claims they "identify clinical connections between reported symptoms and disabilities that [redacted] have otherwise seemed unrelated". I suffer from severe COPD, which has been medically documented and reported to them.I require 24hr oxygen and have been diagnosed with Mesothelioma. I'll never recover that investment. I probably have [redacted] be 12 mos. I had further requests to their staff if any benefits existed for mesothelioma to which I never received a reply.I want all my information removed from their systems and my account closed.They [redacted] have done a small amount of paperwork and be [redacted] $200.00 at the most. Upon receipt of a corrected invoice. I will pay them a lump sum of that amount.My Wifes telephone has already received a collection call from a non English speaking representative of this Company. This should be the only one we should.ever receive.

Business Response

Date: 01/02/2024

Dear [redacted],
We sincerely regret to learn that you are dissatisfied with both our services and the invoice recently issued to you. We fully recognize the frustration that can arise when receiving an invoice that does not align with your expectations.
We extend our apologies for any confusion stemming from the issued invoice and appreciate the opportunity you provided to address your concerns. Our records indicate that our escalations team successfully engaged with you to discuss the matter, and we are pleased to note that they swiftly addressed your questions, leading to a prompt resolution.

As per the details discussed during your conversation with our escalations team, we have duly updated your account. Furthermore, in accordance with your request, we have initiated the closure process for your account within our systems and have dispatched a closing letter to you.

We sincerely apologize for any inconvenience caused and appreciate your understanding throughout this process. Thank you for selecting Trajector Medical.
Best regards,
Trajector Medical

Initial Complaint

Date: 12/11/2023

Type: Service or Repair Issues

Status: Answered

This company does not care about the veterans they only want your money. I went to Trajector in April for help with my [redacted] and earned a rating of 30%. I paid trajector when they sent me the invoice. Then my wife started handling my va claim for me reached out to the VA and sent all the documents to them. When my rate increased again due to all the things my WIFE did trajector came back and demanded more money from me. They didn't do anything to earn it and they continue to harass me for more and more money that they didn't do any work to earn.

Business Response

Date: 12/29/2023

Dear [redacted],
We sincerely apologize for any distress caused by the recent invoice you received and the resulting dissatisfaction with our services. We understand your concerns, and we regret any impression that we prioritize financial matters over client satisfaction. Upon issuing the invoice, we were unaware that your wife had assisted you in submitting certain claims. As your account remains active with us, and no request to close it has been received, the invoice was generated based on the information available to us at the time. We appreciate the opportunity to engage in a constructive dialogue to address your concerns.

We acknowledge that you are currently working with our escalations team to find a resolution, and we respect your unavailability to discuss matters at this time. Rest assured, we have thoroughly documented the details of your situation on your account and are prepared to resume discussions once you are available. This includes providing additional information about the relevant documents that will aid in resolving your concerns.

We express gratitude for your willingness to collaborate with us in resolving this matter and look forward to hearing from you soon.

Best regards,
Trajector Medical

Initial Complaint

Date: 12/11/2023

Type: Order Issues

Status: Resolved

I am writing to formally raise a complaint against Trajector Medical (formerly known as Vet Comp and Pen) concerning their mishandling of my disability claim.Initially, I engaged VC&P services for my first claim, which was handled satisfactorily. However, complications

arose with the implementation of their "battle [redacted] intended to streamline support for veterans' cases. This system led to significant disruptions in my case.My "battle [redacted] initially provided assistance with two VA forms for my claim. Despite submitting these forms and anticipating guidance as promised, the situation took a turn for the worse. VC&P transferred my case among five different "battle buddies," resulting in extended periods of lost communication and unaddressed concerns.Upon Trajector's takeover, the situation did not improve. Despite my repeated attempts to resolve the issues and receive guidance, the process remained stagnant and unproductive. Dissatisfied with their services, I made the decision to terminate my association with Trajector and sought assistance directly from the VA.The VA promptly facilitated the necessary procedures. Following their guidance, I submitted the requisite forms, underwent professional evaluation, and received a deserved increase in my disability rating within a monthan outcome Trajector failed to facilitate despite their assurances.Despite the termination of my association with Trajector, I have faced persistent demands for fees related to the increase. Over the past three years, I have been subjected to a barrage of emails and calls, intensifying to a weekly frequency over the past year and a half.Efforts to address this matter directly with Trajector have proven futile. Engagements with their representatives have resulted in repetitive discussions without any resolution. Given this continuous lack of reliability, I am hesitant to provide further information for the purpose of terminating my account.

Business Response

Date: 12/29/2023

Dear [redacted],
We sincerely regret to learn of the challenges you encountered during your interaction with us. We acknowledge that the intricacies of our various systems, including the battle buddy [redacted] and claims processes, may have contributed to the complexities you experienced. It is disheartening to hear about your frustrations with our battle buddy [redacted] which evidently led to communication issues and unattended concerns. We uphold a commitment to delivering exceptional customer service, and we deeply apologize for falling short of these standards in our engagement with you.

We genuinely appreciate the opportunity to address your account concerns and thank you for allowing us the chance to rectify the situation. Following our recent conversation, we have taken the necessary steps to update your invoice and subsequently close out your account within our system.

Thank you for your understanding.

Best regards,
Trajector Medical

Customer Answer

Date: 01/02/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID

Initial Complaint

Date: 12/11/2023

Type: Order Issues

Status: Resolved

Signed up with Trajector Medical last march. After waiting some time, every claim was denied with no increase in benefits.After the denials of every claim I sent the required documentation to Trajector on November 17th showing that no change happened and was told I would be released from my contract with a close out letter being sent to my email within 10 days.Still no close out/release from contract close to a month later. Now when I call I cant get ahold of anyone and for some reason my phone number doesnt get answered. Its worth noting I got an email from a supervisor stating that my account was closed and that they would no longer be contacting me. With that being said [redacted] still waiting on my letter because this seems shady. Im very disappointed on how Im being messed around with here and thinking about filing a formal complaint with the Veterans Affairs IG office.

Customer Answer

Date: 12/12/2023

The issue has been resolved as Ive received my close out letter from Trajector medical. Thank you for your help!

Initial Complaint

Date: 12/11/2023

Type: Service or Repair Issues

Status: Answered

Trajector submitted multiple claims to the department of Veterans Affairs on my behalf. The first claim resulted in an increase in my disability rating and monthly compensation from the VA. Trajector began to collect their fee (5x my monthly increase). The next claim they submitted on my behalf resulted in a decrease in my disability rating and monthly compensation from the VA. Trajector still claims I owe them for the increased amount, despite that amount being decreased by the VA as a result of the claim they submitted. I had paid $2,944 to Trajector at the point my disability was reduced, which would be an overpayment of $583 based on my new reduced rating from the VA. Im not asking for a refund, I would just like Trajector to eliminate my balance. Trajector ultimately secured a

10% (50% to 60%) increase for me and is still trying to collect almost $5,000 for it, despite that increase only being $472 a month from the VA.

Business Response

Date: 12/29/2023

Dear [redacted],
We sincerely apologize for any distress caused by the recent invoice issued to you. Your concerns are of utmost importance to us, and we regret any oversight or confusion that [redacted] have arisen in this matter.
First and foremost, we want to clarify that, although we assist you in the claims process, we have never submitted claims to the VA on your behalf. We are not authorized to represent veterans before the VA. We appreciate your understanding of this limitation.

We are grateful for the opportunity to address your concerns through our escalations team. Thank you for allowing us to engage in a detailed discussion to resolve the issues at hand promptly. As a result, we have updated your invoice on your account, ensuring a seamless process for future collaboration.

We are pleased that you have chosen to continue utilizing our services. Rest assured, we are committed to assisting you in obtaining everything you are medically, ethically, and legally [redacted].
If you have any further questions or concerns, please feel free to reach out. We value your partnership and are dedicated to providing the best possible service.

Best regards,
Trajector Medical

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

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Medical Service Organization

Trajector Medical

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BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

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336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

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BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 12/08/2023

Type: $ Billing Issues

Status: Resolved

Trajector Medical (Previously "Vet Comp and Pen") charged me $18,109.75 for assisting with my VA disability claim. After paying a lump sum, I have been making payments of $1958.89 per month for five months. My remaining balance is $128.71, but the recurring payment of $1958.89 is still scheduled to be drafted from my bank account. Their payment site has no provision for changing this. My phone is out of service and they refuse to respond to me via direct messaging on their website or email. The fact that they back dated my 2023 cost of living increase to make me pay more than agreed upon gave me a good idea of this company's scruples or lack thereof. Due to this, I contacted Trajector and told them I wanted to discontinue my relationship with their company. I was assured they would follow up, but they did not.

I want all recurrent payments canceled.
I will make my final payment of $128.71 shortly.
I want my relationship with this company immediately and permanently terminated.

Business Response

Date: 12/28/2023

Dear [redacted],
I trust this message finds you well despite the recent concerns you have raised. We sincerely apologize for any distress caused by the invoice you received from us and deeply regret that it has led to a perception that we are operating in an unscrupulous manner. Your dissatisfaction is genuinely important to us, and we understand the frustration that can arise when unexpected charges are incurred. It is crucial for us to clarify that our billing practices strictly adhere to legal frameworks, and we only charge for the services we render.

We want to emphasize that Trajector Medical has never imposed fees related to changes in marital status, dependents, or cost of living, as such actions would contravene the stringent laws and regulations that govern our operations.
In light of your concerns and to mitigate any further inconvenience, we have taken immediate action. Your invoice has been updated accordingly, and your account closure request has been duly processed within our systems. You can rest assured that, as per your request, you will not receive any further communication from us.

We genuinely regret any frustration you may have experienced during our engagement and the subsequent decision to terminate our relationship.

Respectfully,
Trajector Medical

Customer Answer

Date: 01/02/2024

The statement that they do not increase their billing due to cost of living adjustments is demonstrably false, which calls into question every other assurance I received, but it is no longer my concern. If you're already looking at this BBB page, this is the place. You'll get it resolved here. They are responsive to this forum. Good luck.

Initial Complaint

Date: 12/06/2023

Type: Service or Repair Issues

Status: Answered

I have called repeatedly trying to cancel my contract with Trajector. I have been working with the VA personally on my issues and did not hear from Trajector for 3 months after they initially started helping me. I eventually started working on my claim myself and have yet to be approved. I was told by a VA rep that I should not be working with this company because they are not accredited by the VA and these are illegal practices. When I call I get conflicting information. No one will help me. I just want to close my account and continue working on my claim with my attorney. Its a constant run around when I call and clearly nobody knows what they are talking about because I get a different story each time. My next step is to have my attorney reach out on my behalf to get the account closed. It should not be this difficult.

Business Response

Date: 12/27/2023

Dear [redacted],
We hope this message finds you well. We sincerely apologize for any inconvenience you may have experienced in the process of closing your account with [redacted]. It has come to our attention that you are dissatisfied and may have concerns about our accreditation status, which we would like to address in a clear and transparent manner. Trajector Medical is not accredited by the VA, and we want to emphasize that we do not represent Veterans to the VA, nor do we prepare, present, or prosecute claims on their behalf. It's essential to note that Trajector Medical charges a fee for its medical consulting and evidence development services. Clients are free to explore and utilize any available free programs.

All pertinent details regarding our services and terms are explicitly outlined in the contract signed by Veterans, including the agreement you acknowledged and signed before utilizing our services. Our operations align with various federal laws and regulations that permit us to

provide the advertised services to Veterans.

We have been diligently trying to reach out to you to discuss the specifics of your account, but unfortunately, our attempts have been unsuccessful, as you have declined communication with us. Presently, your account will remain active due to an outstanding invoice. To date, we have not received any documentation or counter-evidence that disputes the validity of the invoice related to the claims we have processed on your behalf.

If you are open to resolving this matter amicably, we encourage you to connect with us at your earliest convenience. We value your satisfaction and are committed to addressing any concerns you may have.
Thank you for your understanding and cooperation.

Best Regards,
Trajector Medical

Initial Complaint

Date: 12/06/2023

Type: Sales and Advertising Issues

Status: Resolved

These people (trajectory medical) previous VA claims Pro have been constantly trying to get money, $6629 from me for something they haven't helped me with. They said it's because of my OSA, which wasn't true because I went through the VA claims agent at [redacted] Trajectory help me with a claim in June 2020, I paid that invoice in FULL. I asked for my contract to be terminated and they starting sending other claims I had already put in a claim for. I put in a claim for sleep apnea in 12/20, it was denied. I start getting multiple emails from Trajectory med. in 8/21 with claims for diagnosis that I had not discuss with them. I receive multiple emails from them on a daily basis between Nov./Dec. asking had I submitted their medical package for sleep apnea. I talk to several people on 12/8 telling them, I did not submit their package, it was past the 1 year deadline. I went to the Regional VA [redacted] and a claims agent helped me redo my claim for OSA. Trajectory did nothing for me, they email me everyday between 12/10/21 and 12/27/21, asking me to submit their claim and send them screenshots. On 12/28, they started asking me for a decision letter from the VA. Very confusing!!! 1/22-4/22, they started sending diagnosis that I didnt have, they wanted me to file a claim. This is FRAUD. 4/12/22, I asked them to stop emailing me, cancel my contract again. They refused saying they need to review my documents from VA account for dx. they submitted. They started requesting screenshots of my VA account. I never sent them screen shots or gave them permission to sign on to my account. They are violating HIPPA laws looking at my private health information. I was approved for sleep apnea due to the VA claims agents helping me. They could only know this by illegally signing onto my account without my permission. They are emailing me multiple times a day, calling my phones. I want all contact with them to stop and an email saying my contract is terminated, PLEASE.

Business Response

Date: 12/27/2023

Dear [redacted],
We sincerely apologize for the inconvenience you've experienced regarding your billing matter. We understand the frustration that can arise from receiving an invoice that does not align with your expectations. Our initial issuance of the invoice was based on the assumption that the increase was associated with the claims documents we provided, unaware that you had independently filed. It is disheartening to learn that your dissatisfaction has led to concerns about potential violations of HIPAA laws. We want to assure you unequivocally that we adhere strictly to all laws and regulations pertaining to Protected Health Information (PHI). Our commitment to maintaining the highest standards includes implementing comprehensive precautions and procedures to prevent any inadvertent breaches. In an effort to promptly address your concerns, we have taken the initiative to revise your invoice in good faith. Additionally, your account has been processed for closure in our systems to honor your request. A closing letter has been issued for your records, serving as confirmation that we have fulfilled your closure request. You can anticipate no further communication from our end.

Best Regards

Customer Answer

Date: 01/19/2024

I received a close out letter from trajector medical, closing the account and stating I have no outstanding financial obligation with them. I am satisfied with there response.

Initial Complaint

Date: 12/05/2023

Type: $ Billing Issues

Status: Resolved

In July of 2023 I contacted Trajector Medical. Trajector Medical helped me get a 10% disability rating which I am greatful for. I've asked to have my account closed now that I have paid my balance. They've asked me to submit the same forms about four times, which I did. I've called and get the call center located in a different country which makes Communication hard to understand. They keep asking for other disabilities forms that I have never applied for. It's the first time I have applied and if they would look at their records they would know that. I have all the emails they've sent and the last one I requested a letter of closure which I have yet to receive. I would like this account closed.

Business Response

Date: 12/18/2023

Dear [redacted],
We sincerely regret the challenges you encountered while attempting to close your account with us. We extend our apologies for the inconvenience caused by the delayed completion of your request. We acknowledge the difficulties you faced in communicating with our diverse staff, leading to a breakdown in communication on our part. We deeply regret any frustration this may have caused. Upon reviewing our records, we identified that your concerns were promptly escalated to our [redacted]. Consequently, we were able to expedite the processing of your request and have generated a closure confirmation letter for your records, indicating the successful closure of your account in our systems. We sincerely apologize for the delays experienced on our end.

We appreciate your understanding in this matter and wish you all the best in your future endeavors.

Best regards,
Trajector Medical

Customer Answer

Date: 12/19/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 12/04/2023

Type: Order Issues

Status: Answered

I began using this firm when they were Vet [redacted] in April of 2021, from a recommendation from my brother (also a retiree). Their service was pretty good until the company changed its name to TRAJECTOR Medical. In April of 2023, I received a small disability increase and paid the agreed upon 5x monthly increase. This is the service agreement I have with them: “The invoice below is for the services we provided based on the service agreement you signed on Nov 09, 2022, outlining the fee structure which is equivalent to 5 times the amount of your gross monthly increase.” After completing my payment requirements (5x), TRAJECTOR reached out to try to get me increased to 100%. That was achieved on 29 November, and I promptly reported it to them and sent in the requested documents. TRAJECTOR Medical has just sent me an invoice requesting the 5x fee (agreed to), plus an additional 64% of that fee, listed as a “10% supplemental fee”, NOT AGREED UPON! I have spent 32 years in uniform and 11 years fighting for the disability I deserve only to be preyed upon by an unscrupulous business, claiming to help veterans. I was treated fairly in April and only ask that I pay what I agreed to. Up to this point, I have

had no real issue and have paid for all services rendered. Please assist this veteran. This additional service fee is unacceptable. I am looking forward to paying the agreed upon 5x increase, closing this account, and moving on with my life. Please be aware!

Date: Dec 1, 2023 02:55 PM
Invoice#: INV-[redacted]
TO:
[redacted] Lock

Description Amount

Medical Evidence and Consulting Services Fee (1) $7478.65
10% Supplemental Fee (2) $4786.34

Invoice Total: $ 12,264.99

Business Response

Date: 12/22/2023

Dear [redacted],
We sincerely regret any inconvenience caused by the billing issue you have encountered with Trajector Medical. We acknowledge the frustration that can arise from discrepancies in invoices, particularly when our fee structure may appear intricate. It is important to note that our fee structure, inclusive of any supplementary charges, is meticulously detailed in the agreement that you duly read, acknowledged, and signed before availing yourself of our services.
To address your concerns and alleviate any further frustration, we have taken the initiative to update your invoice in accordance with the recent discussions between you and our escalation team. Upon the completion of the final payment processing on your account, we will promptly close your account in our systems. Subsequently, we will issue a formal letter for your records.

During this period, your account will remain active as long as there is an outstanding balance. We understand the importance of transparency and wish to assure you that our team is available to address any questions or concerns you may have during this interim period.

Thank you for your understanding, and please do not hesitate to reach out if you require further assistance.

Best regards,
Trajector Medical

Initial Complaint

Date: 12/01/2023

Type: Service or Repair Issues

Status: Answered

Trajector Medical set up an automatic payment with card information I provided without permission from me. The csr claims it was in error and will not communicate when the refund will come back to me.

Business Response

Date: 12/20/2023

Dear [redacted],
We regret to learn about the billing issue you've encountered with us, and we empathize with any frustration you [redacted] be experiencing regarding the recent payment matter. We sincerely apologize for any confusion or misunderstandings that [redacted] have arisen. After a thorough investigation into your matter, we have worked closely with [redacted] to address the issues promptly. I am pleased to inform you that your payments have been successfully rescinded, and a refund for any funds remitted to us has been processed.

We appreciate the opportunity to rectify this situation for you. Our escalation team has made attempts to communicate this resolution to you, unfortunately without success. If you have any remaining questions or concerns, please do not hesitate to inform us so that [redacted] can provide further assistance.

Thank you for your understanding and cooperation.

Best regards,
Trajector Medical

Initial Complaint

Date: 11/30/2023

Type: Product Issues

Status: Answered

November 16, 2023 I received an email from Trajector Medical requesting payment of [redacted] for services that were not rendered. The company breached its contract. They never stated an upfront amount and did nothing to assist me in being awarded VA benefits based on my current diagnosis. All claims submitted by them were denied. The VA representative and the medical team provided all the documentation pertaining to the claim, allowing me to receive my benefits. According to their contract, if they cannot help you receive benefits, there is no fee. However, after researching this company they have changed their name three times and appear to be taking advantage of innocent veterans. They have accessed my benefit file without my permissionwhich is totally against the law and they are not an accredited company. They are breaking several laws, I have spoken with a VA attorney concerning this matter, and contacted ic3.gov, and the [redacted] They did nothing to assist me in receiving my compensation and this is a fraudulent act!!!!!

Breach of contract!!!! I do not want them to get in touch with me by any form or entity and do not bill me for services that were not rendered. They need to be fully investigated!!! They are predators!!!!!

Business Response

Date: 12/20/2023

Dear [redacted],
We sincerely apologize for any inconvenience you've experienced regarding your recent billing concern. We understand the frustration that can arise when receiving an invoice that does not align with expectations, and we regret that this has led to a perception of our company that is inconsistent with our values. To address your concerns promptly and prevent any additional inconvenience, we have diligently reviewed and revised your invoice. Furthermore, we have processed the closure of your account within our systems. In accordance with your preference for no further communication, we will refrain from issuing the customary correspondence that we typically provide.
Please be assured that you will not receive any further contact from Trajector Medical moving forward.

Best Regards,
Trajector Medical

Initial Complaint

Date: 11/29/2023

Type: $ Billing Issues

Status: Answered

Trajector medical is requesting payment for services they did not render. Trajector is billing me for my veterans disability rating increase to which they did not help at all or have any part in. The rate increase was granted after I and I alone submitted for an increase in disability benefits from the VA. Trajector failed in it's attempts in years past. It has been well over a year since my last communication with them. They have been attempting to reach out, however I lost all faith and confidence in the company after irresponsible handling of my personal information. They are wreckless and are attempting to seek payment for MY HARD WORK.

Business Response

Date: 12/19/2023

Dear [redacted],
We sincerely apologize for any inconvenience you have experienced regarding a billing matter with our services. We understand that discrepancies in an invoice can be frustrating, and we regret that this has led to a loss of faith and confidence in our organization. Your concern about the handling of personal information is taken seriously. Please be assured

that we have stringent policies and practices in place to comply with all relevant laws and regulations pertaining to Protected Health Information (PHI). We want to emphasize that any inadvertent mishandling of information is never intentional. Upon reviewing our records and recent account notes, it has come to our attention that our escalation team successfully reached out to you to discuss the specifics of your concerns. Following a comprehensive review of your account, we have initiated the necessary steps to close it in our systems. Subsequently, we have updated your invoice accordingly and generated a closing letter to confirm the resolution. You can expect no further communication from our end regarding this matter.

We value your feedback and appreciate your patience throughout this process. If you have any additional questions or concerns, please feel free to contact us directly.

Best regards,
Trajector Medical

Initial Complaint

Date: 11/26/2023

Type: Sales and Advertising Issues

Status: Answered

I contracted Trajector to help me get a VA disability rating. After the intake process (which was handled well) I was handed off to call centers who were difficult to get into contact with and had no idea about the details of my case. When I would get into contact with somebody they were only able to offer me canned responses and couldn't address any concern I had in detail. I consulted with them for disability claims regarding my spine, left knee, left shoulder, left ankle, lower back, and my skin condition. After attending my first [redacted] exam in August I filed a claim for my combat PTSD from [redacted] and for my Tramatic Brain Injury suffered during my last parachute jump in service. I filed this claim on my own and without notifying or consulting Trajector and this claim was a separate claim from the one I consulted Trajector Medical with and it covers different, unrelated conditions. Trajector Medical developed no usable evidence for this claim, and the separate claim which I consulted them on their evidence was unusable due to incompetence, inability to write/articulate my conditions and how they were acquired. When I got my decision letter for the claim I consulted with Trajector for every condition was not service connected excepting the skin condition which was a deferred decision. Therefore, Trajector's incompetent assistance resulted in a 0% Disability rating (no money or service connection). For my PTSD, [redacted], and TBI claims (which were separate and I did not consult with Trajector for) I developed my own claim and evidence. I submitted lay statements from comrades who served with me, my own personal statements, and service records none of which I required any assistance from Trajector. For this claim I received a 90% rating, which was not due to any aid or consultation from Trajector. They billed me $10k. This is preposterous. If I win my skin condition claim I will pay any increase from that. They also are illegally accessing my medical records.

Customer Answer

Date: 12/04/2023

Trajector Medical provided no assistance or value in attaining my disability rating. The claims they developed were all rejected. They are billing [redacted] dollars fradulently, for work they did not complete, in order to obtain benefits they are lefally not [redacted]. I want them to close my account with them and end any further contact with me.

Business Response

Date: 12/22/2023

Dear [redacted],
We sincerely apologize for the inconvenience you've experienced regarding the recent billing matter. We understand that receiving an invoice that does not align with your expectations can be frustrating. The invoice was generated under the assumption that the increase was associated with the claims documents we issued, unaware that you had independently filed. We deeply regret any perception that our actions have led you to believe we are incompetent or unable to provide adequate support throughout the claims process. Additionally, we are sorry to hear about the challenges you encountered with our diverse staff during your association with us.

In an effort to promptly address your concerns, we have taken the initiative to revise your invoice in good faith. Despite our attempts to engage in a discussion regarding your account details, we were unable to reach you. Consequently, and in light of your lack of responsiveness to our inquiries regarding the continuation of our services after resolving the billing matter, we have initiated the closeout process for your account in our systems. You should not anticipate further communication from our end.

We appreciate your understanding and cooperation in this matter.

Best regards,
Trajector Medical

Initial Complaint

Date: 11/21/2023

Type: Service or Repair Issues

Status: Resolved

I originally requested assistance from company for filing VA disability claim. Company was not reliable and I informed them that I no longer requested their services. Trajectory Medical continued to send me e-mails, phone calls, and text messages for services. I told the personnel that I no longer wanted to work with their company. They continued trying to contact me. I finally sent them a cease and desist letter and informed them if they continued trying to contact me it would be harassment. I filed my VA disability claim on my own accord with no assistance from them. I received a disability increase and the company sent me a bill for services rendered. This would be similar to going to a mechanic to get

your car fixed and when the mechanic does a poor job so you finish the work yourself and the mechanic send you a bill for doing the work yourself.

Customer Answer

Date: 11/27/2023

I would like to retract my complaint. I informed company that I was contacting BBB and Veteran Affairs legal department. The company contacted with in 24 hours to inform me that they would amend billing statement. Thank you for your help. Complaint is longer required.

Thank you,

[redacted]

Prev. 1 ... 23 24 25 ... 28 Next

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BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

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BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 11/20/2023

Type: $ Billing Issues

Status: Resolved

Trajector Medical has helped me gain my disability rating and Ive been cooperative and paid the balance in full. When I asked to have my account closed I am getting the run around and every time I call it is always someone different answering the phone and giving me the run around . There is always different information giving to me . I just need the account closed because I have paid the balance and do not need any further assistance from this company.

Customer Answer

Date: 11/20/2023

Trajector Medical contacted me soon after and the issue has been resolved .

Business Response

Date: 11/21/2023

Dear Trinity,
We sincerely regret the challenges you've faced in closing your account with us. We acknowledge the frustration this may have caused and sincerely apologize for the delay in fulfilling your request. Following discussions with our Escalations team, we are pleased to inform you that your account closure has been successfully processed in our systems, as per your request. We apologize for any inconvenience and frustration caused by the delay in this process.

REMOVED

Customer Answer

Date: 11/21/2023

Trajector Medical contacted me soon after and the issue has been resolved .

Initial Complaint

Date: 11/19/2023

Type: Service or Repair Issues

Status: Answered

I hired Trajector Medical to assist me with filing a VA Claim. I received an increase, but the majority of their claims were denied. I did not receive any help from them that was worth the money paid to them, but I paid the invoice in full, kicking myself for entering into a terrible agreement with this company. I have been receiving non stop emails from the company the last two weeks demanding more information and money from me. They have threatened me with legal action. I have sent all required paperwork in multiple times, and they continue to contact me demanding the same paperwork. I have asked several times for them to stop contacting me, every time they do it is a new person, and they issue a threat of legal action.

Business Response

Date: 12/01/2023

Dear [redacted],
We sincerely regret the negative experience you've had with our services. We apologize for any frustration caused by the frequent communication requests for additional documentation. We acknowledge that this situation may have stemmed from a miscommunication within our internal network, leading to the inadvertent repetition of document requests. In our commitment to addressing your concerns promptly, we have promptly initiated the closure process for your account. This will ensure that you will no longer receive any further communications from us.

Once again, we apologize for any inconvenience this situation may have caused.

Respectfully,
Trajector Medical

Initial Complaint

Date: 11/19/2023

Type: Order Issues

Status: Answered

I sent Trajector medical an E-Mail after I paid them appx [redacted] rating increase. The e-mail was for them to close out my contract because I no longer want to use their services due to the fact I only hear from them at the 1st of each month in hopes that I was granted an increase in va disability benefits so they can take 5x the increase [redacted] plus additional fees. It took a while to figure out they are preying on us veterans and it is a

shame on their part. It is now Nov 18 [redacted] for medical documents when I have said multiple times I no longer want their service

Business Response

Date: 12/12/2023

Dear [redacted],

We sincerely regret learning of your unfavorable experience with our services. We acknowledge the paramount importance of effective communication and recognize that we fell short in ensuring your receipt of clear and adequate information. We empathize with the resulting frustrations you may have experienced.

It deeply saddens us to learn of your perception that we may be attempting to exploit your situation. Our primary goal is to cultivate positive experiences for all our clients, and it is disconcerting that you were left with a contrary impression. In light of your expressed desire to close your account, we have taken prompt action to address your concerns by updating your invoice and initiating the closure process in our systems. Going forward, you should not anticipate any further communication from our end.

We extend our sincere apologies once more for any frustration you have encountered.

Best Regards,
Trajector Medical

Initial Complaint

Date: 11/19/2023

Type: Service or Repair Issues

Status: Answered

I submitted a In 2021 I submitted a Veterans Affairs(VA) disability claim with a company in [redacted], [redacted] called Vet Comp and Pen(VCP). It was awarded a 0% increase and no money was increased. That was 2 years ago.Since then its become Trajector Medical(TM). I have discontinued working with VCP in 2021, after my last submission was awarded 0%. In 2022, I was diagnosed with a rare cancer, that was caused by my time in the service. I submitted a VA disability claim, on my own, without the help of VCP or TM, and was awarded a 60% service connection for the residuals from the multiple cancer removal surgeries. Today I received a bill from TM, whom before today I have never heard of, requesting [redacted]+ dollars. I have never used Trajector Medical. They did not help me on my VA claim, yet believe they are owe for services they did not provide. They only state that I must turn in my paperwork for my cancer va disability. I turned in the 0 percent rating in 2021 and have the emails for evidence. That should have stopped all monitoring of my VA record and correspondence.

Business Response

Date: 12/06/2023

Dear [redacted],
We deeply regret the negative experience you encountered and the frustrations caused by the issued invoice. We understand that receiving an invoice you do not agree with can be disconcerting.We sincerely apologize for the delay in processing your account closeout request. Unfortunately, we were unable to promptly address your request as we had no prior knowledge of your desire to close your account due to challenges in reaching you. The invoice was issued, and our attempts to contact you were made without awareness of your independent claims submissions, mistakenly assuming it was related to our assistance. Upon recent interactions with our escalation team, we were able to discuss matters thoroughly and address your concerns. Consequently, we have updated your invoice and successfully processed your account closeout request. You can be assured that you will no longer receive any further communications from us.

Thank you for your understanding, and we appreciate the opportunity to rectify this situation.

Best regards,
Trajector Medical

Initial Complaint

Date: 11/16/2023

Type: Order Issues

Status: Resolved

About 2 years ago I filed a claim for service connected disability with the VA. I was denied in 2021 and asked for help with Higher Review with the VA. Tracjector Medical looked over my original claim and after several months they referred my claim to their legal department. In December of 2022 the claim was filed at the VA by the Legal Department. I was awarded a 40% disability by the VA with back pay to December of 2022. The total amount was $14093.59 which was deposited into my bank account on 10/19/23. The Legal Department contacted me with an invoice at the same time for 30% of my backpay, $4228. I paid them and received confirmation of payment. On 11/10/23 Trajector Medical sent me an invoice wanting payment from my backpay for $6245.76. I informed them I paid the legal department and they said it was paid in full. Trajector Medical said the company split and now the legal department is a different company. I haven't paid them anything. My back pay has been spent on bills. According to VA regulations, the maximum amount of fees that a veteran can pay for assistance with a claim for compensation is 20% of the past due benefits awarded. Up to 30 1/2% with extenuating circumstances. I am uploading what I have.

Business Response

Date: 12/07/2023

Dear [redacted],
We appreciate your expressed concerns regarding the invoice recently issued to you. Recognizing that our fee structure can pose challenges in comprehension due to its complexity, we acknowledge the potential for confusion.
It is crucial to clarify that, unlike accredited entities subject to specific fee regulations, Trajector Medical operates without accreditation and thus is not bound by the same set of rules. We wish to emphasize that Trajector Medical is not accredited by the VA, does not act as a representative for Veterans to the VA, and does not undertake the preparation, presentation, or prosecution of claims on behalf of Veterans. Our fees are associated with medical consulting and medical evidence development services. It is outlined in the contract, including the one you reviewed, acknowledged, and signed before utilizing our services, that clients are at liberty to explore any available free programs. The contract also explicitly delineates our role and the applicable federal laws and regulations that enable us to perform services for Veterans. In an effort to avoid further contention, we have updated your invoice on your account and closed it within our systems. You can anticipate no further communication from us.

Respectfully,

Trajector Medical

Customer Answer

Date: 12/07/2023

I received this the other day releasing me from my contract with Trajector Medical.

Customer Answer

Date: 12/08/2023

I received this the other day releasing me from my contract with Trajector Medical.

Initial Complaint

Date: 11/13/2023

Type: $ Billing Issues

Status: Resolved

I have filed a complaint against this company in the past. This company offered a service to help me (a veteran) and didn't honor the contract. They claim I owe them a percentage of the disability I receive from the government, yet they didn't help me with the disability claims they are referring to. They are unwilling to cancel my account with them, and therefore, each time I make a claim with my [redacted] Officer, and receive a new disability,

they contact me and say I owe them money. They then try to threaten me with collections. They have done this with many other Veterans and a recent article by CBS News addresses this. Link to CBS News [redacted] have escalated this to their escalation department and they were supposed to review this and get back to me. I tried calling multiple times in the past and received no correspondence from them. Today, 11/11/2023 (Veteran's Day), I started receiving emails and texts from this company threatening me with collections. I have also reported them to the [redacted] in [redacted]. I want my account closed and no further correspondence with this company. I chose Billing adjustment but I also want no contact with this company as well. They prey on Veteran's and are a disgrace to this country and to Veteran's everywhere.

Business Response

Date: 11/21/2023

Dear [redacted],

We sincerely acknowledge your dissatisfaction and the subsequent sharing of your experience online. We regret any negative impressions and want to clarify our commitment to assisting veterans in pursuing disability compensation claims within ethical and legal bounds. Our fees are contingent on successful outcomes, specifically increases in disability pay.

After carefully evaluating your case and taking into account your previous [redacted] response, we aimed to find a mutually satisfactory resolution. Regrettably, our attempts to connect with you have been unsuccessful.

To promptly address your concerns, we have updated your invoice and processed the closure of your account. Despite our efforts to send a closeout letter, it seems our emails have not reached you. Rest assured, you will no longer receive communications from us.

Respectfully,
Trajector Medical

Customer Answer

Date: 11/21/2023

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **20856996**

I am rejecting this response because: I accept the closure of my account but there is no detail on what updating my account means as far as what they say I owe them. They state they have tried to reach out to me with no success, yet I received an email and text message from them during Veteran's Day. I want something in detail saying I owe them no money at all and that my account has been closed and that I won't receive any further communication from this organization or any partners they have affiliated

with them. And if they sent my account to a collections agency I want that to be cancelled and if they haven't sent me to collections I want that to be confirmed as well.

Regards,

Business Response

Date: 12/12/2023

Dear ,
We regret any confusion that have arisen regarding the closure of your account, which prompted your rejection of our previous communication. We apologize if the clarity of our response was insufficient.
Your account has been duly processed and closed within our systems. Consequently, there are no outstanding balances, and further activity on your account has ceased. We will no longer be engaged in the generation of supporting documents for VA claims or the creation of claims packets on your behalf.

In the event that any of our clients have outstanding invoices and resolution proves elusive, would initiate collection procedures. It is important to note that we abstain from any communication with external entities, including collection companies or agencies. Given that you do not have an outstanding invoice, our collection efforts are unnecessary.

A formal letter confirming the closure of your account and the absence of any financial obligation has been issued to you. Subsequently, you should anticipate no further correspondence from our end.
We sincerely apologize for any frustration this matter have caused.

Best regards,
Trajector Medical

Customer Answer

Date: 12/14/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID , and find that this resolution is satisfactory to me.

Initial Complaint

Date: 11/13/2023 **Type:** Product Issues

Status: Answered

These people have been constantly trying to get money from me for something they haven't helped me with. They submitted an invoice to me because I told them I had an increase from 80 to 90 percent in my VA disability. What they didn't listen to is when I told them that it had NOTHING to do with them. First they said it was because they helped me with my GERD, which wasn't true and the rating never changed. Then they said it was because of my sleep apnea, which wasn't true because I went through a different company to increase after they couldn't help me with my situation. NOW, they are saying it's because of my PTSD, which has been submitted for about 2 years now and again, had nothing to do with them! Do NOT do business with these people, they will continue to try and con you out of money no matter what. Veterans beware!! Use Combat [redacted] and his people, they actually helped me!!Trajector Medical only wants money from the veterans, they are not looking to help anyone. Back when they were VA Claim Pros, they were much more help and actually cared. Not anymore. I'm serious. Beware..

Business Response

Date: 11/21/2023

Dear [redacted]
We regret to learn of the challenges you encountered with your invoice. We empathize with the frustration that can arise when receiving an invoice that does not align with your expectations. Recognizing your disagreement with the invoice due to seeking assistance from another entity, we acknowledge our oversight in assuming the validity of the invoice in relation to our assistance. Unaware of your external support, we inadvertently issued the invoice believing it to be related to our assistance. To promptly address your concerns, we have revised your invoice and proceeded to close your account as per your request. Rest assured, you will no longer receive any communication from us.

Respectfully,
Trajector Medical

Initial Complaint

Date: 11/13/2023

Type: Service or Repair Issues

Status: Answered

I started using trajector when they were still vet [redacted] They helped me get my percentage up to 50% and I paid them for their services. They requested the same documentation over and over, and I did not send them anything. They did not submit anything new, and the only pending claim was for sleep apnea, which was denied. I sent them my rating decision letter and they suddenly requested more documentation. I worked with Veteran Legal and they got disability up to 80%. Now trajector claims that I owe them over $8,000 because of back pay they claim I received. My percentage went up thanks to Veteran Legal and trajector somehow believes that they got me to this point. Nothing new was put in from them because I did not send them anything, so how did they have any part

in my percentage going up? Reading a lot of these complaints and I see that they do this to a lot of people. Many of my coworkers are pulling out from working with trajector because they do not want the same thing happening to them

Business Response

Date: 11/21/2023

Dear [redacted],
We regret to learn about the challenges you encountered with your invoice. We acknowledge that receiving an invoice you disagree with can be disconcerting. Understanding that our processes may appear intricate, leading to potential confusion or frustration on your part, we empathize with your decision to express your concerns online. In response, our escalation team promptly contacted you to address your invoice and account issues. We are pleased to report that they engaged with you effectively, resulting in a [redacted]. As previously discussed, adjustments have been made to your invoice, and your account details have been updated. Should you have any further questions or concerns, please do not hesitate to reach out.

REMOVED

Initial Complaint

Date: 11/09/2023

Type: Billing Issues

Status: Resolved

Initially, I began using this firm when they were Vet [redacted] in 2020. Since they renamed themselves as TRAJECTOR Medical, I have experienced issues. These include repeat calls and emails requesting status on my claims and updates when claims were newly submitted. I had a claim for an increase rejected on two occasions and when I told them I would not be using them further they agreed. Later that year, I provided and submitted my own claim and was awarded. They are now demanding I pay, when it was I that won my case with no assistance from them. Up to this point, I had had no real issue and have paid for all services rendered. But paying a fee, for something I did on my own without any assistance from them is not fair or acceptable. I also have spoken to the team that I have worked with as well as the invoice department and they each on several occasions confirmed that I should not and will not be responsible for a invoice or fee for services not received and noted my account and yet, I still receive texts and emails to pay! I have officially notified them that I wanted my information removed from their system and my accounts closed, but no response. Please be aware!

Business Response

Date: 11/21/2023

Dear [redacted],
We regret to learn of the challenges you encountered with your invoice. We empathize with the frustration that can arise when receiving an invoice that does not align with expectations. Recognizing your disagreement with the invoice due to you filing claims on your own, we acknowledge our oversight in assuming the validity of the invoice in relation to our assistance. Unaware of your decision, we inadvertently issued the invoice. To promptly address your concerns, we have revised your invoice and proceeded to close you account as per your request. Rest assured, you will no longer receive any communication from us.
Respectfully,

Customer Answer

Date: 11/21/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
TRAJECTOR Medical has reached out to me to admit their error in invoicing me for a claim I filed on my own. They have resolved the invoicing issue and closed my account. I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 11/08/2023

Type: Product Issues

Status: Resolved

Getting bills for service not rendered, I used Vet Comp Pen, they did a great job, then Trajecter Medical took over that company and almost all the claims were denied and was told by [redacted] that was all they could do Found a accredited VSO attorney to help me on the appeals which two were awarded to me for service related compensation and I paid this attorney the bill for both. Then I start getting emails from Trajecter medical for my two awards. I have talked and emailed over [redacted] times this is not owed to them they did not do the work. Then get email I only owed half of bill. I told them they did not do the job my accredited VSO for the VA helped me on it. Am getting almost threatening emails I still owe them. I have asked to have all my information and medical records deleted and to stop harassing me for services they did not fully render. Had sent a registered letter to them and was returned not signed for . All my denied and service related claims appeals that are in front of the VA judge now were done by my accredited VSO. All the paperwork for my appeals were redone by my VSO for the wording and evidence not properly put in the claims. I just want to be done with them and stop being harassedThank you.

Business Response

Date: 11/21/2023

Dear [redacted],
We regret to learn of the challenges you encountered with your invoice. We empathize with the frustration that can arise when receiving an invoice that does not align with expectations. Recognizing your disagreement with the invoice due to seeking assistance from another entity, we acknowledge our oversight in assuming the validity of the invoice in relation to our assistance. Unaware of your external support, we inadvertently issued the invoice. To promptly address your concerns, we have revised your invoice and proceeded to close your account as per your request. Rest assured, you will no longer receive any communication from us.

REMOVED

Customer Answer

Date: 11/28/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Prev. 1 ... 24 25 26 ... 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

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When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company's responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 11/08/2023

Type: $ Billing Issues

Status: Answered

I call Trajector Medical yesterday, which was the 6th of November 2023 and told them that I wanted to terminate my contract and also a fee waiver, because I felt that Trajector Medical did very little in helping me. Trajector Medical just filled out papers, that were free and had me to send them off. After my papers were sent off, I obtain knowledge from other Veterans and different readings online on how to win a VA claim. So, I called Trajector the next day and ask them to file a claim pertaining to my Sinuses and Allergic Rhinitis, because it was all in my medical treatment records, plenty of times and the representative told me to wait until the other claims came back. I also asked Trajector representative did they provide Nexus letters, because I knew being out of service for a longtime, I would need a Nexus letter for my back, because it was not in my service treatment records. I spoke with someone in General Counsel from the VA [redacted] the [redacted] / [redacted] Law Firm and found out that it is illegal to charge a Veteran 5 Times his or her VA compensation and also illegal to charge a Veteran 5 Times for any amount on Future Rate Increases or Future Earnings. The [redacted] that a Veteran is suppose to be charged from his or her Backpay is 20-33.3 Percent.

Customer Answer

Date: 11/16/2023

I have asked Trajector Medical for a contract termination letter in writing, a fee wavier letter in writing, a bill adjustment letter in writing, because I do not want to work with their company anymore, because I feel that they prey on Veterans VA Compensation and take advantage of vulnerable Disabled Veterans, by charging them 5 times their VA Compensation and also charging them 5 times on future rate increases and 5 times on future earnings. I filed a complaint with the General Counsel, the [redacted] the Florida State Attorney General, the [redacted] and I spoke with [redacted] Law Firm and was told that it is illegal to charge a [redacted] 5 times or any amount on future rate increases or future earnings. The [redacted] a [redacted] is suppose to be charged is 20/33.3 percent. According to the [redacted] of [redacted] Affairs, individuals calling themselves coaches or consultants who are unaccredited are targeting Veterans. Unfortunately , unaccredited individuals and organizations are aggresssively solicting Veterans and attempting to coerce them to pay illegal fees (5/6 Times)-often requesting that Veterans sign a contract for a percentage (5/6 Times) of their retroactive or future pay in exchange for the preparation of their inital claims. Not only are these fees illegal (unlawful), but the payment terms can leave Veterans with unaffordable bills for extended periods of time. I heard from some Veterans that if they don't pay, that their illegal bills are being sent to Third-Party debt collectors. The only thing that I want from Trajector is a contract termination letter, a fee waiver letter and a bill adjustment letter,

first, because alot of Trajector clients have problems obtaining their contract termination letters after they pay Trajector. I have seen it in the Better Business Bureau Complaints. If Trajector agree to my terms, I will pay them in one lump sum payment. That is a fair Resolution.

Desired Outcome:

Contract Termination letter in writing, A Fee Waiver letter in Writing, first, then I will pay them in one lump sum payment ; Billing adjustment; No further contact by the business

Business Response

Date: 11/21/2023

Dear [redacted]

We sincerely apologize for any inconvenience you faced regarding your invoice. We understand the frustration of receiving a bill that [redacted] not align with your expectations. We want to clarify that our billing practices adhere strictly to legal standards concerning VA claims, and we have never charged for future benefits, earnings, or rate increases. Please recall that our fee structure was thoroughly discussed prior to your engagement with our service, clearly outlined in the agreement you reviewed, acknowledged, and signed. To address your concerns, we have reached out to discuss the matter and promptly provided the requested documentation. Furthermore, we have processed the closure of your account, ensuring you will no longer receive any communication from us.

REMOVED

Initial Complaint

Date: 11/07/2023

Type: Service or Repair Issues

Status: Resolved

I contacted the company about a month ago. They were going to help put together a packet to submit for secondary claims for my VA disability benefits. they sent me a form that was filled out and it sounded like a second grader typed it. There were tons of grammatical errors etc. I never submitted it to the VA I was supposed to contact Trajector back to have any of the errors corrected. I could not get across to them how poorly it was written and about the numerous errors. They would not make corrections or contact me back. I requested for my contract be canceled in writing via email. I am not using there service, which i found out is no legal so I am not letting them take any of my disability funds if I get an increase. The company will not respond back to me.

Customer Answer

Date: 11/07/2023

trajector Medical was notified by the better business bureau about my complaint and I was contacted within hours by one of their high [redacted] I am guess. She was very pleasant and asked if I still wanted to cancel or if I was willing to let them attempt to

correct all the issues. I requested them to still cancel and send me a letter. She advised it would be about an hour and with in an hour I had a letter stating my contract was canceled and I owed nothing. I appreciate her taking care of it immediately and then following up to make sure it happened. I would like to close my complaint since the company has contacted me and taken care of it.

Initial Complaint

Date: 11/02/2023

Type: Service or Repair Issues

Status: Resolved

I used Trajector medical in 2021 for my va disability and they helped me from 40% to 70%. I paid an invoice of $5k and a year later they called me for another round. They said life changing events and claimed anxiety and depression which came back denied. I havent spoke to them since 2022. October 2023 a claim in which I did myself came back and got me from 70 to 100% disability. Trajector is now trying to charge me $10,000 for work and a claim that I did myself. I should not owe them money for work they did not do and when I connect them they say they have no records and I need to send them my latest decision letter for them to review and decide if they helped me or not.

Business Response

Date: 11/15/2023

Dear [redacted],

Best regards,
Trajector Medical

Customer Answer

Date: 11/16/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 11/01/2023

Type: Billing Issues

Status: Answered

This company misrepresented themselves and falsified information telling me I would receive retroactive back pay dating back to 2019 by filing a supplemental claim. This information was not accurate and I did not receive such payment from VA. Now they call me multiple times per day, plus email and text threatening additional fees if I do not pay them the entire amount of my disability benefits monthly for a specified timeframe.

Customer Answer

Date: 11/01/2023

I spoke to representative for Trajector on or around 7/13/23 where I was told that supplemental claims filed to VA take the date of the original claim (for me this was in 2019). With that being said, I was told that VA would retroactively pay me for the claim if approved. However, when I contacted VA inquiring about their decision/rating/pay, I was told this information was not accurate. I was told instead that VA pays from the date of the supplemental claim filed (for me June 2023). Now Trajector is requiring I pay them my entire rating/payment amount for a specified amount of time as their compensation for services. They basically told me I would receive back pay when my disability was compensated to gain my business. I would not have signed up with Trajector if I knew this wasnt the case. I would have submitted my own claim. Because they falsified information to gain my business I feel that I do not owe them anything and my contract should be receded. Ive looked at other complaints since and I seen this is a pattern as many other veterans have the same exact experiences.

Business Response

Date: 11/20/2023

Dear [redacted],
We sincerely apologize for the challenges you encountered with our services. It deeply saddens us to learn that you felt deceived in relation to your account and associated claims. Maintaining a high standard of service is of paramount importance to us, and we are genuinely disappointed that we fell short in your case. In response to this, we have revised your invoice and initiated the closure process for your account. A formal closure confirmation letter will be issued upon the completion of this procedure. Once again, we extend our heartfelt apologies for any frustration you have endured during your time with us.

REMOVED

Initial Complaint

Date: 11/01/2023

Type: Customer Service Issues

Status: Resolved

I used Trajectory Medical when they were Vet [redacted] in 2020. They assisted with filing VA claims and as such I received an increase on my VA compensation in 2020. I paid in full the bill incurred from their services. Additionally, I had submitted an appeal on on a ruling which was included in the original claim filed with the assistance of VCP. I received an increase in compensation and I paid VCP in full the amount of that bill. I have receipts from both of these transactions. I have not used Trajectory (VCP) since 2020. I am now receiving emails, text messages, and voicemails about a bill for VA compensation increase. The increase was from a NEW claim I filed, alone without Trajectory and without their assistance or services. The compensation was from an NEW injury unrelated to anything submitted while using Trajectory. When I called to inquire they want my personal information and would not accept the invoice number THEY provided and created. And further wanted me to send them my VA decision letter. I dont have to share my personal medical information with a company that I did not use to aid in filing this claim. I spoke with 6 different people and when I would ask for other ways to verify rather than my personal information they would hang up. I am unsure as to what has happened to Trajectory, formally VCP, but they are shading and I dont know how they are aware of any of my VA activity when I have closed my account and not used them since 2020.

Business Response

Date: 12/01/2023

Dear [redacted],

We sincerely regret the challenges you encountered with our company and the invoicing process. In the absence of information regarding your independent claims and a lack of verification confirming that the increase was unrelated to our assistance, we initially deemed the invoice as valid.

It's crucial to understand that your account remained active in our systems due to a more recent 2022 invoice, which you promptly settled for services provided during that period, leading to an adjustment in your VA benefits. Accounts with outstanding balances are typically not closed in our systems.

To avoid any further inconvenience, we have updated your latest invoice in good faith and initiated the account closure process. A closing letter has been sent for your records, and you can expect no further communication from us.

Best regards,
Trajector Medical

Customer Answer

Date: 12/01/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID

Initial Complaint

Date: 10/31/2023

Type: Order Issues

Status: Answered

On April 2022, I acquire the services of Trajectory Medical. To my own fault, I should have read the reviews not posted by them but for what I have found through here and other websites as Ive have seen way too many Veterans being taken advantage off. When they sent me the paperwork to allegedly assist me with my [redacted] increase, I noticed that all, they did was sent me the standard forms that you do online to file claims. Although, in May 2022 I saw an increase of 15/20 percent based of what I filed with them, I realized that it would not require their services any longer and I would continue my new claims and rebuttals on my own. I provided them with the necessary documentation, and I considered my relationship with them terminated. After that I filed my own claims for which after further research, they want to claim it was their doing when it can be proven that it wasnt, it was me filing and scheduling. Anything filed and approved from July 2022 and on it was me and not them representing me. I have called and written about this before, and its been ignored. I have been making payments and yet they dont send itemized bills explaining their work. Today I called to question this, and I get an incomplete invoice that states new charges for consulting services fees for almost the entire year 2023.When I see this incomplete invoice, I see they are claiming and billing for me submitting to the VA that I was divorced this year and there is a change in dependents, how is that even medical related and yet it was me communicating with the VA. Why are they accessing my information? Also, when you look in social media they block and only allow content not sharing their bad practices and mistakes giving others like me a false since of trust. In addition, when I requested the itemized bill today, they wanted to make me an offer of reducing my bill by $1,000 if I paid the balance of which would have been $4,800. Of course, a tactic to get rid of me and paying for services that were not rendered taking advantage of my situation. I have learned online that this is a standard practice of Trajector ignore and continue to bill and increase your bill without authorization. Something that needs to be corrected. If this does not get corrected I will definitely escalate this situation with the proper authorities,

Business Response

Date: 11/14/2023

Dear [redacted],

Trajector Medical

Initial Complaint

Date: 10/30/2023

Type: Order Issues

Status: Answered

I signed agreement with them to assist with my VA claim and the service been HORRIBLE and I am asking to get out of the contract and I was today 10/30/2023 by manager [redacted] that I can't get out of the contract and I am asking for assistance

Business Response

Date: 11/14/2023

Dear [redacted],
We sincerely apologize for any dissatisfaction you have experienced with our services, falling short of the high standards we strive to uphold. We regret that our performance did not meet your expectations during this interaction.We appreciate that our escalation team was able to engage with you to address and discuss your concerns. Following these conversations, we have documented the details in your account, ensuring clarity on recent communications.
Should you have any additional questions or concerns, please feel free to contact us via phone or email at your earliest convenience.

REMOVED

Initial Complaint

Date: 10/30/2023

Type: Service or Repair Issues

Status: Resolved

Trajectory medical helped me file some paperwork. After the help I received a 10% increase in VA rating. I sent them off and that was it. After I got my va rating I sent them all the items I had and asked to close the account. I could do the rest. They kept harassing me and wouldnt let me close my account. They kept asking for documents to show them things I didnt have trying to get more money out of me. This company is a joke and they dont actually help you but take your money. Then when you want to be done they keep trying to get you. I have hired a lawyer and want their lawyer's information so I can take care of this situation. I am also in the process of working with the CA Attorney general. I should have never paid them because the VA said they are not accredited. The [redacted] and VSO are my representatives. This company took money from my bank

account etc. I paid them in full and they continue to harass me. I told them over and over to stop contacting me. I want a termination of their predatory tactics. Who send private information through a screenshot. My attorney wants to make contact with their official attorney for this company. I take their harassment seriously. Others should beware they are not VA accredited. I want them to stop harassing me. They took money from me and now they are harassing me through emails and text for screenshots.

Business Response

Date: 11/16/2023

Dear [redacted]
We are sorry to hear that you have had a negative experience with our services. It is disheartening to hear that you believe we are somehow attempting to take advantage of you. Regarding your concerns, It is well known that Trajector Medical is not accredited by the VA. This information is detailed not only on our website and advertising but also in the contract you signed. Trajector Medical does not communicate with the VA (Veterans Affairs) on your behalf or for our own purposes. This will remain the case moving forward; therefore, this request is satisfied. There are currently several claims for which we provided evidence that remain unresolved in your account. We cannot close out your account without the adjudication of those claims. You agreed to provide your rating decision letter(s) when you receive it, so we'll need to wait for that before we can move forward with your close out request. If you have retained counsel regarding your concerns, please provide us with their contact information for future communications. Please feel free to review Trajector Medicals Notice of Privacy Practices for more details on your rights and our obligations regarding your PHI and reach out to your Trajector representative if you have further questions.

Respectfully,
Trajector Medical

Customer Answer

Date: 11/16/2023

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **20793898**

I am rejecting this response because:

I do not accept the response from Trajector Medical. I did not get a refund of the money paid to them so I will have to take other action in this situation.

If you have filed a claim using their services, call the VA and withdraw the claim. Contact the VA OIG. Contact the [redacted] to help put your claim together. They have a staff of lawyers that offer an array of services.To withdraw a claim is a easy process once your provide a reasonable reason. I was able to work through Ree Medical to get DBQs and detailed Nexus Letters to support claims. The [redacted] will help you submit.

There are several services Trajector Medical said they would provide to help me with this process. I did not get any of these services. I did not get any Nexus letters etc. No prep sessions etc. Your success with your claim process depends on your documentation. Your medical evidence needs to come from a true medical professional. The [redacted] has made clear that I understand that.

I sent them a Cease-and-desist letter to Trajector Medical and made them aware that I would not be using their services after being told by the VA their services are not accredited. The young lady helped me through the withdrawal [redacted] all email/written correspondence. Documenting your communication is key.

Get good legal services. I advise you to read the feedback on their services. There are plenty of lawyers that will help you with them for a fee. The FTC is also a good source of information. You may find it necessary to use their services if you cannot afford legal services.

I will not give up on getting my funds returned. Writing letters to the [redacted] Attorney General and [redacted] are free. Stick to the facts. Their contract has plenty of promises they did not keep. Keep records.

I have a long journey to get my rating, but I am confident the [redacted] will make this effort a success.

If you are in a situation like mine.Notify the Veterans Administration. Keep good records. Emails can be evidence in this process. Get good legal help.File your claim with the [redacted] or other accredited service organizations.

Most veterans do not have a ton of money to give away. The service organizations understand.

Regards,

[redacted]

Business Response

Date: 12/08/2023

Dear [redacted],

We acknowledge receipt of your recent communication expressing dissatisfaction with our previous response. We regret any inconvenience this situation may have caused. However, after careful consideration, we must reiterate our stance that, at present, we are unable to proceed with the closure of your account due to unresolved claims with the VA.

Regarding your refund request, we are unable to honor it as we have not yet received the necessary documentation validating the invalidity of the invoice in question. Despite our previous requests, we have encountered difficulties in obtaining the required information from your end. Your reluctance to provide the requested documentation has impeded our efforts to address your concerns effectively.

It's important to note that our services are rendered in accordance with the terms outlined ir the agreement you read, acknowledged, and signed before engaging with our services. We have fulfilled our obligations by assisting in the development of supporting documentation for the claims we processed on your behalf. As stipulated in the agreement, we do not guarantee the provision of nexus letters for every claim, and this has been clearly

communicated.

Furthermore, the agreement explicitly states that our services are not free, and alternative free services are available. While we do offer the courtesy of providing guidance before examinations, it is essential to clarify that such assistance is not obligatory, nor is it explicitly promised in our agreements.

In light of these considerations, we affirm the validity of the invoice you received. We remain committed to resolving any outstanding concerns within the parameters of our agreed-upon terms.
Respectfully,
Trajector Medical

Customer Answer

Date: 12/11/2023

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **20793898**

I am rejecting this response because: I did not receive a refund. I supplied all necessary paperwork. [redacted] has history of such [redacted] I described in earlier correspondence. I have provided the necessary documentation to continue forward with my claim. I have also made the necessary parties aware in my state and with the appropriate federal agencies. I am not satisfied and I will continue to right this wrong.

Regards,
[redacted]

Business Response

Date: 01/02/2024

Dear [redacted],
We acknowledge your decision to decline our previous response, and we empathize with the frustrations you've experienced in relation to your invoice and refund request. We regret that you found it necessary to communicate your concerns with other entities.

In an effort to expedite the resolution process and to avoid further unnecessary disagreements, we have decided to honor your refund request promptly. We believe that allocating additional time to debate the matter would not contribute to a constructive outcome. Consequently, we have processed your refund, and you can anticipate receiving it by mail within the next two weeks.

Furthermore, we want to confirm that your account has been officially closed in our systems. To validate this, we have issued a closing letter for your reference.

Thank you for your understanding.

Best regards,
Trajector Medical

Customer Answer

Date: 01/08/2024

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 10/27/2023

Type: Sales and Advertising Issues

Status: Answered

I utilized Trajector Medical to assist with VA claims. They helped get a modest increase and I paid them in full for their services. Due to the unprofessionalism of their collection team, I sent them an email to end the relationship which is what is required by contract. All claims they assisted with were resolved or cancelled. I hired a new representative who helped get an additional increase. Trajector had to be monitoring my VA account without my permission and discovered the increase. They sent me a fraudulent invoice demanding payment for the increase although they had nothing to do with it. They continue to harass me by phone and online for payment for services they did not render. I want the invoice cancelled, all future communication to stop, and Trajector to stop accessing my private VA medical records without my consent. In addition Trajector medical is not even accredited with the VA to provide these services.

Business Response

Date: 11/10/2023

Dear [redacted],
We acknowledge your concern regarding the invoice you received, and we sincerely apologize for any frustration this may have caused. It seems there might be a misunderstanding, and we want to clarify our position.

Best regards,
Trajector Medical

Customer Answer

Date: 11/13/2023

I am satisfied they did close out the invoice and have not contacted me since. However I disagree with their statement saying I was difficult to reach so they were proactive. I replied to their emails and discussed the matter several times over the phone. However they kept insisting I provide additional personal information to close my account. I was not willing to provide them documentation and details of claims subsequently filed by a different provider for them to try to use. Additionally they state they are not bound to the accreditation process because they do not represent the veteran. If this is the case, how can they be accessing my records without my permission. While they did finally do the right thing after I got BBB involved I fear this is a standard business practice and they probably do the same thing to other veterans. It is pretty despicable they would try to invoice for work that they did not do and leave veterans in a position of having to battle with them to avoid collections. Many veterans do not have the means to get attorneys and fight them.

Initial Complaint

Date: 10/26/2023

Type: Service or Repair Issues

Status: Resolved

On November 2022 i terminated my contract with Trajector Medical after my last VA claim was granted and paid trajectory in full for their services to file a VA claim for disability compensation. Months later, on my own I filed another claim for disability which I was granted an increase in disability compensation. Trajector Medical is trying to collect on my second claim. I attempted to contact their customer service but they will not respond or stop monitoring my VA activity, which I did not agree with them doing so, as I no longer wanted their services. Again trajectory is billing me for a service that I didn't request from them, I did that disability increase by myself

Business Response

Date: 11/10/2023

Dear [redacted],
We sincerely regret learning of your discrepancy with the received invoice, and we empathize with the concerns and frustrations this may have caused. We extend our apologies for any inconvenience caused by the invoice and appreciate your cooperation with our escalation team in resolving the matter. Based on our discussions, we have revised your invoice and account accordingly. Furthermore, we have initiated the closure of your account, and a formal closure letter has been dispatched to you.
Should you have any additional concerns or questions, please feel free to communicate them to us.

Best regards,
Trajector Medical

Customer Answer

Date: 11/13/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Prev. 1 ... 25 **26** 27 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

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BUSINESS PROFILE

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Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

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MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 10/25/2023

Type: Product Issues

Status: Answered

I contacted Trajector Medical back in February in hopes I could increase my disability %. I was currently at 10% and felt I deserved more. After going through my initial evaluation with them and agreeing to have them assist me with multiple filings, they sent me poorly written descriptions of each disability I wanted to file for. After fixing each description they wrote everything was submitted to the VA. After months of waiting and C&P exams I received a 20% increase at the time for my back. I informed Trajector of this and immediately received a bill from them same day. 3 months later I called them to pay off the remaining balance and asked them at the time if I owed them anything further in the future. I was told no, multiple times. I reiterated what they had told me to make sure I wasn't misunderstanding and I was told once more I had fully paid off everything and they hoped I'd used them again in the future. Since then I have received multiple emails in regards to uploading my medical records for trajector. When I refused they took it upon theirs elves to search through my medical records. 2 months ago I received a decision regarding the rest of my disability and was awarded 70% total. While Trajector can claim they helped me even though I had to correct their poorly misworded descriptions, I had previously been told o was officially done months prior and owed them nothing else. Now I received an email today stating I owe over $6000 and almost $1300 is due in 2 weeks. I can't afford that. I have a family of 6 and there is no way I can pay that.

Business Response

Date: 11/10/2023

Dear [redacted],
We sincerely apologize for the challenges you've encountered with our services, specifically regarding your invoice and claims documents. At Trajector Medical, we uphold ourselves to a high standard and regret that we have fallen short of meeting those standards in your case.We acknowledge your disagreement with the invoice and have been eager to engage with you to address your concerns and questions. Unfortunately, our previous attempts to connect with you have been unsuccessful. Despite these challenges, our invoicing team remains committed to resolving the outstanding balance and achieving a satisfactory resolution. Please indicate if you are open to discussing these matters further, and we will make every effort to connect with you promptly.

Thank you for your understanding and patience.

Best regards,
Trajector Medical

Initial Complaint

Date: 10/24/2023

Type: Order Issues

Status: Resolved

I signed a contract with Trajector medical with a guarantee that they would develop the medical evidence needed to win my cases. They did not. They said they would rewrite my claims for me to make them professional and use their inside knowledge to make sure they had everything needed by the VA to make a positive decision on my claim. Out of the four claims submitted only the one claim was approved because I AM deaf in my left ear hard to disprove! All of the rejected claims they have said nothing, but they are already on the phone asking for their 5 months back pay to be paid to them!!!! [redacted] has you fill out out all your own paperwork, then submit it yourself they do not develope any medical evidence they lie to you!!!! Then after youve submitted all of your own claims with no advice from them or help they ask for your money!!!! The only thing they did was email me the forms I needed to fill out!! Thats it!! I was mislead I was denied everything except my tinnitus and [redacted] claim! Impossible to lose when your deaf!!!! I am a widow a disabled vet a single mother of a 13 yr old daughter and we are in such a bad financial state and instead of this supposedly veterans helping veterans they are asking me for over 800 dollars because I received on my own 10 percent disability from the VA. [redacted] is evil truly evil. Everyone should beware. They do not do what they claim to do for you on the contract you sign but come looking for your money none the less!

Customer Answer

Date: 11/03/2023

This company has represented itself. They didnt even begin to do what they said they would do. Even when I asked them if I should send my medical records to the VA they specifically told me no without even looking they swore they developed my medical evidence I asked for what claim they told me for all of them! They didnt for any of them! They filed a claim in my name for foot burs that I dont have and never have had!!! They are crooked they tell to never tell the they are filing for but they do! They messed up my claim and when I sent them the information needed they said they faxed it in for me! They did not do anything for me but are now charging me because I AM deaf and have tinnitus and they did nothing to help me they said they called me and went over my symptoms with me. WHAT??? I have ringing in my ears what did you go over???? They lie and cheat disabled veterans!

Business Response

Date: 11/08/2023

Dear ,

We deeply regret to learn of your dissatisfaction with the outcomes of your claims, and your perception that our support prior to submission was insufficient. We genuinely apologize for not meeting your expectations in this regard. Our desire was to engage in a conversation with you to address your concerns. Regrettably, our attempts to reach you for this purpose have been unsuccessful. We understand your decision to close your account with us. We will promptly honor your request upon receipt of the full payment of your invoice and will subsequently send you a closing letter. Should you wish to communicate with us in the interim, please do not hesitate to inform us.

Sincerely,
Trajector Medical

Customer Answer

Date: 11/08/2023

I dont even know what my full payment is? They need to send me exactly what I owe them and then I can agree to paying it and yes they need to close my case!!

Customer Answer

Date: 11/13/2023

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: **20779002**

I am rejecting this response because:

I dont even know what my full payment is? They need to send me exactly what I owe them and then I can agree to paying it and yes they need to close my case!!

Regards,

Customer Answer

Date: 11/19/2023

I would like Trajector to send through you to me the invoice number and the amount they say I owe them and need to pay them before I accept their offer to cancel my contract. I believe their wording is meant to trap me and to add more invoices or amounts of money owed to the invoice prior to cancelling the contract they misled me into signing. They are misleading deceitful and I just need them to be transparent before just agreeing to pay off some random invoice with no amount even disclosed to me.

Thank you,
[redacted]

Business Response

Date: 12/05/2023

Dear [redacted],
We acknowledge your decision to decline our previous correspondence, and it is regrettable to learn of your perception that we may be seeking to exploit the situation. We understand your frustration at not being informed about your invoice; however, attempts to engage in a detailed discussion were unsuccessful. We appreciate your cooperation in allowing our escalation team to address your concerns. It is gratifying to know that they were successful in initiating a conversation with you regarding your account and the associated invoice. In line with the conversation that transpired, we commit to closing your account promptly upon the completion of the final payment for the invoice. Additionally, we have furnished you with a copy of the service agreement, as requested.

Should you have any further inquiries or concerns during the remaining active period of your account with us, please do not hesitate to reach out.

Best regards,
Trajector Medical

Customer Answer

Date: 12/10/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:

Initial Complaint

Date: 10/24/2023

Type: Sales and Advertising Issues

Status: Resolved

I originally hired a company that ended up merging with Trajector. Trajector was hired to assist me with some VA claims that I was unsure how to proceed. They ended up only completing some simple paper work which I had already completed and charged me $1,500 for doing that. I paid them the money because they said they had an open claim for the issue I really wanted. This was not true I contacted the VA and they had not been contacted by anyone from Trajector. I told Trajector I wanted to discontinue services on May 10th 2022 because they had failed to provide what they said they would. I filed a VA claim independently for some other health issues that were unrelated to the work Trajector was supposed to help me with. I was able to get an increase in my VA disability which trajector found out about because they continued to receive my VA letters because of some paper work I had signed. They said they needed to see my rating decision letter to make sure they had not helped with any of the medical evidence. I sent them my decision letter and I continued to be contacted by them so I sent them every decision letter I had ever gotten from the VA. I do not believe they even looked at them because no one ever contacted me about it. recently I got an invoice for over $11,000 from them. I have provided everything they have asked and I have not been using this company for over 2 years now. They call every week and it is draining. they text me and email me every week as well. It's extremely innapropriate and I don't know all the laws but later I found out they aren't even authorized by the VA so I'm pretty sure the services they provide are not allowed.

Customer Answer

Date: 10/31/2023

Hello I have been contacted by Trajector about you all reaching out to them. They are still requesting the same records as they were. I am concerned about giving them the records because I don't want them to have that personal information since they don't need it. They weren't involved in any of the claims that they are requesting information for

Customer Answer

Date: 11/03/2023

Desired resolution: I would like to no longer be contacted by Trajector. I have given them all of the paperwork they asked for and they continue to contact me. I already paid them and do not owe them any money so I do not need to be contacted by them. Thank you for your time

Customer Answer

Date: 11/03/2023

Desired resolution: I would like to no longer be contacted by Trajector. I have given them all of the paperwork they asked for and they continue to contact me. I already paid them and do not owe them any money so I do not need to be contacted by them. Thank you for your time

Customer Answer

Date: 11/08/2023

I believe the issue has been resolved. They "didn't read" an email I sent them 8 months ago. So I believe they have closed out my correspondence

Initial Complaint

Date: 10/24/2023

Type: Service or Repair Issues

Status: Resolved

I contacted Trajector to help me with my VA disability. They sent an initial package and I sent it back to them with my information and my issues. After months of back and forth and no appointments and no followup I let them know to leave me alone.

I pursued my VA claim myself and did the process myself without the help of any services. Trajector kept saying they sent a package, I never received a single package and I kept telling them I did NOT get a packet/package from them.

As mentioned above, I did my own claim and got my own disability % and now they are harassing me for $10k for a service they did not render. I will not be paying this as they did nothing. On top of this, they violated several [redacted] harassing me via phone, so much so that I had to change my phone number. They are now spamming my email. Leave me alone Trajector you did NOTHING for the INJURIES that I suffered during my service and you are predatorially targeting veterans for their benefits, its sick and should be shut down.

Business Response

Date: 11/08/2023

Dear [redacted],
We regret to learn of your dissatisfaction with the invoice you received. We genuinely understand the frustration this has caused you, and we extend our apologies. It has come to our attention that our attempts to contact you about the invoice may have given the impression of unlawful conduct on our part. We want to assure you that we strictly adhere to all applicable laws and regulations in our daily operations. To swiftly address the matter, we have revised your invoice and processed the closure of your account. Rest assured that you will no longer receive any communication from us.

Regards,
Trajector Medical

Customer Answer

Date: 11/08/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 10/23/2023

Type: Product Issues

Status: Resolved

I am writing to file a formal complaint about Trajector Medical (formerly Vet Comp & Pen), with whom I engaged for consulting services related to the Department of Veterans Affairs (VA). My interaction with the company began in March 2021. Services initially produced the anticipated outcome of disability benefits being granted for the submitted claim, however the VA soon thereafter sent notice to server the service connection of the disability and therefore reversing their original decision and removing the disability benefit. I provided Trajector with photo copies of the VA letter received and other documentation multiple times. Due to this decision reversal, the agreement is void and I unauthorized and cancelled remaining payment installments. The signed agreement covers payment only upon the service connection being established and disability benefits being received. A detailed communication/event chronology is attached to this complaint. I have encountered several ongoing issues that cause me great concern and inconvenience. Firstly, I have explicitly expressed my lack of interest in any further services and requested a refund and closure of my account, however I continue to receive harassing phone calls and emails to collect money. Furthermore, I have concerns about the security of my Protected Health Information (PHI) that was shared with Trajector Medical during our interactions. I am keen to ensure that the company no longer has access to my PHI data from the VA, given that our business relationship has concluded. Despite explicit requests to cease and desist all communications, I continue to receive unsolicited phone calls and emails from Trajector Medical. This harassing contact has been disruptive and is adding to the frustration I have experienced as a result of working with Trajector. I am seeking 1) reimbursement of funds paid plus interest due to their withholding of funds, 2) for all account information be deleted and closed out, as well as 3) no further communications from the company. I look forward to the BBB's assistance in resolving this matter. Thank you.

Business Response

Date: 11/10/2023

Dear [redacted],

We sincerely regret any dissatisfaction you may have experienced in relation to our services, particularly in light of your recent VA claims decision. It is disheartening to learn that you encountered various issues that caused you concern and inconvenience.

We appreciate your cooperation in allowing our Escalations team to engage with you to address these matters promptly. As per our discussion, we have updated your invoice, processed the closure of your account, and dispatched the requested invoice document via postal mail. Please anticipate its arrival shortly. Rest assured, as per your request, you will no longer receive any further communication from us.

Best regards,
Trajector Medical

Customer Answer

Date: 11/17/2023

[To assist us in bringing this matter to a close, you must give us a reason why you are rejecting the response. If no reason is received your complaint will be closed Administratively Resolved]

Complaint: [redacted]

I am rejecting this response because: THE CHECK THIS COMPANY SENT FOR REIMBURSING MY FUNDS OWED FAILED BECAUSE THEY DID NOT HAVE SUFFICIENT FUNDS AND THE CHECK WAS BAD. SCREEN SHOT OF THE BOUNCED CHECK FUNDS ATTACHED.

Regards,

[redacted]

Customer Answer

Date: 11/17/2023

bounced funds screenshot

Business Response

Date: 12/05/2023

Dear [redacted],
We regret to learn of your decision to decline our recent response, despite our efforts to address your concerns. Your account has been officially closed in our systems, and the corresponding invoice has been updated accordingly. Consequently, a refund has been issued to you via mail. We sincerely apologize for any complications you encountered with the check and are actively investigating the root cause of this issue. According to our records, our escalation team successfully engaged with you to discuss the matter. We are pleased to hear that you were able to independently resolve the issue without any further incident.

Kind regards,
Trajector Medical

Customer Answer

Date: 12/06/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]

Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 10/20/2023

Type: Product Issues

Status: Answered

I am a veteran and Trajector was supposed to help me but they did nothing and I cant get my medical records back. They will not return my phone calls. Without my records I cannot move forward.

Business Response

Date: 11/01/2023

Dear [redacted],
We sincerely apologize for the inconvenience you encountered in the course of your interactions with us. We understand the importance of the documents you sought and recognize the frustration this may have caused. We express our gratitude for affording our Escalations team the chance to engage with you and swiftly address your concerns. According to our records, you have successfully received the requested documents.

Should any further issues arise, please do not hesitate to contact us.

Warm regards,
Trajector Medical

Initial Complaint

Date: 10/20/2023

Type: Service or Repair Issues

Status: Resolved

I have been attempting to use this companys services for a couple of years now. They are incapable of handling certain requests such as appropriate times to call, returning calls and even providing the contracted services at all. Repeated requests to discuss these issues have been completely ineffective.

Business Response

Date: 10/31/2023

Dear [redacted],

REMOVED

Customer Answer

Date: 11/04/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:

I have reviewed the response made by the business in reference to complaint ID

Initial Complaint

Date: 10/12/2023

Type: Customer Service Issues

Status: Resolved

Trajector Medical does nothing they said they would besides filing the form to the VA. I initially paid the fees just to be done with them. My speak for sleep apnea was solely on me completing a sleep study and nothing to do with TM. I will not be paying 7500$ they say I owe for this. Contact with anyone from this company is almost impossible except for constant emails for payment.

Business Response

Date: 10/31/2023

Dear [redacted],

Efforts have been made to establish contact with you in order to address and resolve your concerns regarding the invoice. Unfortunately, these attempts have not yielded results. In light of our desire to avoid protracted interactions, we have updated your invoice and closed your account within our systems. You can expect no further correspondence from us.

Sincerely,
Trajector Medical

Customer Answer

Date: 11/01/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Initial Complaint

Date: 10/11/2023

Type: Order Issues

Status: Answered

Trajector Medical (here after referred to as TM) breaks the law in accordance with the VA and CCK law firm you tube videos. Almost all contact with the veteran is made through off shore employees from the Philipines. TM is supposed to be veteran owned and operated. They are unaccredited and not authorized by the VA to help veterans with their claims. They charge amounts in excess of what the VA says is ethical. They break the law by charging you for future benefits. They try to charge more than what the contract requires. They use off shore employees to try to avoid legal responsibility for their actions. These employees are difficult to understand because they only have a limited grasp of both the verbal and written english language. They hurt the vets chances of winning their case. They provide minimal help, not meeting their contractual requirements, and [redacted] on the vet doing to the lions share of the work and then just show up to collect if you get an increase. Somehow they get personal information from the VA about your claim which is a HIPA violation. Founder supposedly was a VA Nurse which might explain it. They do not secure your personal information resulting in people not from Trajector contacting you and trying to get you to pay them. They advertise it will only cost you 5 times the amount of your VA disability pay increase but bill you for five times 100% of your VA pay trying to get you to pay more than you agreed. They were supposed to review my medical records and use the information from them to advise me on what claims I needed to fill and what medical evidence I needed to gather to strengthen my chances for success. They did not look at any of my medical records. The only thing they did is fill out the claims forms for the VA and write one nexus letter all of which looked like they were written by a 3rd grader probably because of a poor grasp of the English Language. They did hardly anything less than 10% of they agreed to do.

Customer Answer

Date: 11/06/2023

Trajector Medical did respond to me and cancelled all outstanding debt. They really had no chois=ce because what they do is illegal. That took care of my issue with them but failed to address a bigger issue. Trajector Medical and organizations like them rip off veterans. They break 3-5 laws every time they take on a case for a veteran seeking disability. According to the VA the way they conduct business is unethical and illegal. The VA sent letters out to organizations like this informing them to desist because what they were doing was un-ethical and illegal and because they are not accredited with the VA to do what they are doing. They skirt the law by claiming that they are only providing medical advice and then they charge for future benefits due the vet which is illegal, When they send the vet a invoice they do not detail what they did for them because frequently they do very little or nothing for them but they show up every time the vet gets a pay increase demanding they get paid five times the amount of the increase. The invoice is frequently for more than the vet agreed to pay, in my case over $4,000 more than I agreed to pay. Because of complaints about them Trajector was brought in front of congress for a congressional hearing and grilled because of how they rip veterans off. They have attempted to avoid responsibiity for their un ethical behavior by moving the vast majority of their operation off shore to the Phillippine

Islands making it almost impossiboe to get access to evidence for civil or criminal action. They are now expanding into social security disability so they can rip more people off. Despite all this they still have an A+ rating with the better business bureau.

Business Response

Date: 11/08/2023

Dear [redacted],

We regret to learn of the concerns you've raised and your overall dissatisfaction with our services. At Trajector Medical, we are committed to fostering diversity, and we take pride in having a diverse team representing various backgrounds from around the world to support our mission.

It's important to clarify that the requirements for accreditation by the VA primarily pertain to entities representing veterans or preparing claims on their behalf. Our role involves assisting in the development of medical evidence to support VA claims filed by veterans, and we do not engage in representing veterans or filing claims. This distinction is clearly outlined in the agreement you have read, acknowledged, and signed. Furthermore, the agreement also provides a comprehensive explanation of our fees.

Ensuring the privacy of veterans' information is of paramount importance to us, and we encourage you to visit our website to review our Notice of Privacy Practices. Here, you can gain insight into the rigorous measures we have in place to safeguard your information against unauthorized use or disclosure. Rest assured, we will only utilize your information in the manner authorized by you.

In response to your interactions with our escalation team, we have taken the necessary steps to address your concerns. This includes updating your invoice, processing the closure of your account, and issuing a closing letter for your records. You can expect no further communication from us.

Respectfully,
Trajector Medical

Initial Complaint

Date: 10/09/2023

Type: Order Issues

Status: Answered

Company misrepresented themselves by stating I would get back pay when legally I was not authorized to receive pay they knew this information and did not relay it charged me based on information that was inaccurate overcharging for the work they did do work that could have been done for free through just about anybody else misrepresented the amount of work they were actually doing

Business Response

Date: 10/19/2023

Dear [redacted],

We acknowledge your dissatisfaction and concerns regarding the information provided to you. You mentioned that you believed we assured you of receiving back pay for any VA claims you might receive.

It is important to clarify that our operations strictly adhere to the regulations governing VA claims. We do not engage in any fraudulent activities by providing misleading information, including details about retroactive or back pay. This information is clearly documented in the agreement you acknowledged and signed.

Despite our multiple attempts to reach an amicable resolution and engage in productive discussions, we have encountered resistance, and you have declined to communicate with us.

As we consider the invoice to be valid and have not received any evidence from you to challenge it, our financial department will continue its outreach.

When you are prepared to engage in a constructive discussion, please do not hesitate to inform us.

Sincerely,
Trajector Medical

Prev. 1 ... 26 27 28 Next

Trajector Medical is BBB Accredited.

ACCREDITED BUSINESS
BETTER BUSINESS BUREAU

This business has committed to upholding the BBB Standards for Trust.

Why choose a BBB Accredited Business?

BBB Business Profiles are provided solely to assist you in exercising your own best judgment. BBB does not verify the accuracy of information provided by third parties, and does not guarantee the accuracy of any information in Business Profiles. As a matter of policy, BBB does not endorse any product, service, or business. Businesses are under no obligation to seek BBB accreditation, and some businesses are not accredited because they have not sought BBB accreditation.

When considering complaint information, please consider the company's size and volume of transactions. Note that the nature of complaints and a company’s responses to them are often more important than the number of complaints. BBB Business Profiles generally cover a three-year reporting period.

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BETTER BUSINESS BUREAU

BUSINESS PROFILE

Share

Medical Service Organization

Trajector Medical

ACCREDITED BUSINESS BETTER BUSINESS BUREAU

BBB Accredited Business

A+ Rated by BBB

MAIN GET A QUOTE REVIEWS **COMPLAINTS**

This business has 3 alerts

Pattern of Complaints

Read all 3 alerts >

Complaints

This profile includes complaints for Trajector Medical's headquarters and its corporate-owned locations. To view all corporate locations, see

Customer Complaints Summary

336 total complaints in the last 3 years.

55 complaints closed in the last 12 months.

If you've experienced an issue

Submit a Complaint

The complaint text that is displayed might not represent all complaints filed with BBB. Some consumers may elect to not publish the details of their complaints, some complaints may not meet

BBB's standards for publication, or BBB may display a portion of complaints when a high volume is received for a particular business.

Initial Complaint

Date: 10/09/2023

Type: Service or Repair Issues

Status: Answered

I signed up with this company in 2021 and filed a claim through them for tenitis and the injury and neck and back pain. I got service-connected for tenitis and my knee injury but not from my back in my neck. I provided them the decision letters And paid my bill in full. I never worked with this company again. I went to the disabled American veterans. They were able to help me out with some of my conditions and I got a higher rating in August 2023. Within 30 days, I got a bill from trajector medical for my new rating which they had nothing to do my with , I called them and told them that I had nothing to do with them for over a year and a half and they said that didnt matter that their work still couldve helped with my claim. I told them that I did not agree to pay for anything else and they didnt do any work and I wanted them out of my personal medical account and I wanted my account closed and they told me this was not possible unless they got my decision letter. I dont understand why I need to share private medical information with this company just to get them to close my account when I havent had anything to do with them for almost 2 years. I received a phone call from somebody in this company and consist an emails every month. I never responded to any of them. I never answered their calls. I never returned their calls and I believe at one point I emailed them and said to leave me alone, I was no longer a client, but apparently that does not cancel your account. They think that they are still [redacted] money if you are successful in anyway with the VA.

Business Response

Date: 10/19/2023

Dear [redacted],

We deeply regret to learn of your dissatisfaction and your concerns regarding the invoice. We also empathize with the frustrations you've expressed concerning the account closure.

It is important to clarify that simply discontinuing your engagement with us does not constitute an official account closure. In light of the issues you raised, we initiated a comprehensive account review.

Subsequent to this review, and considering the supporting documentation you provided, we have made the necessary adjustments to your invoice and successfully closed your account

We extend our sincerest apologies for any inconveniences you may have encountered during this process. We have also issued a formal closure letter for your records.

Yours sincerely,
Trajector Medical

Initial Complaint

Date: 10/09/2023

Type: Sales and Advertising Issues

Status: Resolved

I hired them to help with my [redacted]. They did very little in actual help, just filled out papers sent them off and that was it. After I got my va rating I sent them all the items I had and asked to close the account. I could do the rest. They kept harassing me and wouldnt let me close my account. They kept asking for documents to show them things I didnt have trying to get more money out of me. This company is a joke and they dont actually help you but take your money. Then when you want to be done they keep trying to get you

Customer Answer

Date: 10/11/2023

After submitting this complain, the company contacted me and they resolved my issue within a timely manner. No further action is required.

Initial Complaint

Date: 10/08/2023

Type: Service or Repair Issues

Status: Resolved

In May/June of 2023 I contacted Trajector Medical to provide evidence and claims assistance with the VA. They were to assist in getting a claim approved and back dated to the time of original application. They were able to get the claim approved, but failed to get the back pay. Immediately they wanted payment even though the VA had not paid the the new rate of the claim. They also billed for back pay that I never received. I have spent months with them pressuring me, yelling, condescending, and refusing to allow me to speak to a supervisor. They set an appointment to call yesterday 10/4 at 4:30pm. I left an appointment early before doing lab work for my medications. They failed to call at the time, and when I called they refused to put a manager on the phone. They wanted to set another appointment. My VA appointment needs to be duplicated to get my meds. If its costly with time, miles, gas, and other expenses to make the trip out there to the tune of $500. I seek reduction of fees for their mid treatment and the duplicated trip to the VA

Business Response

Date: 10/19/2023

Dear [redacted],

We deeply regret learning about your dissatisfaction with the invoice and the associated communication issues. We acknowledge our shortcomings in our interactions with you.

We would like to express our gratitude for allowing our Escalations team to assist you. We are dedicated to resolving your concerns and our satisfaction remains a top priority for us.

In accordance with our recent conversation, we have made the necessary adjustments to your invoice to align with the agreed-upon terms. After receiving the final payment, we will proceed to close your account.

Should you have any questions or concerns in the interim, please do not hesitate to contact us.

Sincerely,
Trajector Medical

Customer Answer

Date: 10/20/2023

[A default letter is provided here which indicates your acceptance of the business's response. If you wish, you may update it before sending it.]
Better Business Bureau:
I have reviewed the response made by the business in reference to complaint ID [redacted], and find that this resolution is satisfactory to me.

Prev. 1 ... 27 28

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ACCREDITED BUSINESS BETTER BUSINESS BUREAU

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Composite Exhibit C

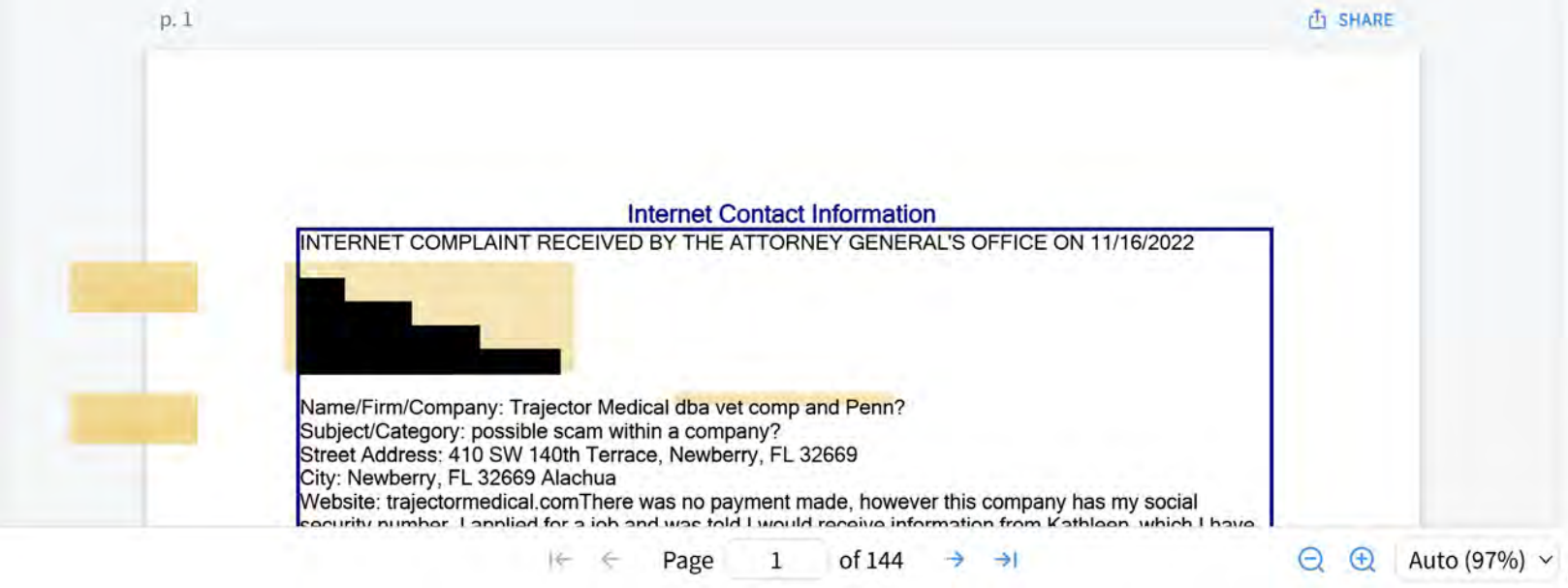
Complaints to Florida Attorney General

Trajector Medical complaints to
Ask Gemini
documentcloud.org/documents/26208235-trajector-medical-complaints-to-florida-attorney-general/?mode=document
DocumentCloud
Documents
Trajector Medical complaints to Florida Attorney General
Sign In
US

Trajector Medical complaints to Florida Attorney General

NPR obtained these citizens complaints through a public records request on September 26, 2025. Some complaints refer to Vet Comp & Pen Medical consulting, which was rebranded as Trajector Medical in 2021. The personal information of complainants has been redacted by NPR for their privacy.

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Page 1 of 144
Auto (97%)

source
Florida Office of Attorney General

contributed by
Caley Fox Shannon (NPR)

created on
10/30/2025

last updated on
11/25/2025

language
English

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 11/16/2022

[redacted]

Name/Firm/Company: Trajector Medical dba vet comp and Penn?
Subject/Category: possible scam within a company?
Street Address: 410 SW 140th Terrace, Newberry, FL 32669
City: Newberry, FL 32669 Alachua
Website: trajectormedical.comThere was no payment made, however this company has my social security number. I applied for a job and was told I would receive information from Kathleen, which I have not received. Instead, I began to received emails as though I was a client. This company has a bad rating on Better Business Bureau as well. they charge clients to help them with their disability claims. I am not a vet, never asked to be sent anything as a client. I inquired about tit today, and I was told I need to unsubscribe. I never subscribed to anything. Something is really fishy because the emails I received want me to sign something, yet it is from the support who assists the clients and it reads as though I am a client. I have not given any bank information or anything, due to this is too fishy. Why should I be sent emails as though I am a client, when I applied for a job.

Please check into this. I have attempted to attach an email that I keep receiving. I am going to block them after I load the copy.
Re: Shavonta [redacted] from Trajector Medical has sent you a reminder to sign Trajector Medical - Confidential Information, Invention Assignment, and Non-Disclosure Agreement Nov 15, 2022, 7:44 PM
[redacted]
To: Client Support <SupportUS@trajector.com>

November 14, 2022 at 8:51:22 PM CET Client Support <SupportUS@trajector.com> wrote:
Hello Veteran,
I hope this email finds you well.

Unfortunately, I wasn't able to check your account.

May I request you to kindly provide your email address and phone number associated with your account, so we can forward them to the appropriate department that can assist you further.

We would greatly appreciate it. This way we can keep the process moving smoothly.

Thank you for giving us the opportunity to serve you. Keep safe.

Respectfully,
Cassandra [redacted]
|Client Care Services
888.988.3837 | p. 352.888.6600
Trajector Medical
www.trajectormedical.com

I have repeatedly received approximately 20 of these emails.

Again, I am not a veteran, never advised as such. I applied for a job, had an interview and was told I would have an additional, but did not. Then I had a background check which finished overnight- like in just a few hours. Granted, I don't have anything on a background check, but that was very fishy.

Public Record Received Via Postal Mail

Category: **Consumer Complaint Non-Regulated**

Priority: **Urgent** **Status:** **Filed**

Summary: 20 pages - CONSUMER CONTACT FORM - writer has already contacted the FCC. writer who is a disabled veteran was referred to Trajector by a friend, [redacted], for assistane in obtaining more benefits because he was successful. Nothing was done by Trajector for 5 months and the consumer attempted many times to resolve the issue directly with the company. Writer also claims that they were sent to a brick and mortar location that does not exist and would like a full investigation done.

After discovering that Trajecor Medical changed its name to "Vet Comp & Pen Medical Consulting", research indicates that complaints about that company were previously been handled by MVAP. Re-routing to that section for further review of these concerns. - RJS 06/13/22

Business or Person Referenced: **Trajector Medical; Vet Comp & Pen Medical Consulting, LLC**

Prelim / AG Number(s):

Address:	410 Southwest 140th Terrace
City:	Newberry
State:	Florida
Zip:	32669-3000
County:	Alachua
Phone:	844-412-0882; 352-280-3158
Website:	TrajectorMedical.com; Support@vetcompandpen.com
Date of Transaction:	10/01/2021 ☐ Not Applicable
Amount Paid:	NA Payment Method:

Assigned To

Section:	MVAP Military and Veterans Assistance Program
Include the Senior Protection Team?	☐ **Yes**
Coordinator:	[redacted]
Author:	[redacted]

Assignment Comments: Moved to the MVAP database. Inv. Bethune will handle.

Letter Date	Assigned	Due	Reply	Filed

06/08/2022	06/13/2022	06/13/2022	06/16/2022 No Reply Necessary, other (see assignment comments)	06/16/2022

Reply List .. Double-click entry to open reply

From [redacted]

Address: [redacted] . . . County/Province: [redacted]

Phone Number: [redacted]

Email Address: [redacted]

☒ **Contact is 60 or older?**

○ **Active Military** ● **Veteran** ○ **Clear Selection**

General comments and related documents

Modification History

Created:	06/10/2022 04:49:18 PM .. [redacted]
Last Edited:	06/16/2022 03:54:47 PM .. [redacted]

>>>> 06/10/2022 05:04:27 PM - [redacted]
Subject changed from blank to Consumer Complaint Non-Regulated. Status changed from Received to Assigned. Email Address changed from blank to [redacted]. Assignment changed from [redacted] to [redacted]. Letter date changed from blank to 06/08/2022.
>>>> 06/13/2022 03:32:37 PM - [redacted]
Section changed from Citizen Services to MVAP Military and Veterans Assistance Program. Coordinator changed from [redacted] to [redacted]; [redacted]; [redacted]; [redacted]. Assignment changed from [redacted] to [redacted]; [redacted]; [redacted]; [redacted]. Assignment date changed from 06/10/2022 to 06/13/2022. Due date changed from 06/17/2022 to 06/13/2022.
06/13/2022 04:04 PM Assignment notification sent to [redacted]
06/13/2022 04:04 PM Assignment notification sent to [redacted]
06/13/2022 04:04 PM Assignment notification sent to [redacted]
06/13/2022 04:04 PM Assignment notification sent to [redacted]
>>>> 06/16/2022 03:50:42 PM - [redacted]
Moved this correspondence to MVAP database
>>>> 06/16/2022 03:54:44 PM - [redacted]
Status changed from Assigned to Filed. Reply date changed from blank to 06/16/2022. Filed date changed from blank to 06/16/2022.

Office of the Attorney General

Please return completed consumer contact form to:
Office of Attorney General Ashley Moody
State of Florida
PL-01, The Capitol
Tallahassee, Florida 32399-1050

Complainant's contact information MUST be provided. Incomplete forms cannot be processed.
PLEASE WRITE LEGIBLY. Only one business per complaint form

Person Making Complaint:	Complaint is Against:
[redacted]	TRAJECTOR Medical
Last Name, First Name, Middle Initial	Name / Firm / Company
[redacted]	410 SW 140th TER
Mailing Address	Mailing Address
[redacted]	Newberry, FL 32669-3000
City, County	City, County
[redacted]	
State, Zip Code Cell Phone:	State, Zip Code
[redacted]	(844) 412-0882 (352) 280-3158
Home & Business Phone, Including Area Code	Business Phone, Including Area Code
[redacted]	Trajectormedical.com Support@vetcompandpen.com
Email Address	Business Email or Web Address

Are you over the age of 60? ☑ Yes ☐ No / **MILITARY STATUS** ☐ Active Military ☑ Veteran

(Penalties can be enhanced for victimizing seniors, persons with disabilities or military service members.)

Product / Service involved: VA / Comp **Amount Paid: $** _____ **Payment Method:** _____

Transaction date: Oct 1, 2021 **Did you sign a contract, estimate, invoices or other supporting documents?** ☑ Yes ☐ No

Have you retained an attorney? ☐ Yes ☑ No

Please list any other government agencies, law enforcement authorities or organizations you contacted about this matter:

FCC # 148243979 - FCC.gov May 25, 2022

(ATTACH COPIES. DO NOT SEND ORIGINALS)

Note:

1. All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, Florida Statutes
2. Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 837.06 Florida Statutes

(PLEASE USE OTHER SIDE OF THIS FORM TO DESCRIBE YOUR COMPLAINT & ATTACH YOUR SIGNATURE)

RECEIVED JUN 05 RECD

Please explain your complaint. Attach additional sheets, if necessary.

My signature authorizes the Attorney General's Office to take any action deemed necessary for purposes of investigation or enforcement. I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint to notify your office of the activities of this company so that it may be determined if law enforcement or legal action is warranted.

Signature: [redacted] Date: June 8, 2022

June 8, 2022

I was at 60% Service Connected Disabled Veteran for over 9 year's. After 24 year's of Appeals I got to 60%. Then ON October 1, 2019 I went to back and found out I was $685.00 short of my Disiabity Direct Desposit. I never got anything from the Department of Veterans Affairs stating I would be lowered to 30% Disabity.

I am currently getting 40% Disabity. DAV, is my Repersentative.

A friend of mine said he used Trajector Medical, with His VA Claim, said He was costly but He had gotten 80% Disabity. so I got information and Number. ($10,000 — $15,000.00 ?)

Friend: [redacted]

ON September 27, 2021, I Called TRAJector Medical.

FILED JUN 08 RECD

after 5 month nothing was being done on Claim.
VAClaim Pros, LLC
TRAJector Midical
669 Industrial Avenue
Isabela, PR 00662
Then ON Jan 22, 2022 I get Text that TRAJector Medical has Changed to:
Jan 22, 2022
Vet Comp + Pen Medical Consulting, LLC dbA TRAJecter Medical + Vet Comp + Pen Medical Consulting, LLC
410 SW 140th Terrace
Newberry, Florida 32669

Every thing is done on phone by E mail. (My E-mail: [redacted]

I tryed day after day and many hour's trying to do Paper work as requested by – [redacted] (Battle Buddy)
[redacted]
And With [redacted] (Battle Buddy)
[redacted]

FILED JUN 08 REC'D

(3)

after the Many Issues with being upset and overwhelmed ON March 22, 2022 @ 8:20am I texted TRAJector Medical [redacted] — That I was DONE and I also Texted [redacted] (Battle Buddy) that I was done and I would stay with DAV — and do my appeals on My Claim as Need. There is NO physcial Building I was willing to drive to Newberry, Florida and Sign paperwork but told that NO Building there. That they would send Packet and I got Packet ON around — March 22, 2022, and written ON Packet — U.S. Postal Service/Priority Mail: → Return to Sender TraJector Medical 410 SW 140th TER Newberry, FL 32669-3000

I didn't send back, I am holding it as Evidence, if Need. I would Like a Complete Investigation I see total Fraud/Ponzi scheme

FILED JUN 0 8 [illegible]

(4)

everything done on Appt's and on Phone only, but with trouble's with the Appt's they use are NOthing But RED Flag's to me.

Sincerely,

[redacted]

I am getting text and E mails with harassment, Intimidation wording. I said I am done That is what I MEANT.

[redacted]

I have NO WI-FI at home!

FILED JUN 0 8 RECD

Zoho Sign Document ID: XBU9CLWOISWWEK2TV2RUTMEFKOTINMETRONRBUZUTBMT

VA Claim Pros Medical Consulting Services Agreement

FAQS - FREQUENTLY ASKED QUESTIONS

1 PERTAINS TO SECTIONS A/A1 **What's the difference between VA Claim Pros (VACP) and free VSO or DAV services?**

VACP provides professional medical consulting services, by applying our medical knowledge to your medical evidence and the VA rating schedule to evaluate your current symptoms and/or VA disability ratings. You determine the claims you wish to pursue, and the extent of our services is to provide medical consulting to assist you with providing medical evidence in support of your claim. For some conditions, we may be able to provide vital Nexus Statements at no charge or refer you to a medically credentialed provider who can complete a medical opinion for a reasonable fee to help win your claim or appeal. A VSO can help you file a claim or appeal; however, they cannot evaluate your medical evidence or symptoms, disability level, or provide resources to obtain the vital evidence you may need to win your claim.

2 PERTAINS TO SECTIONS B/B1, C, C1 **Do you provide Nexus letters?**

There are several routes to service connection for every potential disability, and we are experts in all of them. We do our best to evaluate and develop valuable medical evidence to assist in linking your disability condition to your military service, where appropriate.

3 PERTAINS TO SECTIONS D/D1 **Why is it important to keep VA Claim Pros informed?**

Our medical consultancy to you is most effective when we are made aware of updates that impact your claim as soon as you know about them.

4 PERTAINS TO SECTIONS E/E1 **What if you cannot help with my case?**

We strive to help as many Veterans as possible receive the benefits they deserve. We are an evidence based medical consulting company and can only help with claims supported by medical evidence. We are simply unable to help all Veterans with all disability claims. If we determine we are unable to help you, we will recommend alternative options that may be able to assist you.

5 PERTAINS TO SECTIONS F/F1-F6 **Will the VA still call me in for an examination if I use your company?**

Anytime you file for VA disability benefits, or if you are currently VA rated, the VA can call you in to evaluate your disabilities at any time. VACP has no control over your VA examination, and we recommend you attend any scheduled exam with the VA to properly evaluate your claim for benefits.

6 PERTAINS TO SECTION F2 **When do I pay you?**

You will only owe VACP if your compensation increases. We ask that you pay us first when you receive your increase in monthly benefits. If you are unable to pay your balance in full when invoiced, we offer automatic monthly payment plans. Once your invoice is paid, we will review your case for additional claims or appeals if your claim is denied.

7 PERTAINS TO SECTION F3 **Can you provide an example of how your standard fees are calculated?**

Standard Fee Examples: If your VA pay goes up $700 per month you promise to pay us $3,500 (5 X $700 per month increase) plus a monthly service charge of 1% on your outstanding balance will be added to your fee. If you pay us $3,500 (5 X $700 per month increase) within 90 days of the date on your invoice, the monthly service charges will be waived, so your balance will be paid in full. If you do not pay your invoice in full until after 90 days from the date on your invoice, you will owe five (5) times the amount your monthly VA compensation increases by plus the 1% monthly service charge ($3,500 plus the 1% monthly service charge).

Your VA pay may increase substantially depending on your current rating and the severity of your disability. If your VA pay goes up $2,000 per month you promise to pay us $10,000 (5 X $2,000 per month increase) plus a monthly service charge of 1% on your outstanding balance will be added to your fee. If you pay us $10,000 (5 X $2,000 per month increase) within 90 days of the date on your invoice, the monthly service charges will be waived, so your balance will be paid in full. If you do not pay your invoice in full until after 90 days from the date on your invoice, you will owe five (5) times the amount your monthly VA compensation increases by plus the 1% monthly service charge ($10,000 plus the 1% monthly service charge).

8 PERTAINS TO SECTIONS G, G1-G6 **Are there any "Hidden Fees"?**

No. Our MCSA outlines our standard fee and if applicable, supplemental fees. Some claims may benefit from an independent evaluation by a credentialed specialist (e.g. Psychology, Psychiatry, etc.). We do not have these specialists on staff, so we may refer you to a specialist who will charge a fee for the evaluation. Although this may be the best possible evidence for your case, there is no obligation to use these services. We may refer you to an outside legal team specializing in VA disability claims that will charge a contingency fee only if you win your case. VA statistics show you have a 40% higher chance of winning an appeal with an attorney providing a legal argument for you.

Below is an example of how, if applicable, supplemental fees would be calculated:
A client at 30% being paid $450 increases to 50%, being paid $900 with an effective date of 2-3-18 and a Ratings Decision Letter (RDL) dated 4-15-19:

- **Claims using Specialized Medical Documentation, Appeal & Non-Conforming Claims**: $450 x 15= $6,750 x 10% = $675 added to the standard fee
- **CUE Claims**: $450 x 15= $6,750 x 25% = $1,687.50 added to the standard fee

Convalescence Claim: A client at 30% being paid $450 increases to a temporary 100%, being paid $3,000, with an effective period of 13 months: $2,550 x 13 months = $33,150 x 20% = $6,630 added to the standard fee

CRDP: A military retiree client at 30% being paid $450 increases to 80%, being paid $900: New VA Disability compensation of $900 x 5 = $4,500 (invoice total)

9 PERTAINS TO SECTION G2 **What is a CUE claim?**

Sometimes our medical team, or the VA, will identify a VA error in an original rating. If our team can prove an oversight of the evidence available to the VA at the original time of the assigned rating, you may be awarded retro-pay back to the original effective date of the assigned disability rating.

10 PERTAINS TO SECTION G1 **Why do I have to pay more for Claims using Specialized Medical Documentation and Appeal Claims?**

These types of claims can be a complex and lengthy process. We do all of our medical consulting work and provide valuable evidence for your case up front and must do additional work for these types of claims. Due to this added complexity and use of additional resources, we charge a small supplemental fee of 10% of your increased disability compensation amount times the number of months between the effective date and award date. This is in addition to the standard fee you will owe us if your case wins

11 PERTAINS TO SECTION G1 **What is a Specialized Independent Medical Opinion, and why do I pay more for it?**

A specialized Independent Medical Opinion is one type of Specialized Medical Documentation. It is developed by evaluating all your symptoms and medical evidence applying this to statistically valid and reliable medical literature to support a link or Nexus, between your current disability condition and your service. This requires the work of a highly trained medical professional and provides the vital evidence needed to win service connection for a disability. **Not all cases require this specialized evidence**.

12 PERTAINS TO SECTION – **If I am paying you, why can't you file my claims for me?**

We are a private medical consulting company. As such, we have no affiliation with the VA and cannot represent veterans before the Veteran Benefits Administration in any way.

13 PERTAINS TO SECTION – **What happens if the VA denies my claim?**

We cannot guarantee that any VA Disability claim will win, since the VA ultimately makes this decision. However, you have the option to appeal the decision

FILED OCT 01 RECD 2021

VA Claim Pros Medical Consulting Services Agreement

VA Claim Pros' (VACP's) mission is to provide evidence-based medical consulting and referral services to help as many veterans as possible identify and win the disability benefits they have been promised. Our entire agreement with you is detailed within this document and attached FAQs, and the VACP Notice of Privacy Practices.

WE PROMISE TO	YOU PROMISE TO
A Evaluate your medical evidence and the various medical symptoms you suffer from and help you understand the potential VA disabilities you may qualify for.	A1 Establish a free VA.gov or eBenefits account to file your medical consulting package with the VA in a timely manner and monitor your claim progress. A2 NEVER indicate or suggest that VACP is your VA Representative. You understand that VACP will not prepare, present, file, and/or prosecute a claim on your behalf and strictly provides medical consulting services. You are free to engage with a VA accredited VSO agent or attorney to assist you with preparing, presenting, filing, and/or prosecuting your claim.
B Work to establish a NEXUS link between your disability condition and your military service, evaluating DIRECT, AGGRAVATION, SECONDARY, and PRESUMPTIVE paths to VA Service Connection.	B1 Go to a VA C&P examiner or private medical provider to establish a formal medical diagnosis and documentation of symptoms as required at your expense.
C Develop a comprehensive Medical Opinion addressing your symptoms, diagnoses and Nexus to support VA Service Connection when applicable.	C1 Ensure the accuracy of all claim-related information before you provide it to the VA and assume all liability for any misrepresentations you make.
D Use our medical knowledge to evaluate all of the medical diagnostic codes that may apply to your symptoms, so that you can understand all of the potential VA disability ratings you may medically and ethically qualify for.	D1 Keep us informed of all communications you have with the VA and advise us of any VA letters or C&P exam requests when you receive them. You are responsible for ensuring you meet VA filing deadlines. You authorize us, and any affiliates of ours, to use manual or automated means to communicate with you via email, text messaging, voicemail or mobile phone and understand that all calls may be recorded.
E Refer you to other parties who can assist you better if we do not believe we are the best fit for all of your needs.	E1 Understand we may not be able to help develop medical evidence for every claim.

OUR PROMISE REGARDING OUR FEES	YOUR PROMISE REGARDING OUR FEES
F We do not charge for anything other than "medical consultations" which are based on information you provide us. You do not pay us unless you receive an increase in your VA disability pay. We do not charge any up-front medical consulting fees, so we rely on you following through with the VA. We do not ask you to pay us out of what the VA is currently paying you each month. We do not ask or require you to assign us your medical benefits or any other rights. We agree to advance our medical consulting services to you with no advanced payment; HOWEVER, we want to be first in line to be paid as soon as your pay goes up.	F1 You promise to take your VA claim seriously and not miss any VA deadlines or appointments. If your claim is denied, you promise to secure a qualified VA accredited agent or attorney to handle your appeal. F2 You promise to contact us as soon as you receive your VA claim notification letter and your VA rating decision letter and provide us a copy of those letters so we can confirm the accuracy of the assigned Effective Date, confirm your awarded disability rating percentage is consistent with your medical evidence and the 38 CFR guidelines, and determine if you're eligible for any SMC (Special Monthly Compensation) based on your medical evidence. F3 You promise to pay our standard fee, which is equal to five (5) times the amount your monthly VA compensation increases by. In addition, VACP may charge a monthly service charge on amounts not paid when due from the due date until paid at the lesser of 1½ percent per month or the maximum legal rate. However, if you pay your balance in full within **ninety (90) days** of the date on your invoice from us, we will waive your monthly service charges. You agree that this fee and any additional monthly service charge is not a loan or forbearance but rather viewed as part of the fee for the medical consulting services we provide. You shall pay all costs of collection, including, without limitation, reasonable attorney fees. F4 Once you win your claim, you promise to pay your invoice by one of the following methods: (a) Pay our fee in one lump sum within 10 days of receipt of our invoice; or (b) Enroll in our Automatic Monthly Payment Program if you wish to divide your invoice into equal payments up to 5 months, or (c) Make 2 to 5 equal monthly payments PLUS an additional $15 manual processing fee for each payment you choose to make via mail, online, or telephone that is not processed through our Automatic Monthly Payment Program. For all of these methods, you must make a payment at least every thirty (30) days. F5 When you win an increase in your monthly VA pay, you will often receive retro pay back to the effective date of your claim. You promise to use any retro pay you receive along with the increase in your monthly VA compensation to pay our invoice as quickly as possible after you win your claim. F6 You authorize us to act on your behalf and use your PHI for the limited purpose of ensuring that we are on notice of any changes to your medical conditions or disability benefit status.

SUPPLEMENTAL FEE INFORMATION	
G Our supplemental fee information to the right details fees that may be applicable to you, based on your unique circumstances.	G1 **Claims Using Specialized Medical Documentation and Appeal Claims –** For any claim that requires specialized medical documentation, or ongoing medical consulting advisement and case management services required by us during the appeal period, you promise to pay us our standard fee, plus a small supplemental fee equal to 10% of what your monthly VA compensation increases by times the number of months between the effective date and the award.

FILED OCT 01 2026

VA Claim Pros Medical Consulting Services Agreement

G2 **CUE Awards** - For any Clear and Unmistakable Error or "CUE award", you promise to pay us our standard fee plus 25% of the current increased amount used in the standard calculations, times the number of months from the effective date to the decision date.

G3 **Convalescence Claims** - For a temporary 100% convalescence claim, you promise to pay us our standard fee (if applicable), plus 20% of the gross total increase awarded for the convalescent period.

G4 **Concurrent Retirement Disability Pay (CRDP)** - Military retirees that are below a 50% VA rating receive their VA disability pay as an offset. We do not charge a retiree until they reach a disability rating of 50% or higher. Once this threshold is reached, you promise to pay us five (5) times the monthly increase from zero dollars ($0) to your new level of total monthly VA compensation that you receive.

G5 **Comprehensive Record Reviews** - If a comprehensive review of your medical records (100+ pages) is required, we will add a $250 Supplemental Fee.

G6 **Independent Medical Examination (IME) Reimbursements** - Reimbursement of expenses advanced by VACP for any IMEs from approved 3rd party medical providers: In the event we (you and VACP) agree that you would benefit from being evaluated by a 3rd party medical provider, VACP may agree to advance a significant portion of the charge for the IME expense. In the event you win any claim(s) associated with the IME, you promise to reimburse us for any IME expenses we've already paid for you. The IME expenses will be added to your invoice for their services.

WE ARE NOT

H We are Medical Consultants and WE ARE NOT a law firm nor VA accredited agents. WE WILL NOT AND CAN NOT provide legal advice and/or supply legal references or any legal documentation in your Medical Consulting Package. WE ARE NOT affiliated with the VA. As Medical Consultants, WE DO NOT guarantee the outcome of your claims. As Medical Consultants, WE DO NOT treat medical conditions or prescribe medication. WE ARE NOT offering to provide medical treatment or, responsible for your current or future medical condition. WE DO NOT file anything with the VA and WE DO NOT receive any money from the VA.

WE DO NOT ASSIST VETERANS IN DEFRAUDING THE VA.

PLEASE PRINT AND SIGN BELOW

This agreement may be cancelled at anytime by either party; the cancellation date will be the date the non-cancelling party acknowledges the cancellation request via email or the date on a certified mail delivery receipt. You agree that once we provide you a medical consulting package we will be paid for that work if you receive an increase in your VA pay for a claim using the medical consulting package we provided. You promise to pay us even if this agreement has been cancelled prior to you receiving the increase in your VA pay. You agree to use one of the payment methods we provide to you as an option to pay our fee.

We may collaborate with, or refer you to, other parties that have products or services to offer you which we may have a financial interest in. Your engagement with any other party is optional and at your sole discretion. Any expenses associated with any third-party providers is at your own expense and separate from this agreement.

You acknowledge the medical consulting work and package provided is a confidential and copyright protected work product, and the consulting, trade secret, and business systems used by us are exclusively owned by us. You are restricted from publishing, reproducing, distributing, or sharing any of our content or processes with any party (other than submitting our medical consulting package to the VA) unless you have specific written permission in writing from our General Manager. You understand that breach of this confidentiality and non-disclosure may cause extensive financial damage and you will be held liable for such breach.

This agreement may also be enforced by VACP's successor(s) or assigns to the same and full extent as VACP, and that nothing in this agreement or otherwise shall limit VACP's ability to assign this agreement or VACP's rights. VACP shall not be required to seek prior consent from you, and by your signature, you hereby consent to any such future assignment or succession.

This agreement, and all matters concerning its interpretation, construction, enforcement, and performance, shall be governed by and determined and enforced in accordance with the laws of Puerto Rico in effect when you executed this agreement, regardless of Puerto Rico conflict of laws principles.

If a dispute arises under this agreement, the parties agree to first try to resolve the dispute with the help of a mutually agreed-upon mediator in Puerto Rico. Any costs and fees other than attorney fees associated with the mediation shall be shared equally by the parties. If that mediation is unsuccessful, the parties agree to submit the dispute to binding arbitration in Puerto Rico under the rules of the American Arbitration Association. Judgment upon the award rendered by the arbitration may be entered in any court with jurisdiction to do so. Costs of arbitration, including attorney fees, will be allocated by the arbitrator.

In the event any provision of this agreement is held to be unenforceable or void for any reason, the remainder of the agreement shall be unaffected and shall remain in full force and effect in accordance with its terms.

[redacted] [redacted] Oct [redacted] 2021 [redacted]

PRINTED NAME | SIGNATURE | DATE | SOCIAL SECURITY NUMBER

[redacted] [redacted] na na

PHONE # | DATE OF BIRTH | ALTERNATE CONTACT (e.g. SPOUSE | ALTERNATE CONTACT PHONE #/EMAIL

[redacted]

ADDRESS STREET | CITY | STATE | ZIP

TOTAL COMBINED VA SERVICE-CONNECTED DISABILITY RATING PERCENTAGE YOU ARE CURRENTLY RECEIVING: % 40

THE AMOUNT YOU CURRENTLY RECEIVE MONTHLY FROM THE VA FOR DISABILITY: $ 635.77

FILED OCT 01 RECD

FRIDAY March 25, 2022 @ 7:52am

Sent text: [redacted]

I Refused Packet and writte on it RETURN to SENDER ! I have Packet (NOT OPEN).

I have PRIORITY MAIL:
It has Copie's of Paper's to Sign. I didn't send back Because It is Evidence for Case.
There is NO Physical Building for Me to sign Paper's That Why they finally sent to me, by Priority Mail.

VA Claim Pros
Vet Comp Pen
410 SW 140th Terrace
Newberry, FL 32669

I have this Packet with Form's to Sign ! Never OPENED

...FIRMLY TO SEAL

UNITED STATES POSTAL SERVICE®

PRIORITY MAIL

...ted delivery date specified for domestic use.

...Domestic shipments include up to $50 of insurance (restrictions apply).

...Tracking® included for domestic and many international destinations.

...d international insurance.**

...used internationally, a customs declaration form is required.

...does not cover certain items. For details regarding claims exclusions see the ...Mail Manual at *http://pe.usps.com*.

...national Mail Manual at *http://pe.usps.com* for availability and limitations of coverage.

...RATE ENVELOPE

...ANY WEIGHT

...CKED ■ INSURED

...S00001000014

EP14F May 2020
OD: 12 1/2 x 9 1/2

To schedule free Package Pickup, scan the QR code.

...USPS.COM/PICKUP

UNITED STATES POSTAL SERVICE® **Click-N-Ship®**

P

usps.com
$7.75
US POSTAGE
Flat Rate Env

9405 5036 9930 0195 4254 03 0077 5000 0023 2158

U.S. POSTAGE PAID
Click-N-Ship®

03/17/2022 Mailed from [redacted]

PRIORITY MAIL 2-DAY™

TRAJECTOR MEDICAL
410 SW 140TH TER
NEWBERRY FL 32669-3000

Expected Delivery Date: 03/21/22

0006

B005

Return To Sender

USPS TRACKING #

9405 5036 9930 0195 4254 03

Electronic Rate Approved #038555749

...Postal Service and is provided solely for use in sending Priority Mail and Priority Mail International shipments.

support@vetcompandpen.com

[redacted] (Battle Buddy)

[redacted]

Feb 28, 2022 Forms
0995
4138

End service ON
March 22, 2022 @ 8:20 AM

Returning Packet BACK to TRAJECTOR Medical Was UNsatisfied with service.

Closed Out!

[redacted] (Battle Buddy)

[redacted]

Thursday FILED FEB 17 REC'D 2022

VA Claim Pros, LLC
Trajector Medical
669 Industrial Avenue
Isabela, PR 00662
Closed ON January 22, 2022

Red Flag.

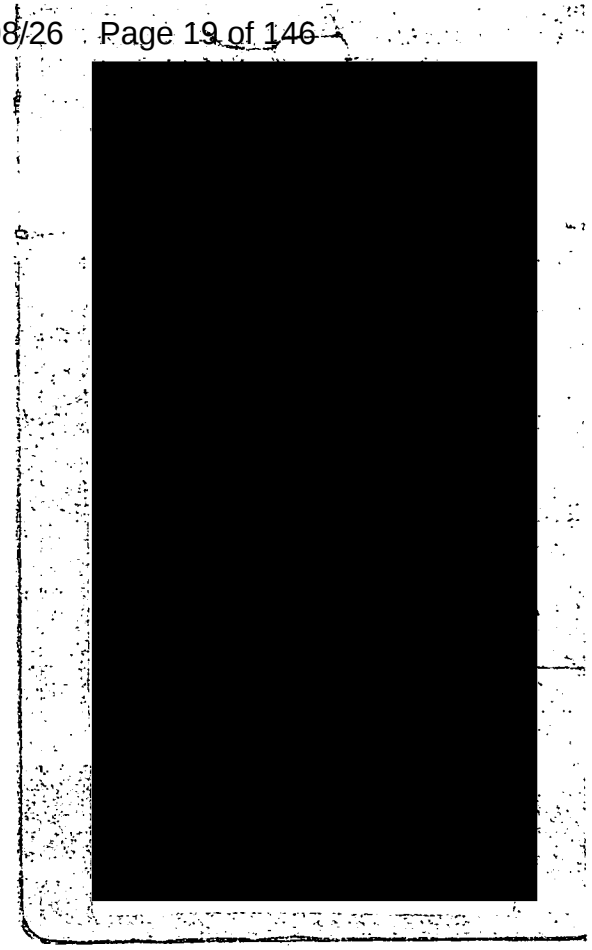
TRANSferred
Vet Comp + Pen Medical
Consulting, LLC dbA Trajector
Medical → Vet Comp + Pen Medical
Consulting, LLC

TRANSferred to: VA Claim Pros
Vet Comp + Pen
4105 SW 140th Terrace
Newberry, Florida 32669
1-888-988-3837
www.TrajectorMedical.com
[redacted]@trajectormedical.com

FILED FEB 17 REC'D 2022

[redacted]

Sent: TEXT To [redacted]
Trajector Medical
explaining about doing forms
and singing them has been
overwhelming!!



After Contact Governor,
—Ron De Santis—
I got Insurance for Service Dog, [redacted] After 4 years of Appeal with VA.
Within 4 month's Insurance for [redacted] Was Approved. for PTSD,
Yet I don't get a Dime For PTSD from V.A.
Veterans Adminstration — Denied - even Appeal's DENIED

Something is WRONG with System! RED FLAG'S

I have Service Dog over 6 years

[redacted]

June 8, 2022
Sent Letter out!

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 07/12/2022

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: dispute regarding pay
Street Address: 410 SW 140th Terrace
City: Newberry, FL 32669 Alachua
Phone: (888) 988-3837
Website: https://www.trajectormedical.com/
Date of Transaction: 06/09/2022
Amount Paid: 16.50 per hourI am a remote employee with Trajector Medical. On June 9, 2022 my company provided equipment broke and I did not receive replacement equipment until June 17, 2022. The equipment that was broken was the hub where all the external monitors, keyboard, mouse and ethernet cable is attached to since the laptop provided does not have the capability to attach any of these components directly to it. I have to utilize the hub to connect my internet via ethernet cable to ensure that PHI I am collecting and transmitting is not compromised per HIPPA regulations. My company advised me that they would not pay my salary for the period of 6/14/22 - 6/17/22 because they expected me to utilize my WIFI to perform my job duties. Not only is the request in violation of HIPPA rules and regulations but the WIFI receiver in the laptop provided is not strong enough to receive date at a rate adequate to the agreement I signed upon my initial employment. I can satisfy the required internet speeds by connecting my computer to my modem via ethernet cable. I was never told that I would be required to establish a WIFI connect and it is also not in the company policy that a WIFI connection is required. The company paid me for the period of 6/9-6/13/22 so not really sure what the rationalization is regarding paying me for these dates and not the entire time I was waiting for the equipment to arrive. When the equipment intially broke I spoke with the IT department and advised I would travel the 50+ miles to the main office to I can collect the replacement equipment so I would not be out of work for an extended amount of time. I was told that the company policy is that if an employee resides more than 30 minutes from the main office the equipment must be mailed to the employee. The inital equipment was mailed and scheduled to arrive via UPS on 6/13/22. I received a notification from UPS 30 minutes after the package was delivered to the address on the shipping label but I could not locate the package. I contacted UPS and asked them to provide proof of delivery or send the driver back and show me where the package was left since it was shipped no signature required because I spent 2 hours looking for it. UPS advised the only recourse was to file a claim for lost or stolen package. I notified my immediate supervisor of the issue and she said she would contact our IT dept and have them contact UPS to try to resolve the issue. I was later contact by IT dept and they advised they think either the package was misdelivered or stolen and that they would send a replacement to me with a signature required for delivery. I received tracking info from UPS stating the 2nd package would be delivered on 6/16/22 between the hours of 10:45-12:45. I sat in my yard waiting on the delivery and it did not show up. UPS attempted to deliver the package after 4 and I never heard a knock and my daughter was outside during this time and she stated she never seen anyone. I again contact UPS and they could not even confirm that the driver attempted a delivery that day. A supervisor at UPS assured me they would attempt redelivery on 6/17/22 and I was give the same delivery hours 10:45-12:45. I again waiting in the Florida 100 degree heat on the driver to show up and again they never did. The package was finally delivered to me on 6/17/22 after 7:00 PM. During this process I was communicating with my immediate supervisor regarding this issue effecting my pay and was told that it should since the equipment was company issues or given the response after the initial delivery failed that she would have to check. I was told on Tuesday, June 21.2022 that I would only be paid for the period of 6/9/22-6/13/22 and the reasoning was I should of used my WIFI to connect to the programs I have to use to perform my job duties. If that was the case then I should of been instructed to do that on 6/9/22 and why did they pay me for those 3 days if there reasoning is WIFI should of been utilized. I attempted to try to connect to the internet on the first day the equipment malfunctioned (6/9/22) and the laptop would not connect to the program because the WIFI in the internet was not fast enough. I do not have any other

issues with other computers or electronics in my home functioning over WIFI the speed is of course slower but it will work. The program we utilize for phone communications and the CRM tracking program we utilize request quite a bit of data and also I dont feel comfortable transmitting and discussing PHI information utilizing a unsecure WIFI connection. I am filing a complaint because I feel like I should be paid for the time I was waiting on the company issued equipment to arrive at my home, I was paid for part of the time when the issue was the same the entire time, I was also required to be home 2 of the days because the 2nd shipment of the replacement equipment required my signature for deliver and the way it was shipped it could not be left at a delivery location like CVS or Walgreens or UPS store. I have documentation supporting all the communication between myself, my supervisor and the HR department at my company. I will be glad to provide if needed to support my claim. Thank you for any assistance you can provide with this matter.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 12/08/2022

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: illegally billed for a service i did recieve
Street Address: 410 SW 140th Terrace
City: Newberry, Florida 32669 Alachua
Website: https://www.trajectormedical.com/contact/In August 2022, i asked this company to help me with a claim. which they did not , i asked them to cancel my agreement with them. they asked me email document stating i cancel the claim with the Veteran affiair. i canceled the claim and send them proof of it. today i received a bill for a service they didnt provied. im trying resolve this issues with legal course, but if i can not, can i report them to this office being a resident of new jersey?

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 08/28/2023

[redacted]

I signed a contract with Trajector medical for help filing a VA claim for compensation. I have since learned that the fee they charge for the service they provide is in violation of federal law. I have also learned about the GUARD Act and the language within perfectly describes the predatory nature of Trajector Medical.

I have not yet received a decision on my VA disability claim, and therefor have not paid Trajector Medical for their predatory services. I did sign a contract, however, so I am certain that I will be stuck with an invoice from this company. Whether or not a contract that violates federal law is considered legally binding, I don't know…

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 410 SW 140TH TERRACE
City: Newberry, FL 32669 Alachua
Website: trajectormedical.com
Date of Transaction: 08/28/2023

Internet Mail Message

Date: 09/06/2023 01:14:39 PM
From: [redacted] "[redacted]
Reply To:

To: citizenservices@myfloridalegal.com
Subject:

Hello,

I am sending a copy of a contract signed with predatory company Trajector Medical. It was recommended that I do so by Attorney General Moody's office after filing a complaint through their website.

For your information, I have sent multiple notices to Trajector in an attempt to rescind contract due to their predatory nature and lack of any actual value. The letter I have been emailing is as follows:

The purpose of this correspondence is to rescind any and all contracts, services, or agreements between Trajector Medical, it's affiliates, and myself. This revocation is effective immediately. It has come to my attention that your firm is giving advice on how to prepare, present, and prosecute claims before the VA without proper accreditation from the VA office of general counsel. Only accredited representatives are authorized by law to collect a fee for assisting claimants. If you do not acknowledge or accept this, I will be reporting your firm to the VA OIG as well as your state bar for the unauthorized practice of law.

Thank you,



[redacted] TMUS MEDA - SSN Prefilled-V2.pdf

TRAJECTOR MEDICAL

VET COMP & PEN
MEDICAL CONSULTING

Trajector Medical's (as a d/b/a of Vet Comp & Pen Medical Consulting, LLC) mission is to improve the lives of Veterans by providing professional medical evidence development and medical consulting services to help Veterans identify potential VA disability benefits that they medically, legally and ethically qualify for. Our entire services agreement with you is detailed within this document, the attached FAQs, and the Notice of Privacy Practices.

WE PROMISE TO		YOU PROMISE TO	
A	Evaluate your medical evidence and the various medical symptoms you suffer from and help you understand the potential VA disabilities you may qualify for. These services are provided under the federal VA rating disability evaluation standards and are not intended for the purpose of medical care or treatment. In applying the federal VA standards, it may be necessary for you to obtain an evaluation and diagnosis of your medical symptoms from a treatment provider for us to provide additional supportive evidence. Our evaluation includes the use of proprietary technology we have developed through careful review of trends in health conditions and ratings for over 100,000 Veterans. This technology can aid in identifying potential health conditions and theories of service connection for us to consider in reviewing your medical history and symptoms.	A1	Establish a free VA.gov or eBenefits account to file your medical evidence package with the VA in a timely manner and monitor your claim progress.
		A2	**NEVER** indicate or suggest that we are your VA Representative. You understand that we will not prepare, present, file, and/or prosecute a claim on your behalf and we strictly provide medical evidence development and medical consulting services. You are free to engage with a VA-accredited VSO agent or attorney to assist you with preparing, presenting, filing, and/or prosecuting your claim. However, we are unable to help you in any of those activities.
B	Evaluate your potential direct, aggravation, secondary, and presumptive paths to VA service connection Evaluate the potential nexus(es), or links, between your disability condition(s) and your military service Develop medical evidence to support any such nexus or link, if such evidence is supported by the facts of your specific situation and could benefit you Assist you in creating symptom documentation that meets federal VA standards, if supported by the facts of your specific situation	B1	Go to a VA Compensation & Pension examiner or private medical provider to establish a formal medical diagnosis and documentation of symptoms as required at your expense. While we review medical files and diagnoses, we do not provide examinations or diagnose medical conditions.
C	Develop comprehensive medical opinions and independent rating evaluations, if appropriate for your specific situation. These documents will leverage medical studies, research journals, and other highly credible third-party experts and resources, and will be supported by your medical evidence.	C1	Ensure the accuracy of all claim-related information before you provide it to the VA and assume all liability for any misrepresentations you make.
D	Use our medical knowledge to evaluate all of the medical diagnostic codes that may apply to your symptoms, so that you can understand all of the potential VA disability ratings you may medically, legally and ethically qualify for	D1	Keep us informed of all communications you have with the VA and provide us any VA letters or C&P exam requests when you receive them. You are responsible for ensuring you meet VA filing deadlines. You authorize us, and any affiliates of ours, to use manual or automated means to communicate with you via email, text messaging, voicemail or mobile phone and understand that all calls may be recorded.
E	Refer you to other parties who can assist you better if we do not believe we are the best fit for all of your needs.	E1	Understand we may not be able to help develop medical evidence or provide consulting to support every disability.
F	Act in accordance with the laws and regulations that enable private medical professionals to develop evidence in support of VA claims.	F1	Either complete all VA forms by yourself or get assistance from a person accredited by the VA to complete VA forms.

OUR PROMISE REGARDING OUR FEES		YOUR PROMISE REGARDING OUR FEES	
G	We charge fees for providing consulting services to you that aid you in obtaining the VA disability compensation that you medically, ethically, and legally qualify for. These services may include but are not limited to: 1. mapping symptoms to potential disabilities and doing root cause analysis to provide you a list of potential disabilities that you may be eligible for; 2. medical evidence development; 3. medical consulting; 3. teleconferencing with subject matter experts who possess proprietary knowledge belonging to Trajector Medical. We agree to provide these services to you without any advance payment. We also agree that you are only required to pay us if you receive an increase in your VA disability pay as a result of any claims you filed that we consulted on. If you do receive an increase in your VA disability compensation, we do not ask you to subtract from or require you to assign us any portion or percentage of your monthly disability compensation, medical benefits, or any other rights. We will specify the payment methods you may use.	G1	You promise to take this process and your VA claim seriously and not miss any VA deadlines or appointments and to respect the VA staff and their required procedures.
		G2	You promise to contact us as soon as you receive your VA claim notification letter and your VA rating decision letter and provide us a copy of those letters so we can confirm the accuracy of the assigned effective date, confirm your awarded disability rating percentage is consistent with your medical evidence and the 38 CFR guidelines, and determine if you're eligible for any SMC (SpecialMonthly Compensation) based on your medical evidence.
		G3	You promise to pay our standard fee, which is equal to five (5) times the amount your monthly VA compensation increases by. In addition, Trajector Medical may charge a monthly service charge on amounts not paid when due from the due date until paid at the lesser of 1% percent per month or the maximum legal rate. However, if you pay your balance in full within ninety (90) days of the date on your VA claim notification letter, we will waive your monthly service charges. You agree that this fee and any additional monthly service charge is not a loan or forbearance but rather viewed as part of the fee for the services we provide. You shall pay all costs of collection, including, without limitation, reasonable attorney fees.
		G4	Once your claim is approved, you promise to pay your invoice by one of the following methods: (a) Pay our fee in one lump sum within 10 days of receipt of our invoice; or (b) Enroll in our Automatic Monthly Payment Program if you wish to divide your invoice into equal payments up to 5 months, or (c) Make 2 to 5 equal monthly payments PLUS an additional $15 service charge each month if you choose to make payments via mail, online, or telephone that are not processed through our Automatic Monthly Payment Program.
		G5	With an increase in your monthly VA pay, you will often receive retro pay back to the effective date of your claim. You promise to pay our invoice as quickly as possible after your claim is approved.
		G6	You authorize us to act on your behalf and use your Protected Health Information for the limited purpose of ensuring that we are on notice of any changes to your medical conditions or disability benefit status.

PROTECTED HEALTH INFORMATION

During the course of our communications, it may be necessary for you to send or receive information that is confidential, sensitive, or falls under the category of Protected Health Information (PHI). However, since these communications are not fully encrypted, there is a risk of interception by or misdirection to undesired or unintended third parties, which could reveal information. By signing, you agree that for the purpose of providing medical consulting services, Trajector may send PHI in email, email attachments, or SMS messages, using methods that are not fully encrypted. Trajector Medical strictly limits the disclosure of PHI to the minimum amount necessary.

VETERAN INFORMATION ACCESS AGREEMENT

Veteran Information Access Agreement - Limited Proxy Agreement. Trajector and our carefully selected joint venture strategic partners may stand in your place as a limited proxy for you to utilize your personally identifying (PII) and protected health information (PHI) to access, obtain and review information relating to your military service and military medical information, private medical information, and any VA or Social Security medical and disability information. This Limited Proxy Agreement is restricted to read-only access and does not extend to any decision making authority on your behalf or and does not authorize us to make any changes to your records. Only you or your VA or Social Security accredited representative or attorney are authorized to make changes to any information or preparing, presenting or prosecuting a claim for federal benefits. We never sell your data.

TRAJECTOR MEDICAL

SUPPLEMENTAL FEE INFORMATION

H	We do not believe in hidden fees. Our supplemental fee information below details fees that may be applicable to you, based on your unique circumstances.
H1	**Appeal Claims -** For ongoing medical evidence development and medical consulting services required during the appeal period, you promise to pay us our standard fee, plus a small supplemental fee equal to 10% of what your monthly VA compensation increases by times the number of months between the effective date and the award.
H2	**CUE Awards -** For any Clear and Unmistakable Error or "CUE award", you promise to pay us our standard fee plus 25% of the current increased amount used in the standard calculations, times the number of months from the effective date to the decision date.
H3	**Convalescence Claims -** For a temporary 100% convalescence claim, you promise to pay us our standard fee (if applicable), plus 20% of the gross total increase awarded for the convalescent period.
H4	**Concurrent Retirement Disability Pay (CRDP) -** Military retirees that are below a 50% VA rating receive their VA disability pay as an offset. We do not charge a retiree until they reach a disability rating of 50% or higher. Once this threshold is reached, you promise to pay us five (5) times the monthly increase from zero dollars ($0) to your new level of total monthly VA compensation that you receive.
H5	**Comprehensive Record Reviews -** If a comprehensive review of your records (100+ pages) is required, we will add a $250 Supplemental Fee.
H6	**Independent Medical Examination (IME) Reimbursements -** Reimbursement of expenses advanced by us for any IMEs from approved third-party medical providers. In the event we (you and Trajector Medical) agree that you would benefit from being evaluated by a third-party medical provider, Trajector Medical may agree to advance a significant portion of the charge for the IME expense. In the event any claim(s) associated with the IME is approved, you promise to reimburse us for any IME expenses we've already paid for you. The IME expenses will be added to your invoice for their services.

WE ARE NOT

I	We are a medical evidence development and medical consulting services company, and WE ARE NOT a law firm nor VA accredited agents. WE WILL NOT AND CAN NOT provide legal advice and/or advise you on how to file VA benefits claims. WE ARE NOT affiliated with the VA. As a medical evidence development and medical consulting company, WE DO NOT guarantee the outcome of your claims. As a medical evidence development company, WE DO NOT treat medical conditions or prescribe medication. WE DO NOT receive any money from the VA. **WE DO NOT ASSIST VETERANS IN DEFRAUDING THE VA.**

PLEASE PRINT AND SIGN BELOW

By signing this document, you agree to begin receiving valuable proprietary consulting services from Trajector Medical. You agree to pay us for these services if you receive an increase in VA pay as a result of any claims you filed that we consulted on. Further, you agree to provide us with all VA Rating Decision Letters that result from claims you filed that we consulted on.

Either party may request to discontinue this agreement at any time. However, even after discontinuation, you are still obligated to pay Trajector Medical if you receive an increase in VA pay as a result of claims you filed that we consulted on. Any request to close your account must be sent to termination@trajector.com. Your request will be reviewed within five business days.

If you wish to discontinue, you must 1. submit a request for discontinuation and 2. provide us with all closeout documents we request. If we wish to discontinue, we must notify you in writing. A completed discontinuation request will result in the following: 1. We will discontinue any work in progress for you and cancel any new work. 2. We will stop communicating with you by email, phone, and text message, except for communication regarding any financial obligations to us. The effective discontinuation date will be the date on which the non-discontinuing party acknowledges the discontinuing party's request in writing.

We may collaborate with, or refer you to, other parties that have products or services to offer you which we may have a financial interest in. Your engagement with any other party is optional and at your sole discretion. Any expenses associated with any third-party providers is at your own expense and separate from this agreement.

You acknowledge the medical evidence work and package provided is a confidential and copyright protected work product, and the trade secret and business systems used by us are exclusively owned by us. You are restricted from publishing, reproducing, distributing, or sharing any of our content or processes with any party (other than submitting our medical evidence package to the VA) unless you have specific written permission in writing from our General Manager. You understand that breach of this confidentiality and non-disclosure provision may cause extensive financial damage and you will be held liable for such breach.

This agreement may also be enforced by Trajector Medical's successor(s) or assigns to the same and full extent as Trajector Medical, and that nothing in this agreement or otherwise shall limit Trajector Medical's ability to assign this agreement or Trajector Medical's rights. Trajector Medical shall not be required to seek prior consent from you, and by your signature, you hereby consent to any such future assignment or succession.

This agreement, and all matters concerning its interpretation, construction, enforcement, and performance, shall be governed by and determined and enforced in accordance with the laws of Florida in effect when you executed this agreement, regardless of Florida conflict of laws principles.

If a dispute arises under this agreement, the parties agree to first try to resolve the dispute with the help of a mutually agreed-upon mediator in Alachua County, Florida. Any costs and fees other than attorney fees associated with the mediation shall be shared equally by the parties. If that mediation is unsuccessful, the parties agree to submit the dispute to binding arbitration in Alachua County, Florida, under the rules of the American Arbitration Association. Judgment upon the award rendered by the arbitration may be entered in any court with jurisdiction to do so. Costs of arbitration, including attorney fees, will be allocated by the arbitrator.

While we develop medical evidence to support VA disability claims and provide medical consulting services, we are not accredited to prepare VA claims. To file a VA claim, you must complete VA forms. You acknowledge that you must physically enter your information onto VA forms and that you are responsible for the accuracy of all information that you enter and decide to submit to the VA.

You further acknowledge that if you submit a VA form and someone else completes that VA form for you, you will ensure that such assistance comes from a person accredited by the VA to prepare VA claims.

In the event any provision of this agreement is held to be unenforceable or void for any reason, the remainder of the agreement shall be unaffected and shall remain in full force and effect in accordance with its terms.

[redacted] [redacted] [redacted] [redacted] 07/[redacted]/2023

PRINTED NAME | SIGNATURE | SOCIAL SECURITY NUMBER | DATE OF BIRTH | DATE

[redacted] [redacted] [redacted] [redacted]

PHONE # | EMAIL | ALTERNATE CONTACT (e.g. SPOUSE) | ALTERNATE CONTACT PHONE #/EMAIL

[redacted] [redacted] [redacted] [redacted]

ADDRESS | CITY | STATE | ZIP

TOTAL COMBINED VA SERVICE-CONNECTED DISABILITY RATING PERCENTAGE YOU ARE CURRENTLY RECEIVING % 80% THE AMOUNT YOU CURRENTLY RECEIVE MONTHLY FROM THE VA FOR DISABILITY $ 2121.15

TRAJECTOR MEDICAL

FAQ - FREQUENTLY ASKED QUESTIONS

1 PERTAINS TO SECTIONS A/A1 **What's the difference between Trajector Medical and free VSO or DAV services?**

Trajector Medical provides professional medical evidence development services and medical consulting services by applying our medical knowledge to your situation and the VA rating schedule to evaluate your current symptoms and/or VA disability ratings. You determine the claims you wish to pursue, and the extent of our services is to provide medical evidence and consulting in support of your claim. For some conditions, we may be able to provide vital nexus statements at no charge or refer you to a medically credentialed provider who can complete a medical opinion for a reasonable fee to help you pursue your claim or appeal. A VSO can help you file a claim or appeal; however, they generally lack professional medical experience to fully evaluate your medical evidence or symptoms, disability level, or provide resources to obtain the vital evidence you may need.

2 PERTAINS TO SECTIONS B/B1/C/C1 **Do you provide nexus letters?**

There are several routes to service connection for every potential disability. We do our best to evaluate and develop valuable medical evidence to assist in linking your disability condition to your military service, where appropriate.

3 PERTAINS TO SECTION C **What is a specialized Independent Medical Opinion, and why do I pay more for it?**

A specialized Independent Medical Opinion is developed by evaluating all your symptoms and medical evidence, applying this to statistically valid and reliable medical literature to support a link, or nexus, between your current disability condition and your service. This requires the work of a highly trained medical professional and may provide the vital evidence needed to win service connection for a disability. **Not all cases require this specialized evidence.**

4 PERTAINS TO SECTIONS D/D1 **Why is it important to keep Trajector Medical informed?**

Our medical evidence is most effective when we are made aware of updates that impact your claim as soon as you know about them.

5 PERTAINS TO SECTIONS E/E1 **What if you cannot help with my case?**

We strive to help as many Veterans as possible receive the benefits they are medically, legally and ethically qualified for. We are a medical evidence development and medical consulting company and can only help with claims supported by medical evidence. We are simply unable to help all Veterans develop supporting evidence for disability claims. If we determine we are unable to help you, we will recommend alternative options that may be able to assist you.

6 PERTAINS TO SECTION G **Will the VA still call me in for an examination if I use your company?**

Anytime you file for VA disability benefits, or if you are currently VA rated, the VA can contact you to evaluate your disabilities at any time. Trajector Medical has no control over your VA examination, and we recommend you attend any scheduled exam with the VA to properly evaluate your claim for benefits.

7 PERTAINS TO SECTION G **When do I pay you?**

You will only owe Trajector Medical if your VA disability benefits compensation increases. We ask that you pay us first when you receive your increase in monthly benefits. If you are unable to pay your balance in full when invoiced, we offer automatic monthly payment plans. Once your invoice is paid, we will review your case for additional claims or appeals if your claim is denied.

8 PERTAINS TO SECTION G/G3/G4/G5 **Can you provide an example of how your standard fees are calculated?**

Standard Fee Examples: If your VA pay goes up $700 per month you promise to pay us $3,500 (5 X $700 per month increase) plus a monthly service charge of 1% on your outstanding balance will be added to your fee. If you pay us $3,500 (5 X $700 per month increase) within 90 days of the date on your VA claim notification letter, the monthly service charges will be waived, so your balance will be paid in full. If you do not pay your invoice in full until after 90 days from the date on your VA claim notification letter, you will owe five (5) times the amount your monthly VA compensation increases by plus the 1% monthly service charge ($3,500 plus the 1% monthly service charge).

Your VA pay may increase substantially depending on your current rating and the severity of your disability. If your VA pay goes up $2,000 per month you promise to pay us $10,000 (5 X $2,000 per month increase) plus a monthly service charge of 1% on your outstanding balance will be added to your fee. If you pay us $10,000 (5 X $2,000 per month increase) within 90 days of the date on your VA claim notification letter, the monthly service charges will be waived, so your balance will be paid in full. If you do not pay your invoice in full until after 90 days from the date on your VA claim notification letter, you will owe five (5) times the amount your monthly VA compensation increases by plus the 1% monthly service charge ($10,000 plus the 1% monthly service charge).

9 PERTAINS TO SECTION H **Are there any "Hidden Fees"?**

No. Our agreement outlines our standard fee and if applicable, supplemental fees. Some claims may benefit from an independent evaluation by a licensed specialist (e.g. Psychology, Psychiatry, etc.). We do not have these specialists on staff, so we may refer you to a specialist who will charge a fee for the evaluation. Although this may be the best possible evidence for your case, there is no obligation to use these services. We may refer you to an outside legal team specializing in VA disability claims that will charge a contingency fee only if you win your case. Please Note: If our evidence leads to a win on appeal, you are still responsible to pay for services we have rendered under this agreement.

Below is an example of how, if applicable, supplemental fees would be calculated:
A client at 30% being paid $450 increases to 50%, being paid $900 with an effective date of 2-3-18 and a Rating Decision Letter (RDL) dated 4-15-19:

- **Appeals & Non-Conforming Claims:** $450 x 15= $6,750 x 10% = $675 added to the standard fee
- **CUE Claims:** $450 x 15= $6,750 x 25% = $1,687.50 added to the standard fee

Convalescence Claim: A client at 30% being paid $450 increases to a temporary 100%, being paid $3,000, with an effective period of 13 months: $2,550 x 13 months = $33,150 x 20% = $6,630 added to the standard fee

CRDP: A military retiree client at 30% being paid $450 increases to 50%, being paid $900: New VA Disability compensation of $900 x 5 = $4,500 (invoice total)

10 PERTAINS TO SECTION H1 **Why do I have to pay more for medical evidence developed in support of Appealed Claims?**

Appeal claims can be a complex and lengthy process. We do all of our medical evidence work and provide valuable evidence for your case up front and must do additional work for appeal claims. Due to this added complexity and use of additional resources, we charge a small supplemental fee of 10% of your increased disability compensation amount times the number of months between the effective date and award date. This is in addition to the standard fee you will owe us if your case wins.

11 PERTAINS TO SECTION H2 **What is a CUE Claim?**

Sometimes our medical team, or the VA, will identify a VA error in an original rating. If our team can identify an oversight of the medical evidence available to the VA at the original time of the assigned rating, you may be awarded retro pay back to the original effective date of the assigned disability rating.

12 PERTAINS TO SECTION I **If I am paying you, why can't you file my claims for me?**

We are a private medical evidence development and medical consulting company. As such, we have no affiliation with the VA and cannot represent Veterans before the VA in any way.

13 PERTAINS TO SECTION I **What happens if the VA denies my claim?**

We cannot guarantee that any VA disability claim will be approved, since the VA ultimately makes this decision. However, you have the option to appeal the decision.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 12/19/2023

[redacted]

I had contracted with the company to attempt to file for additional VA benefits. They did succeed in getting me a small increase, but I disputed their fees for their success. They emailed me a settlement offer, which I paid on October [redacted], 2023. I received a Paid in Full email, as well as two emails with payment receipts from the company on the same day. The company is now attempting to continue to collect the full amount of over 800.00, with no reduction for what I've already paid or for the deal that they entered into.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 410 SW 140TH TERRACE
City: Newberry, FL 32669 Alachua
Phone: (855) 472-3203
Website: www.trajectormedical.com
Date of Transaction: 10/06/2023
Amount Paid: 670.00

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 08/08/2023

[redacted]

Name/Firm/Company: Trajector Medical (formerly Vet Comp & Pen)
Subject/Category: dunning for further monies when none is warranted, FLSince I filed my complaint with your office several months ago, I also advised Trajector Medical (formerly Vet Comp & Pen) that I was contacting your office with a complaint. since that time, I have not gotten another email or phone call from them, nor has a negative comment been attached to my credit files.

Therefore, I do believe that Trajector Medical (formerly Vet Comp & Pen), does this to most anyone who opts to do business with them, in hopes of gaining a higher Veterans disability rating.

Respectfully submitted,
[redacted]

Internet Mail Message

Date: 09/21/2023 03:42:30 PM
From: [redacted]
Reply To:

To: citizenservices@myfloridalegal.com
Subject:

This is in addition to many phone calls and text messages as well.

--

[redacted]

[redacted] Gmail - Honor in Every Action, [redacted].pdf

Gmail - Stand with Us in Our Mission, [redacted].pdf MCSA VCP (Update 4).pdf

Gmail - Trajector Medical invoicing dispute.pdf Gmail - Claim issue_.pdf

Gmail [redacted]

Honor in Every Action, [redacted]

TrajectorDC <support@payments-email.trajectormedical.com> Wed, Sep 20, 2023 at 10:07 AM
Reply-To: support@payments-email.trajectormedical.com
To: [redacted]

TRAJECTOR

Dear [redacted],

Our journey is defined by the commitments we make. Whether they are modest assurances or grand **pledges**, they shape the foundation of our **legacy**. Within our records, there is an item that requires your attention. The actions you take today will **resonate** in the lives of numerous Veterans tomorrow.

To **resolve your account**, we have supplied two convenient options:

1. Click on our website
2. Reach out to us at 855-472-3203

We extend our heartfelt gratitude for your unwavering **dedication**.

Warmest regards,

The Trajector Team

View My Account



By Phone: 855-472-3203
Our Hours: Mon. - Fri.
from 8am - 5pm Eastern Time



Our Address:
410 SW 140th Terrace
Newberry, FL 32669



If you wish to **unsubscribe**, please click on the above icon

Privacy Policy | Terms and Conditions

Gmail [redacted]

Stand with Us in Our Mission, [redacted]

1 message

TrajectorDC <support@payments-email.trajectormedical.com> Wed, Aug 30, 2023 at 10:14 AM
Reply-To: support@payments-email.trajectormedical.com
To: [redacted]

TRAJECTOR

Dear [redacted],

Supporting your journey towards successfully securing your VA disability benefits has been our **utmost honor**. We are truly privileged to serve Veterans like you.

Today, we need your actions to resolve your account with us today. There is an outstanding balance associated with your account that requires your attention. Your prompt support not only helps us but also ensures that we can continue serving **more Veterans** in need of aid.

For details or to address this balance, please visit our website or contact us directly at **855-472-3203**.

We thank you for your understanding and continued trust in us.

Warm regards,

The Trajector Team

View My Account



By Phone: 855-472-3203
Our Hours: Mon. - Fri.
from 8am - 5pm Eastern Time



Our Address:
410 SW 140th Terrace
Newberry, FL 32669



If you wish to **unsubscribe**, please click on the above icon

Privacy Policy | Terms and Conditions

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TRAJECTOR MEDICAL

VET COMP & PEN ★MEDICAL CONSULTING★

Trajector Medical's (as a d/b/a of Vet Comp & Pen Medical Consulting, LLC) mission is to improve the lives of Veterans by providing professional medical evidence development services to help Veterans identify potential VA disability benefits that they medically, legally and ethically qualify for. Our entire services agreement with you is detailed within this document, the attached FAQs, and the Notice of Privacy Practices.

WE PROMISE TO		YOU PROMISE TO	
A	Evaluate your medical evidence and the various medical symptoms you suffer from and help you understand the potential VA disabilities you may qualify for.	A1	Establish a free VA.gov or eBenefits account to file your medical evidence package with the VA in a timely manner and monitor your claim progress.
		A2	**NEVER** indicate or suggest that we are your VA Representative. You understand that we will not prepare, present, file, and/or prosecute a claim on your behalf and we strictly provide medical evidence development services. You are free to engage with a VA-accredited VSO agent or attorney to assist you with preparing, presenting, filing, and/or prosecuting your claim.
B	Work to establish a nexus link between your disability condition and your military service, evaluating DIRECT, AGGRAVATION, SECONDARY, and PRESUMPTIVE paths to VA Service Connection.	B1	Go to a VA **Compensation & Pension** examiner or private medical provider to establish a formal medical diagnosis and documentation of symptoms as required at your expense.
C	Develop a comprehensive Medical Opinion addressing your symptoms, diagnoses and nexus to support VA Service Connection when applicable.	C1	Ensure the accuracy of all claim-related information before you provide it to the VA and assume all liability for any misrepresentations you make.
D	Use our medical knowledge to evaluate all of the medical diagnostic codes that may apply to your symptoms, so that you can understand all of the potential VA disability ratings you may medically, legally and ethically qualify for.	D1	Keep us informed of all communications you have with the VA and advise us of any VA letters or C&P exam requests when you receive them. You are responsible for ensuring you meet VA filing deadlines. You authorize us, and any affiliates of ours, to use manual or automated means to communicate with you via email, text messaging, voicemail or mobile phone and understand that all calls may be recorded.
E	Refer you to other parties who can assist you better if we do not believe we are the best fit for all of your needs.	E1	Understand we may not be able to help develop medical evidence for every claim.
F	Act in accordance with the laws and regulations that enable private medical professionals to develop evidence in support of VA claims.	F1	Either complete all VA forms by yourself or get assistance from a person accredited by the VA to complete VA forms.

OUR PROMISE REGARDING OUR FEES		YOUR PROMISE REGARDING OUR FEES	
G	We do not charge for anything other than medical evidence development which is based on information you provide us. You do not pay us unless you receive an increase in your VA disability pay. We do not charge any up-front fees, so we rely on you following through with the VA. We do not ask you to pay us out of what the VA is currently paying you each month. We do not ask or require you to assign us your medical benefits or any other rights. We agree to advance our services to you with no advanced payment; HOWEVER, we want to be first in line to be paid as soon as your pay increases.	G1	You promise to take your VA claim seriously and not miss any VA deadlines or appointments. If your claim is denied, you promise to secure a qualified VA accredited agent or attorney to handle your appeal.
		G2	You promise to contact us as soon as you receive your VA claim notification letter and your VA rating decision letter and provide us a copy of those letters so we can confirm the accuracy of the assigned effective date, confirm your awarded disability rating percentage is consistent with your medical evidence and the 38 CFR guidelines, and determine if you're eligible for any SMC (Special Monthly Compensation) based on your medical evidence.
		G3	You promise to pay our standard fee, which is equal to five (5) times the amount your monthly VA compensation increases by. In addition, Trajector Medical may charge a monthly service charge on amounts not paid when due from the due date until paid at the lesser of 1% percent per month or the maximum legal rate. However, if you pay your balance in full within ninety (90) days of the date on your VA claim notification letter, we will waive your monthly service charges. You agree that this fee and any additional monthly service charge is not a loan or forbearance but rather viewed as part of the fee for the services we provide. You shall pay all costs of collection, including, without limitation, reasonable attorney fees.
		G4	Once your claim is approved, you promise to pay your invoice by one of the following methods: (a) Pay our fee in one lump sum within 10 days of receipt of our invoice; or (b) Enroll in our Automatic Monthly Payment Program if you wish to divide your invoice into equal payments up to 5 months, or (c) Make 2 to 5 equal monthly payments PLUS an additional $15 service charge each month if you choose to make payments via mail, online, or telephone that are not processed through our Automatic Monthly Payment Program.
		G5	With an increase in your monthly VA pay, you will often receive retro pay back to the effective date of your claim. You promise to use any retro pay you receive along with the increase in your monthly VA compensation to pay our invoice as quickly as possible after your claim is approved.
		G6	You authorize us to act on your behalf and use your Protected Health Information for the limited purpose of ensuring that we are on notice of any changes to your medical conditions or disability benefit status.

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TRAJECTOR MEDICAL

SUPPLEMENTAL FEE INFORMATION

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H6	**Independent Medical Examination (IME) Reimbursements** - Reimbursement of expenses advanced by us for any IMEs from approved third-party medical providers: In the event we (you and Trajector Medical) agree that you would benefit from being evaluated by a third-party medical provider, Trajector Medical may agree to advance a significant portion of the charge for the IME expense. In the event any claim(s) associated with the IME is approved, you promise to reimburse us for any IME expenses we've already paid for you. The IME expenses will be added to your invoice for their services.

WE ARE NOT

I	We are a medical evidence development company and WE ARE NOT a law firm nor VA accredited agents. WE WILL NOT AND CAN NOT provide legal advice and/or supply legal references or any legal documentation in your medical evidence package. WE ARE NOT affiliated with the VA. As a medical evidence development company, WE DO NOT guarantee the outcome of your claims. As a medical evidence development company, WE DO NOT treat medical conditions or prescribe medication. WE DO NOT receive any money from the VA. WE DO NOT ASSIST VETERANS IN DEFRAUDING THE VA.

PLEASE PRINT AND SIGN BELOW

This agreement may be canceled at any time by either party; the cancelation date will be the date the non-canceling party acknowledges the cancelation request via email or the date on a certified mail delivery receipt. You agree that once we provide you a medical evidence package we will be paid for that work if you receive an increase in your VA pay for a claim using the medical evidence package we provided. You promise to pay us even if this agreement has been canceled prior to you receiving the increase in your VA pay. You agree to use one of the payment methods we provide to you as an option to pay our fee.

We may collaborate with, or refer you to, other parties that have products or services to offer you which we may have a financial interest in. Your engagement with any other party is optional and at your sole discretion. Any expenses associated with any third-party providers is at your own expense and separate from this agreement.

You acknowledge the medical evidence work and package provided is a confidential and copyright protected work product, and the trade secret and business systems used by us are exclusively owned by us. You are restricted from publishing, reproducing, distributing, or sharing any of our content or processes with any party (other than submitting our medical evidence package to the VA) unless you have specific written permission in writing from our General Manager. You understand that breach of this confidentiality and non-disclosure may cause extensive financial damage and you will be held liable for such breach.

This agreement may also be enforced by Trajector Medical's successor(s) or assigns to the same and full extent as Trajector Medical, and that nothing in this agreement or otherwise shall limit Trajector Medical's ability to assign this agreement or Trajector Medical's rights. Trajector Medical shall not be required to seek prior consent from you, and by your signature, you hereby consent to any such future assignment or succession.

This agreement, and all matters concerning its interpretation, construction, enforcement, and performance, shall be governed by and determined and enforced in accordance with the laws of Florida in effect when you executed this agreement, regardless of Florida conflict of laws principles.

If a dispute arises under this agreement, the parties agree to first try to resolve the dispute with the help of a mutually agreed-upon mediator in Alachua County, Florida. Any costs and fees other than attorney fees associated with the mediation shall be shared equally by the parties. If that mediation is unsuccessful, the parties agree to submit the dispute to binding arbitration in Alachua County, Florida, under the rules of the American Arbitration Association. Judgment upon the award rendered by the arbitration may be entered in any court with jurisdiction to do so. Costs of arbitration, including attorney fees, will be allocated by the arbitrator.

While we develop medical evidence to support VA disability claims, we are not accredited to prepare VA claims. To file a VA claim, you must complete VA forms. You acknowledge that you must physically enter your information onto VA forms and that you are responsible for the accuracy of all information that you enter and decide to submit to the VA.

You further acknowledge that if you submit a VA form and someone else completes that VA form for you, you will ensure that such assistance comes from a person accredited by the VA to prepare VA claims.

In the event any provision of this agreement is held to be unenforceable or void for any reason, the remainder of the agreement shall be unaffected and shall remain in full force and effect in accordance with its terms.

[redacted] [redacted] [redacted] 02/[redacted]/2022

PRINTED NAME | SIGNATURE | SOCIAL SECURITY NUMBER | DATE OF BIRTH | DATE

[redacted] [redacted] [redacted] [redacted]

PHONE # | EMAIL | ALTERNATE CONTACT (e.g. SPOUSE) | ALTERNATE CONTACT PHONE #/EMAIL

[redacted] [redacted] [redacted] [redacted]

ADDRESS | CITY | STATE | ZIP

TOTAL COMBINED VA SERVICE-CONNECTED DISABILITY RATING PERCENTAGE YOU ARE CURRENTLY RECEIVING % 60%

THE AMOUNT YOU CURRENTLY RECEIVE MONTHLY FROM THE VA FOR DISABILITY $ 1250.00

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TRAJECTOR MEDICAL

FAQ - FREQUENTLY ASKED QUESTIONS

1	PERTAINS TO SECTIONS A/A1 **What's the difference between Trajector Medical and free VSO or DAV services?** Trajector Medical provides professional medical evidence services, by applying our medical knowledge to your situation and the VA rating schedule to evaluate your current symptoms and/or VA disability ratings. You determine the claims you wish to pursue, and the extent of our services is to provide medical evidence in support of your claim. For some conditions, we may be able to provide vital nexus statements at no charge or refer you to a medically credentialed provider who can complete a medical opinion for a reasonable fee to help you pursue your claim or appeal. A VSO can help you file a claim or appeal; however, they cannot evaluate your medical evidence or symptoms, disability level, or provide resources to obtain the vital evidence you may need.
2	PERTAINS TO SECTIONS B/B1/C/C1 **Do you provide nexus letters?** There are several routes to service connection for every potential disability. We do our best to evaluate and develop valuable medical evidence to assist in linking your disability condition to your military service, where appropriate.
3	PERTAINS TO SECTION C **What is a specialized Independent Medical Opinion, and why do I pay more for it?** A specialized Independent Medical Opinion is developed by evaluating all your symptoms and medical evidence, applying this to statistically valid and reliable medical literature to support a link, or nexus, between your current disability condition and your service. This requires the work of a highly trained medical professional and provides the vital evidence needed to win service connection for a disability. **Not all cases require this specialized evidence.**
4	PERTAINS TO SECTIONS D/D1 **Why is it important to keep Trajector Medical informed?** Our medical evidence is most effective when we are made aware of updates that impact your claim as soon as you know about them.
5	PERTAINS TO SECTIONS E/E1 **What if you cannot help with my case?** We strive to help as many Veterans as possible receive the benefits they are medically, legally and ethically qualified for. We are a medical evidence development company and can only help with claims supported by medical evidence. We are simply unable to help all Veterans with all disability claims. If we determine we are unable to help you, we will recommend alternative options that may be able to assist you.
6	PERTAINS TO SECTION G **Will the VA still call me in for an examination if I use your company?** Anytime you file for VA disability benefits, or if you are currently VA rated, the VA can contact you to evaluate your disabilities at any time. Trajector Medical has no control over your VA examination, and we recommend you attend any scheduled exam with the VA to properly evaluate your claim for benefits.
7	PERTAINS TO SECTION G **When do I pay you?** You will only owe Trajector Medical if your VA disability benefits compensation increases. We ask that you pay us first when you receive your increase in monthly benefits. If you are unable to pay your balance in full when invoiced, we offer automatic monthly payment plans. Once your invoice is paid, we will review your case for additional claims or appeals if your claim is denied.
8	PERTAINS TO SECTION G/G3/G4/G5 **Can you provide an example of how your standard fees are calculated?** **Standard Fee Examples:** If your VA pay goes up $700 per month you promise to pay us $3,500 (5 X $700 per month increase) plus a monthly service charge of 1% on your outstanding balance will be added to your fee. If you pay us $3,500 (5 X $700 per month increase) within 90 days of the date on your VA claim notification letter, the monthly service charges will be waived, so your balance will be paid in full. If you do not pay your invoice in full until after 90 days from the date on your VA claim notification letter, you will owe five (5) times the amount your monthly VA compensation increases by plus the 1% monthly service charge ($3,500 plus the 1% monthly service charge). Your VA pay may increase substantially depending on your current rating and the severity of your disability. If your VA pay goes up $2,000 per month you promise to pay us $10,000 (5 X $2,000 per month increase) plus a monthly service charge of 1% on your outstanding balance will be added to your fee. If you pay us $10,000 (5 X $2,000 per month increase) within 90 days of the date on your VA claim notification letter, the monthly service charges will be waived, so your balance will be paid in full. If you do not pay your invoice in full until after 90 days from the date on your VA claim notification letter, you will owe five (5) times the amount your monthly VA compensation increases by plus the 1% monthly service charge ($10,000 plus the 1% monthly service charge).
9	PERTAINS TO SECTION H **Are there any "Hidden Fees"?** No. Our agreement outlines our standard fee and if applicable, supplemental fees. Some claims may benefit from an independent evaluation by a credentialed specialist (e.g. Psychology, Psychiatry, etc.). We do not have these specialists on staff, so we may refer you to a specialist who will charge a fee for the evaluation. Although this may be the best possible evidence for your case, there is no obligation to use these services. We may refer you to an outside legal team specializing in VA disability claims that will charge a contingency fee only if you win your case. Below is an example of how, if applicable, supplemental fees would be calculated: A client at 30% being paid $450 increases to 50%, being paid $900 with an effective date of 2-3-18 and a Rating Decision Letter (RDL) dated 4-15-19: · **Appeals & Non-Conforming Claims:** $450 x 15= $6,750 x 10% = $675 added to the standard fee · **CUE Claims:** $450 x 15= $6,750 x 25% = $1,687.50 added to the standard fee **Convalescence Claim:** A client at 30% being paid $450 increases to a temporary 100%, being paid $3,000, with an effective period of 13 months: $2,550 x 13 months = $33,150 x 20% = $6,630 added to the standard fee **CRDP:** A military retiree client at 30% being paid $450 increases to 50%, being paid $900: New VA Disability compensation of $900 x 5 = $4,500 (invoice total)
10	PERTAINS TO SECTION H1 **Why do I have to pay more for Appeal Claims?** Appeal claims can be a complex and lengthy process. We do all of our medical evidence work and provide valuable evidence for your case up front and must do additional work for appeal claims. Due to this added complexity and use of additional resources, we charge a small supplemental fee of 10% of your increased disability compensation amount times the number of months between the effective date and award date. This is in addition to the standard fee you will owe us if your case wins.
11	PERTAINS TO SECTION H2 **What is a CUE Claim?** Sometimes our medical team, or the VA, will identify a VA error in an original rating. If our team can prove an oversight of the evidence available to the VA at the original time of the assigned rating, you may be awarded retro pay back to the original effective date of the assigned disability rating.
12	PERTAINS TO SECTION I **If I am paying you, why can't you file my claims for me?** We are a private medical evidence development company. As such, we have no affiliation with the VA and cannot represent Veterans before the VA in any way.
13	PERTAINS TO SECTION I **What happens if the VA denies my claim?** We cannot guarantee that any VA disability claim will be approved, since the VA ultimately makes this decision. However, you have the option to appeal the decision.

Gmail [redacted]

Trajector Medical invoicing dispute

bbescalations <bbescalations@trajector.com>
To: [redacted]

Veteran [redacted],

My name is Elizabeth and I am an escalations specialist with Trajector Medical. I have received your request to close your account have served our country in all branches of service. I enjoy working closely with our veterans and I can understand how the claims p discuss any concerns that you may have and go over the reason for this request to attempt to rectify any issues that may have occ letter for the disabilities that we assisted you with preparing the medical evidence for on March 21st, 2022, in order to process this re information from the VA. This letter is to acknowledge that you have a pending invoice balance with Trajector Services for the qua Trajector Medical is reviewing your account and we are willing to make some adjustments to your pending balance. If you have cc contact information for resolution. I have included a copy of your contract for you to review. In the event that this increase is not a that Trajector assisted you with then this invoice will be removed, and I can provide you with a copy of a closeout letter for your rec service while assisting our clients in the consultation services needed to obtain the highest disability rating that the legally, ethically, discuss this with you. I look forward to working with you and thank you for your service. Have a wonderful day.

Per section G2 of your contract:
You promise to contact us as soon as you receive your VA claim notification letter and your VA rating decision letter and provide us effective date, confirm your awarded disability rating percentage is consistent with your medical evidence and the 38 CFR guideline Compensation) based on your medical evidence.

Requesting an RDL:
Step 1) Call the VA at 1-800-827-1000
Step 2) Say "Letter Request" This should route you to a live person
Step 3) Tell the representative that "I did not receive my decision letter from my previous decision" If you have had multiple decisior
Step 4) Have them email that to you
Step 5) Forward that email to bbescalations@trajector.com

Very Respectfully,

[redacted]

TRAJECTOR SERVICES

Client Recovery Specialist

Trajector Services
Phone: 352-559-1083
Email: bbescalations@trajector.com
Web: trajector.com

CONFIDENTIALITY NOTICE: The information contained in this e-mail and any accompanying documents may be confidential, may be prop intended recipient, you are hereby notified that you are not authorized to read, print, use, copy or disseminate this message, or any part the please delete this message and any attachments from your system and devices without reading the content and notify the sender of the ina messaging systems for confidential communications. Our company uses TLS 1.2 encryption to secure information transmitted to us and fror in an e-mail can be intercepted and read by other parties besides the person to whom it is addressed. If you would like to transmit your heal thoroughly protected Web portal at: https://www.dropbox.com/request[redacted]
CONFIDENTIALITY NOTICE: The information contained in this e-mail and any accompanying documents may be confidential, may be proprietary or otherwise le notified that you are not authorized to read, print, use, copy or disseminate this message, or any part thereof, or any of its attachments. If you have received this r devices without reading the content and notify the sender of the inadvertent transmission.

TMUS MEDA NOV2021 - SSN Prefilled - signed.pdf
1046K

Gmail [redacted]

Claim issue.

FOB Brewing <fobjared@gmail.com> Wed, Aug 3, 2022 at 11:06 AM
To: [redacted]

I was told my claim would be handled by an attorney to fight for my rights to get my claim to 100%. I have seen nothing from anyone representing me, all documentation has been provided by me. I could have done this myself. What is Trajector doing for me? Please provide documentation of work done on my behalf.

Please provide a detailed plan of what Trajector will be doing and why it justifies any cost.

I have seen nothing except requests for me to upload documentation to the VA, which I did myself, as you requested. What have YOU done?

[redacted]

[redacted]

This e-mail, including any attachments, may be confidential, privileged, or otherwise legally protected. It is intended only for the addressee. If you received this e-mail in error or from someone who was not authorized to send it to you, do not disseminate, copy, or otherwise use this e-mail or its attachments. Please notify the sender immediately by reply e-mail and delete the e-mail from your system. Thank you!

Public Record Received Via Postal Mail

Category: **Medical Care Concerns** **Priority:** **Status:** **Filed**

Summary: 10 PAGES - TYPED LETTER - "Trajector Medical" provides solutions for military disability benefits. Consumer advising he "didn't get the back when I received an additional [disability] rating. - lja

Please review, respond with Trajector template located in MVAP, adjust template accordingly. When finished send to [redacted] so she can add this to the Trajector folder and spreadsheet. RP

12/28/2023 - Moved to OAG MVAP db

Business or Person Referenced: **Trajector Medical**

Prelim / AG Number(s):

Address:	5950 Northwest 1st Place, Suite 200
City:	Gainesville
State:	Florida
Zip:	32607
County:	Alachua
Phone:	(888) 988-3837
Website:	https://www.trajectormedical.com; support@trajector.com
Date of Transaction:	04/28/2020 ☐ Not Applicable
Amount Paid:	$952.00 Payment Method: Personal Check or Bank Debit

Forwarded By: North Carolina OAG

Assigned To

Section:	MVAP Military and Veterans Assistance Program
Include the Senior Protection Team?	☐ **Yes**
Coordinator:	[redacted]
Author:	[redacted]

Letter Date	Assigned	Due	Reply	Filed
11/20/2023	12/28/2023	12/28/2023	11/30/2023	11/30/2023

Reply List .. Double-click entry to open reply

11/29/2023 02:25 PM Email Response .. Sent

From [redacted]

Address: [redacted]

Phone Number: [redacted]

Email Address: [redacted]

☐ **Contact is 60 or older?**

○ **Active Military** ● **Veteran** ○ **Clear Selection**

General comments and related documents

OAG MVAP tracking doc

Modification History

Created: 11/29/2023 08:14:58 AM .. [redacted]

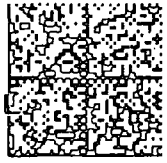
Last Edited: 12/28/2023 07:59:25 AM .. [redacted]

>>>> 11/29/2023 08:27:32 AM - [redacted]
Subject changed from blank to Medical Care Concerns. Status changed from Received to Assigned. Email Address changed from blank to [redacted]. Section changed from Citizen Services to MVAP Initial Review. Coordinator changed from [redacted] to [redacted]; [redacted]. Assignment changed from [redacted] to [redacted]; [redacted]. Letter date changed from blank to 11/20/2023.
11/29/2023 09:01 AM Assignment notification sent to [redacted]
11/29/2023 09:01 AM Assignment notification sent to [redacted]
>>>> 11/29/2023 09:36:08 AM - [redacted]
Assignment changed from [redacted]; [redacted] to [redacted].
11/29/2023 10:01 AM Assignment notification sent to [redacted]
>>>> 11/29/2023 12:39:32 PM - [redacted]
Assignment changed from [redacted] to [redacted].
11/29/2023 01:03 PM Assignment notification sent to [redacted]
>>>> 11/29/2023 02:14:36 PM - [redacted]
Status changed from Assigned to Reply In Process. Reply date changed from blank to 11/29/2023.
11/30/2023 01:53:54 PM Scheduled Reply Sent
>>>> 11/30/2023 02:02: PM Status changed to Filed.
>>>> 12/28/2023 07:56:11 AM - [redacted]
Moved this correspondence to CP MVAP database
>>>> 12/28/2023 07:59:25 AM - [redacted]
Section changed from MVAP Initial Review to MVAP Military and Veterans Assistance Program. Assignment changed from [redacted] to [redacted]; [redacted].
Assignment date changed from 11/29/2023 to 12/28/2023. Due date changed from

12/13/2023 to 12/28/2023.

STATE OF NORTH CAROLINA
DEPARTMENT OF JUSTICE
ATTN: Consumer Protection
9001 Mail Service Center
Raleigh, NC 27699-9001

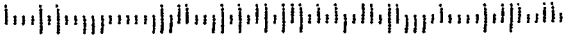
RALEIGH NC [redacted]
21 NOV 2023PM 5



US POSTAGE PITNEY BOWES
ZIP [redacted] $ 000.63⁰
[redacted] NOV 21 2023

Office of Attorney General
State of Florida
The Capitol PL-01
Tallahassee, FL 32399-1050

32399-105099



Josh Stein
Attorney General

State of North Carolina
Department of Justice

CONSUMER PROTECTION
TOLL-FREE IN NC: (877) 566-7226
OUTSIDE OF NC: (919) 716-6000
FAX: (919) 716-6050

November 20, 2023

[redacted]

Re: File No. [redacted]

Dear Ms. [redacted]

Thank you for filing a complaint with the Consumer Protection Division regarding Trajector Medical. Your request for assistance falls more appropriately within the authority of another agency.

By copy of this letter, we are forwarding your complaint to the Office of Florida Attorney General, requesting that this matter be reviewed to determine whether there has been a violation of the laws or rules that it administers.

We encourage you to contact us again if you have a consumer problem which you believe warrants review by our office.

Sincerely,
LaChandra Robinson
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

cc: Office of Florida Attorney General

Created on 2023-11-16 17:04:05

NAME

Ms. [redacted]

MAILING ADDRESS

[redacted]

EMAIL

[redacted]

DAY PHONE NUMBER (INCLUDING AREA CODE)

[redacted]

EVENING PHONE NUMBER (INCLUDING AREA CODE)

[redacted]

CELL PHONE NUMBER (INCLUDING AREA CODE)

[redacted]

I AM A MILITARY SERVICE MEMBER OR MILITARY SPOUSE.

Yes

ARE YOU OVER THE AGE OF 65?

No

FULL NAME OF COMPANY

Trajector medical

COMPANY'S INTERNET ADDRESS (URL)

https://www.trajectormedical.com

ADDRESS

5950 NW 1st PL
Suite 200
Gainesville, Florida 32607

TELEPHONE NUMBER (INCLUDING AREA CODE)

(888) 988-3837

COMPANY EMAIL

support@trajector.com

PRODUCT, ITEM, OR SERVICE INVOLVED

VA claim

DATE OF PURCHASE, SERVICE, CONTRACT

04/[redacted]2020

DID YOU SIGN A CONTRACT OR LEASE?

Yes

START DATE

04/[redacted]2020

TOTAL AMOUNT PAID

952

AMOUNT IN DISPUTE

624.60

HOW WAS PAYMENT MADE?

Debit card

DID YOU BUY AN EXTENDED SERVICE CONTRACT?

No

HOW WAS INITIAL CONTACT MADE BETWEEN YOU AND THE ENTITY YOU ARE FILING THIS COMPLAINT AGAINST?

Other

WHERE DID THE TRANSACTION TAKE PLACE?

Via computer (website or email)

DETAILS

I was told about this company from a family member because he is a veteran. This company was under another name but I forgot because it been such a long time. I didn't get the back pay when I received an additional rating and The really do not believe this company had anything to do with my claim. I feel taken advantage of

HAVE YOU CONTACTED THE COMPANY WITH YOUR COMPLAINT?

No

WHAT RESOLUTION WOULD YOU CONSIDER FAIR?

Get out of this agreement and they shouldn't be charging a veteran for filing claim if we do not know for sure if this company is legit

DO YOU HAVE AN ATTORNEY IN THIS CASE?

No

HAS YOUR COMPLAINT BEEN HEARD OR IS IT SCHEDULED TO BE HEARD IN COURT?

No

WILL YOU BE SUBMITTING DOCUMENTATION BY MAIL OR FAX?:

Yes

FILE UPLOAD

- IMG_7843.png
- IMG_7844.png
- IMG_7845.png
- IMG_7846.png

Created on 2023-11-16 17:04:05

Important Information

CONSENT

✔ This information I have provided is true and accurate to the best of my knowledge.

Trajector Medical - Updated Invoice

Your invoice total is equivalent to 5 times your monthly increase of $315.32 = $1,576.60

The invoice below has been updated.

Trajector Medical
Invoice
410 SW 140th Terrace
Mar 09, 2021
Newberry, Florida 32669
Invoice#: INV-6802
United States

Date:

TO:

[redacted]

Description	Unit Price
Medical Evidence and Consulting Services Fee (1)	$1,576.60

Invoice Total: $1,576.60

Payments Made

Date: 1st February 2023	Amount: $50	Fee: $0
Date: 29th December 2022	Amount: $252	Fee: $0
Date: 2nd November 2022	Amount: $100	Fee: $0
Date: 31st May 2022	Amount: $100	Fee: $0
Date: 27th April 2022	Amount: $100	Fee: $0
Date: 5th January 2022	Amount: $50	Fee: $0
Date: 2nd December 2021	Amount: $50	Fee: $0
Date: 1st November 2021	Amount: $50	Fee: $0
Date: 1st September 2021	Amount: $60	Fee: $0

11:59

Trajector Medical - Updated Invoice

Description	Unit Price
Medical Evidence and Consulting Services Fee (1)	$1,576.60

Invoice Total: $1,576.60

Payments Made

Date: 1st February 2023	Amount: $50	Fee: $0
Date: 29th December 2022	Amount: $252	Fee: $0
Date: 2nd November 2022	Amount: $100	Fee: $0
Date: 31st May 2022	Amount: $100	Fee: $0
Date: 27th April 2022	Amount: $100	Fee: $0
Date: 5th January 2022	Amount: $50	Fee: $0
Date: 2nd December 2021	Amount: $50	Fee: $0
Date: 1st November 2021	Amount: $50	Fee: $0
Date: 1st September 2021	Amount: $60	Fee: $0
Date: 5th August 2021	Amount: $40	Fee: $0
Date: 1st July 2021	Amount: $50	Fee: $0
Date: 1st June 2021	Amount: $50	Fee: $0

Method: Credit Card
Method: Credit Card
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Method: Credit Card
Method: Credit Card
Method: Credit Card
Method: Credit Card

Total Balance Paid: $952

Remaining Balance: $624.60

Payments Due

$252.00 due by 2022-03-19

Remaining Balance: $624.60

Delete Archive Move Reply More

11:59

Trajector Medical - Updated Invoice

Method: Credit Card
Method: Credit Card
Method: Credit Card

Total Balance Paid: $952

Remaining Balance: $624.60

Payments Due

$252.00 due by 2022-03-19

Remaining Balance: $624.60

Make a Payment

If you have questions or need assistance with your invoice, please reply to this email or call the number below.

Thank you for trusting Trajector Medical, and thank you for your service.

Trajector Medical
Invoicing: 1-800-718-8066
Payments: 1-855-472-3203
www.trajectormedical.com

TRAJECTOR MEDICAL
410 SW 140th Terrace, Newberry, FL 32669
(888) 988-3837

TRAJECTOR MEDICAL

Unsubscribe

Delete Archive Move Reply More

11:58

Trajector Collections Team

Trajector Medical - Updated Invoice

From info@vetcompandpen.com
To [redacted]
Feb 1 at 12:17 PM

TRAJECTOR MEDICAL

Hello Veteran [redacted]

Thank you for your payment.

The invoice below is for the services we provided based on the service agreement you signed on Apr[redacted] 2020, outlining the fee structure which is equivalent to 5 times the amount of your gross monthly increase.

The calculations are as follows:

Previous VA Pay = $1,251.39
Current VA Pay = $1,566.71
Monthly Increase = $315.32

Your invoice total is equivalent to 5 times your monthly increase of $315.32 = $1,576.60

The invoice below has been updated.

Delete Archive Move Reply More

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 12/13/2023

[redacted]

They are attempting to force myself and other disabled veterans to pay thousands of dollars for services the company did not provide or for successful claims that it had no role in filing. I've gone back and forth with them over 4 times and provided evidence to them that they did not help me with my successful claim . But they still keep contacting me for money not owed to them and I've found other victims due to complaints in veteran Facebook groups. I'm also under the belief that they illegally obtained my information in regards to my increase with the VA .

Ken Paxton is currently suing a company based out of Texas for almost identical behavior . I'm hoping that the State of Florida will do the same to protect vets.
https://www.texasattorneygeneral.gov/news/releases/attorney-general-ken-paxton-sues-texas-company-defrauding-veterans-seeking-va-disability-benefits

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PL SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Date of Transaction: 12/13/2023

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 11/07/2023

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Targeting Disabled Veterans/ Service/Product
Street Address: 5950 NW 1st PL Suite 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: trajectormedical.com
Amount Paid: 0Trajector Medical is charging me 5 Times my VA Compensation which is illegal according to the VA Fraud Department. I spoke with someone in General Counsel from the VA Office, The Federal Trade Commission, [redacted] Law Firm and found out that it is illegal to charge a Disabled Veteran 5 Times his or her VA Compensation and also illegal to charge a Veteran 5 Times or any amount on future rate increases or future earnings. Trajector Medical are targeting Veterans. The max that a Veteran is suppose to be charged from his or her backpay is 20-33.3% . I am 59 years old and should be treated better than this. (Concerned Veteran)

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 11/11/2023

[redacted]

I paid Trajector because I thought it was the right thing to do and I had to. They helped me get 70% disability for major depressive, I can't work or maintain relationships well at all. I'm angry because people keep taking from me when I have trouble providing for myself. I have dependents, I gave up on my dreams because I'm broken. I could not be here without medication. God help me.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PL SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: trajectormedical.com
Date of Transaction: 11/11/2023
Amount Paid: 8315.30

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 08/30/2023

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Fraudulent Veterans Representation
Street Address: 410 SW 140th Terrace
City: Newberry, FL 32669 Alachua
Website: https://www.trajectormedical.com/Trajector Medical provided assistance with the filing of a VA claim, but they are not an accredited organization. In violation of 38 C.F.R. §§ 14.636, 146.37, and 38 U.S.C. §§ 5902, 5904, they are attempting to collect fees for an award of backpayment issued from the VA. At no time did I ever sign a valid VA form 21-22a appointing them as a representative and Trajector purposely misled me into believing that they provide representation for matters before the VA when, instead, they provided no assistance or services for my VA claims. Additionally, they have continually harassed me via email, text messaging, and telephone calls. Their "service" did nothing but task me to file my own claims and now they expect to be paid for "services" that were both ineffective and illegal.

Public Record Received Via Postal Mail

Category: **Hospital / Medical Bills** **Priority:** **Status:** **Filed**

Summary: TYPED FAX 10/19/2023- was deployed and the DD-214 was never signed by the consumer, upon their release from active duty on 09/26, 1992.
38 CFR 3.700 prohibits the Department of Veterns Affairs (VA) from paying compensation to a Veteran who also received certain separation benefits from DoD-AC

10/26/2023 - HOLD< HOLD to check with TWC. RP

10/27/2023 - Per TWC please respond with template language. RP

12/28/2023 - Moved to OAG MVAP db

Business or Person Referenced: **Trajector Medical; Department of Veteran Affairs**

Prelim / AG Number(s):

Address:	410 Southwest 140th Terrace
City:	Newberry
State:	Florida
Zip:	32669
County:	Alachua
Phone:	(844) 412-0882
Website:	www.trajectormedical.com
Date of Transaction:	03/[redacted]/2023 ☐ Not Applicable
Amount Paid:	$2,639.30 Payment Method: Cash

Assigned To

Section:	MVAP Military and Veterans Assistance Program		
Include the Senior Protection Team?	☐ **Yes**		
Coordinator:	[redacted]		
Author:	[redacted]		

Letter Date	Assigned	Due	Reply	Filed
10/19/2023	12/28/2023	12/28/2023	10/27/2023	10/27/2023

Reply List .. Double-click entry to open reply

10/27/2023 08:14 AM Email Response .. Sent

From [redacted]

Address: [redacted]

Phone Number: [redacted]

Email Address: [redacted]

☐ **Contact is 60 or older?**

○ **Active Military** ● **Veteran** ○ **Clear Selection**

General comments and related documents

OAG MVAP tracking doc

Modification History

Created:	10/23/2023 11:14:54 AM .. [redacted]
Last Edited:	12/28/2023 08:02:38 AM .. [redacted]

>>>> 10/23/2023 11:16:19 AM - [redacted]
Subject changed from blank to Hospital/Medical Bills. Status changed from Received to Assigned. Email Address changed from blank to [redacted]; [redacted] Letter date changed from blank to 10/19/2023.
>>>> 10/25/2023 11:04:52 AM - [redacted]
Assignment changed from [redacted] to [redacted].
>>>> 10/25/2023 12:53:40 PM - [redacted] r
Section changed from Citizen Services to MVAP Initial Review. Coordinator changed from [redacted] to [redacted]; [redacted]. Assignment changed from [redacted] to [redacted]; [redacted]. Assignment date changed from 10/23/2023 to 10/25/2023. Due date changed from 10/30/2023 to 11/01/2023.
10/25/2023 01:06 PM Assignment notification sent to [redacted]
10/25/2023 01:06 PM Assignment notification sent to [redacted]
>>>> 10/26/2023 04:38:28 PM - [redacted]
Assignment changed from [redacted]; [redacted] to [redacted]
10/26/2023 05:06 PM Assignment notification sent to Rhoda Poore
>>>> 10/27/2023 08:14:53 AM - [redacted]
Status changed from Assigned to Reply In Process. Reply date changed from blank to 10/27/2023.
10/27/2023 09:18:07 AM Scheduled Reply Sent
>>>> 10/27/2023 10:02: AM Status changed to Filed.
>>>> 12/28/2023 07:59:50 AM - [redacted]
Moved this correspondence to CP MVAP database
>>>> 12/28/2023 08:02:38 AM - [redacted]
Section changed from MVAP Initial Review to MVAP Military and Veterans Assistance

Program. Assignment changed from [redacted] to [redacted]; [redacted]. Assignment date changed from 10/25/2023 to 12/28/2023. Due date changed from 11/08/2023 to 12/28/2023.

Fwd: FW: Contacting you about your case

From: [redacted]

To: [redacted]

Date: Wednesday, August 16, 2023 at 01:38 PM PDT

——— Original Message ———
From: "Goff, Alexander (Rosen)" <Alexander_Goff@rosen.senate.gov>
To: [redacted]
Date: 08/08/2023 5:00 PM PDT
Subject: FW: Contacting you about your case

From: Goff, Alexander (Rosen)
Sent: Tuesday, August 8, 2023 5:00 PM
To: [redacted]
Subject: Contacting you about your case

Good Afternoon,

My name is Alex Goff and I have received your case. I am going to submit the inquiry today. I will contact you as soon as I receive any information. Do not hesitate to reach out if you receive information, as I may not have received it. Expect to hear from me at least monthly, unless I have an update then I will contact you sooner.

Have a wonderful day.

Alex Goff

Regional Representative for U.S. Senator Jacky Rosen

Bruce R. Thompson U.S. Courthouse

400 South Virginia Street, Ste. 738

Reno, NV 89501

O: 775-337-0240



JACKY ROSEN

U.S. SENATOR for NEVADA

Subscribe to e-newsletter
rosen.senate.gov

To request an event or meeting with the Senator, please visit:
https://www.rosen.senate.gov/scheduling-requests.

Fwd: FW: updating you on your case

From: [redacted]

To: [redacted]

Date: Wednesday, August 16, 2023 at 01:38 PM PDT

———— Original Message ————
From: "Goff, Alexander (Rosen)" <Alexander_Goff@rosen.senate.gov>
To: [redacted]
Date: 08/16/2023 9:11 AM PDT
Subject: FW: updating you on your case

If you believe a fraud has been committed here is a link to the AG's office to file a complaint.

https://ag.nv.gov/Complaints/File_Complaint/

From: Goff, Alexander (Rosen)
Sent: Tuesday, August 15, 2023 4:38 PM
To: [redacted]
Subject: updating you on your case

Good Afternoon,

I received the following response in bold to your case. I have also attached a letter from the VBA about your case. With this information I am informing you that we are closing this case. If you have questions or require further assistance please don't hesitate to reach out to our office.

Good Afternoon,

Thank you for reaching out for Veteran [redacted] The original claim for compensation granted 0% from 08/10/2022, 50% from 11/22/2022 and 60% from 01/14/2023. A retroactive payment was made in the amount of $6,042.59 on May 8, 2023. Current monthly payments have been made since, in the amount of $1,319.65, the last being paid on August 1, 2023. These payments were made to the checking account on file. This has been verified in our payment program.

There is a current claim pending proposing to recoup Special Separation Benefits. A 60 day notice was mailed July 28, 2023, informing Veteran [redacted] that benefits will be withheld beginning October 1, 2023. September 30, 2023, the suspense will expire and the claim will be assigned for review and action. We are attaching the proposal letter for your records. This separation benefit will have to be repaid, by law. This is the proposed information from the attached letter.

You received $44,155.80 in Special Separation Benefits (SSB) upon your release from active duty on September [redacted], 1992. 38 CFR 3.700 prohibits the Department of Veterans Affairs (VA) from paying compensation to a Veteran who also received certain separation benefits from the Department of Defense (DoD). A Veteran who has received separation pay may receive disability compensation for disability incurred in or aggravated by service prior to the date of receipt of separation pay subject to recoupment of the separation pay. Where payment of separation pay was made after September [redacted], 1996, VA will recoup from disability compensation an amount equal to the amount of separation pay less the amount of Federal income tax withheld from such pay. PL 105- 178 provides for recoupment of the after-tax amount of SSB a Veteran receives, regardless of the date of receipt. What We Propose to Do

We propose to recoup $44,155.80 minus the tax withheld from your disability compensation no earlier than the first of the month following 60 days of the date of this letter. The evidence shows that you received a Separation payment of $35,324.64. All benefits will be withheld until the amount of separation benefits has been recouped. This action will not create a debt.

Thank you for your continued partnership in service to Veterans, their dependents and Survivors.

If you have any further questions, please let me know.

[redacted] Proposed Recoupment.pdf
543.6kB

Constituent Services via RT <agrequest@ag.nv.gov> 10/13/2023 2:40 PM

[agdb.ag.state.nv.us #[redacted] Complaint : [redacted]]Business - Trajector Medical

Copy [redacted]

Dear Mr. [redacted]

Thank you for contacting the Office of the Nevada Attorney General with your complaint.

Your complaint was reviewed, and it has been determined that your issue is beyond the jurisdiction of this office.

Due to the nature of your complaint, you may consider contacting the following agency.

Florida Office of the Attorney General
107 W. Gaines St.
Tallahassee, FL, 32399
Phone: (850) 414-3990
Website: myfloridalegal.com

Our office acts as legal counsel for state agencies, and therefore, cannot act as a private attorney to individual residents. This includes giving legal advice, opinions, or interpretation of law to individuals.

Your complaint is considered resolved with our office and no further action will be taken.

Best,

Constituent Services Unit
Office of the Attorney General
State of Nevada

Carson City Office:
100 North Carson Street
Carson City, NV 89701
P: 775-684-1100
F: 775-684-1108

Las Vegas Office:
555 E. Washington Ave., Suite 3900
Las Vegas, NV 89101
P: 702-486-3420
F: 702-486-3768

W: http://ag.nv.gov

This electronic communication, including any attachment(s), may contain confidential information that is legally privileged. If you are not the intended recipient, any disclosure, distribution, or copying of the information contained herein is unauthorized and strictly prohibited. Should you receive this electronic communication in error, please notify the sender immediately, destroy all hard copies, and permanently delete all electronic copies from your computer(s).

□ BE GREEN. Please don't print this email unless necessary.

[redacted]

8/16/2023 4:39 PM

Fwd: [agdb.ag.state.nv.us #[redacted] AutoReply: Complaint :[redacted] ,[redacted] |Business - Trajector Medical

To [redacted]

——— Original Message ———
From: AG Intake Investigations Department via RT <agrequest@ag.nv.gov>
To: [redacted]
Date: 08/16/2023 11:40 AM PDT
Subject: [agdb.ag.state.nv.us #45565] AutoReply: Complaint :[redacted] |Business - Trajector Medical

Greetings,

The Office of the Nevada Attorney General, Constituent Services Unit acknowledges receipt of your complaint. Your complaint has been forwarded to the appropriate unit within the Office of the Attorney General and you will be notified upon completion of their review. If additional information is required, you will be contacted by a member of our staff. Please note that pursuant to NRS 241.039(7), Open Meeting Law complaints are public records.

This message has been automatically generated in response to the creation of a trouble ticket regarding **Complaint :[redacted] |Business - Trajector Medical**, a summary of which appears below.

There is no need to reply to this message right now. Your ticket has been assigned an ID of **[agdb.ag.state.nv.us #[redacted]**.

Please include the string **[agdb.ag.state.nv.us #[redacted]** in the subject line including the brackets of all future correspondence about this issue. To do so, you may reply to this message. Ex: [agdb.ag.state.nv.us #42]

Thank you,

----------Section 1 Requestor Information----------
1.Please Enter Your Email Address
[redacted]

2.Verify Your Email Address - Please note a valid email address is needed in order to receive an email notification for receipt of your complaint and to attach supporting documents.
[redacted]

3.To better serve our constituents, please select all that apply to you. (Demographics - Optional Information)
["Person with Disability","Veteran","Over the Age of 60","Income Below Poverty Level"]

4. Have you previously filed a complaint regarding your concern with our office?
No
5. What was the approximate date(s) of the previously filed complaints?

6. Prefix (select one):
Mr.

7.First Name
[redacted]

8. Middle Name
[redacted]

9. Last Name
[redacted]

10. Are you submitting this complaint anonymously?
Yes

11. Is this a whistleblower complaint:
Yes

12. Your Organization or Company Name if filing on behalf of your Organization or Company:
Trajector Medical

13. Address (or P.O. Box)
410 SW 140th Terrace

14. City
Newberry

15. State
FL - Florida

16. Indicate below which country you reside in

17.Zip Code
[redacted]

18. Best Phone Number to Contact You:
[redacted]

19. Other Phone Number (Home, Mobile, Work, etc...)
[redacted]

20. Preferred Language:
English

21. Indicate below your preferred language.

22. Do you require an interpreter?

23. Are you able to provide one?

----------Section 2 Reason for Complaint----------
24. Type of Complaint (choose one):
OTHER (Indicate Topic):

25. Please describe the type of complaint.
Possible consumer Fraud(can explain more later)

----------Section 3: Contact Information ---------- for Individual / Business / Agency of Potential Offender----------

26. Who Is Your Complaint Against?
Business

27. Name of Individual, if known.

28. Name of Business or Agency, If Known.
Trajector Medical

29. Contact at Business or Agency, If Known.
Different Agents each time you call.

30.Additional Contact for Individual / Business / Agency, If Applicable.
([redacted]Trajector Medical The contact who claims that The SSB payment on my DD 214(Did not have to be paid back) Now all the of this, They claim they record the phone transactions this was in November 2022 and his direct line is 1-844-412-0882
31. Address of Individual / Business / Agency, If Known.
410 SW 140th Terrace

32. City of Individual / Business / Agency, If Known.
Newberry

33. State of where Individual / Business / Agency is located, If Known.
FL - Florida

34. Indicate Below the Country or Territory Where Individual / Business / Agency is located, If Known.

35. Zip Code of Individual / Business / Agency, If Known.
32669

36. Phone numbers of individual / business / agency , if known
[redacted]Direct phone is 1-844-412-0882

37. Email Addresses of Individual / Business / Agency, If Known.
www.trajectormedical.com

38. Website Addresses of Individual / Business / Agency, If Known.

39. Social Media Accounts of Individual / Business / Agency, If Known. (Facebook, Twitter, WhatsApp, Instagram, etc.)
unknown
40. Date alleged violation occurred (on or about)
2022-11-[redacted]

41. Was a Contract Signed? If you select yes, please include a copy of the contract.
Yes
42. Provide the Date the Contract Was Signed:
2022-11-[redacted]

43. Have You Contacted Another Agency for Assistance?
No

44. What Was the Name of the Agency or Agencies You Contacted?

45. Have You Consulted With or Hired an Attorney?
No

46. Provide Attorney's Name and Contact Information:

47. Is a Court Action Pending?
No

48. Did You Make Any Payments to the Individual or Business?
Yes

49. Even If You Did Not Make Payments, How Much Were You Asked to Pay?

50. If You Paid an Amount, How Much Did You Actually Pay?
2x 1319.65 total of 2639.30 of bal 3958.95 still owed. (total of bill was (6598.25)

51. Date of Payment:
2023-03-[redacted]

52. What Was Your Method of Payment?
CASH

53. Please Describe the Type of Payment.

----------Section 4 : Describe Alleged Incident ----------

54.Describe the Activities, Events, Concerns, or Issues That Led You to File a Complaint:
we disagree with the filing of claim from what we were told, and the VA description I can explain more sequence of events. Also we feel that we may have been misinformed about weather to file or not.

----------Section 5: Evidence ----------

55.Enter document names below.
Trajector Medical has them, They have all doc they have requested from me from the start of this file in 03/[redacted]2021

----------Section 6: Witnesses ----------

56.Witnesses / Victims
[redacted](Victim) [redacted](Spouce) [redacted]
([redacted]E-mail

----------Section 7: Additional Comments ----------

57.What are you hoping the Attorney General's office can do for you?
I was deployed, and DD-214 was never signed by me and we were in a com- z-zone (combat) also was in and out of Iraq. Now under this program we should be exempt do to the fact this mission was out of our control, I also do fall under the Pact Act as well. They want to punish us for that that hardly seems fare. Pleas feel free contact me to talk.

----------Section 8: Signature and Acknowledgment ----------

58.I understand that the Attorney General (etc)
Yes

59.I certify under penalty of perjury (etc)
Yes

60.Digital Signature - Typing full name is legally binding.
[redacted]

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/25/2023

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Illegal signing my name
Street Address: 410 SW 140th Terrace Newberry, FL 32669
City: Newberry, FL 32669 Alachua
Website: https://www.trajector.com/
Date of Transaction: 12/05/2022
Amount Paid: 0This company sign my name to a contact,with out my permission, I was advised to contact your since they are in your state, by the Veterans Administration Office, the VSO of Clarkburg WV veterans Affairs,I can send you this contract, because it involves me paying them money for the medical assistance that I told them up front I wasn't signing a contract , I didn't understand them, I thought they helped the Veterans

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/24/2023

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Trajector "Medical" sending fraudulent invoices to veterans even when services aren't used
Street Address: 410 SW 140th Terrace
City: Newberry, FL 32669 Alachua
Phone: 1-888-988-3837
Website: https://www.trajectormedical.com/contact/
Amount Paid: 0I signed up with this company to help file veteran's benefits with the VA several years back. It was quickly apparent that the company was participating in shady practices.

Basically, they put together a couple garbage claims that would have never been successful with the VA, then when you file a claim using another veteran's organization and get a compensation award, this con artist bills you for work they didn't even do.

On top of that, they don't respond to most emails when you call them out on it, and refuse to close my account with them despite multiple attempts to.

Furthermore, they are committing cyber-fraud by soliciting veterans for their VA login information so they can "manage" your account, which is a violation of federal cybersecurity law as they are not authorized by the VA to use any veteran's login information in a federal information system.

They also apparently have insiders within the VA that feed them information even when you've changed your account login info and have removed them as your authorized representative, because they were able to bill me (fraudulently of course) for a recent judgment I got using a veteran's service organization here in Oklahoma.

There's just a laundry list of illegal crap this place is doing, I can provide my email traffic with them if you'd like as well. This place is making Florida look bad.

[redacted]

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 07/02/2024

[redacted]

They are trying to collect $16,000 from me. According to the Pact Act section 38 CFR 14.629 (b)(1) and 38 CFR 14.636 (b), this is illegal. Trajector Medical is not a VA accredited entity and are therefore not entitled to act as an agent for veterans. This company is profiting off of veterans vulnerabilities and should not be able to threaten and engage veterans in illegalities. Please refer to PBS interview of June 2024 with Patrick Murray, Legislative Director for the VFW. Also refer to article in the Military Times November 2023. The Better Business Bureau also has a long file of negative allegations concerning Trajector Medical.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PL SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: https://veterans.trajectormedical.com/
Date of Transaction: 07/02/2024

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/07/2024

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Illegal Activity
Street Address: 5950 NW 1st Pl Suite 200
City: Gainsville, FL 32607
Phone: (844) 412-0882
Website: https://veterans.trajectormedical.com
Amount Paid: 0.00 5 7 24Good morning Atty General Moody.
My name is [redacted], an honorably discharged Navy Veteran.

I am emailing you today to report an unscrupulous Company Trajector Medical based out of Gainesville, Florida which is in violation of the GUARD Act.
They have Preyed on Veterans Nationwide for many years.

Trajector Medical is called a VA Claims Shark by Senator Elizabeth Warren of Massachusetts.

The Reason why she refers to them like that is because when Trajector Medical helps a veteran file their VA Disability claim, they charge the Veteran 5x the amount of the increase of their Military Pension which can be over $15,000!

Even worse is this is 100% illegal, a direct violation of S.740 - GUARD VA Benefits Act of 2023*
It clearly states that only accredited VA representatives are authorized by law to collect a fee for assisting claimants.
Trajector is not recognized or accredited by the VA in any state!
Notably, A veteran has the right to select their own representation in pursuing your benefits claim with VA so long as the organization or individual that they select has been authorized to practice before VA.
Anyone who prepares benefits claims without proper authorization to do so is breaking the law.

Trajector Medical is giving advice on how to prepare, present, and prosecute claims before the VA without proper accreditation from the VA Office of General Counsel. (I wrote to them as well)
Not only that, but I have become aware that representatives of this Trajector Medical have been calling and fraudulently behaving as my authorized representative to inquire about VA rating increases.

Over a few months, I have had a myriad of well-documented ongoing issues with Trajector Medical and had enough of their games. Once I found out what they were doing was illegal, I wanted nothing more to do with this company. I did not want to do business with a fraudulent company.
I called and spoke to a Trajectory Medical Supervisor, explaining I wanted my contract (which they require you to sign in order to get their help) Terminated Immediately and that I was willing to pay a reasonable fee for the help submitting my VA Disability paperwork. They have been helping me for less than 2 months. I asked him what would be a fair price?
He said he could not terminate my contract, and that I had to wait to see how much my disability increase would be so at that point he could bill me.
The VA could take months if not years to decide either way on anyone's claim(s) I mentioned his company was in violation of the law, he laughed.
I reiterated my request in writing, (see below)

"Effective Immediately
I find it necessary to discontinue our professional relationship.

Please send the final invoice indicating the amount you are charging me for the paperwork you helped with to increase VA ratings and I assure you that it will be promptly paid in full.

Furthermore, I hereby revoke any permissions granted to Trajector Medical to access or communicate with the Department of Veterans Affairs (VA) on my behalf or for your own purposes. I demand that any communication or interaction with the VA using my information be ceased immediately.
In addition, I am exercising my rights under data protection laws. I hereby formally request that you erase all of my personally identifiable information from your records and systems, in compliance with GDPR, CCPA, or any other applicable data protection laws. This includes, but is not limited to, my name, address, contact information, date of birth, Social Security Number (SSN), and all medical information related to me.

Once this process has been completed, I would appreciate receiving written confirmation that my information has been removed from your systems.
Please consider this letter as my formal request, and process it at your earliest convenience.

If there are any issues regarding this matter, or if you need additional information from me,

Feel free to contact me at my email address or phone number provided above.
Please note that a blind copy of this letter has been sent to my attorney for visibility and record-keeping purposes.
Thank you for your attention to this matter. I look forward to your prompt response confirming the termination of our contract and the deletion of my personal data."
[redacted]

Atty General Moody, I realize that you have bigger fish to fry; however, by stepping in and enforcing the laws already on the books you could be helping potentially thousands of other Veterans who have also fallen prey to Trajector Medical's illegal practices.
Please let me know what your stance is on this and advise me on what to do.
Feel free to call me anytime to discuss this [redacted]
Many thanks……[redacted] Navy Veteran who served in Orlando

PS I have also sent similar emails to Senator Elizabeth Warren and both my State Senators in Oregon, Ron Wyden and Jeff Merkley.

CONSUMER DISPUTE FORM

Public Protection Division Consumer Protection Section

Jeff Landry
Attorney General
Louisiana Department of Justice
Consumer Protection Section
P.O. Box 94005
Baton Rouge, LA 70804
Phone: (800) 351-4889
Fax: (225) 326-6499
*** = REQUIRED**

CASE ID: 208438
FOR OFFICE USE ONLY

Do not include personal or sensitive information such as health or medical history, date of birth, or driver license,social security, financial account or credit/debit card numbers on this form.

Is this related to Storm? ☐ Yes ☒ No Are you over the age of 65? ☒ Yes ☐ No

01/26/2024 [redacted]

* Date * Full Name of Person Filing Dispute

* Address: [redacted]

* Home Phone: [redacted] * Work Phone: [redacted]0 * Parish:

* City, State: [redacted] * Zip: [redacted]

* Person in Dispute:

* Company in Dispute: Tajector Medical

* Address: 410 SW 140th Terrace

* Phone: 888-988-3837 * Parish/County:

* City, State: Newberry, FL * Zip: 32669

Name of Salesperson (if known):

Date of Transacton: 01/[redacted]/2024

Description of product or service about which you are disputing. Include brand name, model number and serial number, if possible:

assistance filing VA disability paperwork

Name of manufacturer (if known) :

Representative of manufacturer contacted (if any). Please include the address and phone number.

Amount of purchase and method of payment:

If your dispute concerns the advertising of a product or service, indicate when and where it was advertised.

* Have you contacted the merchant? Y/N Y Date :

After you submit this dispute form, the Attorney General's Office may provide a copy of it and any other information you provide to the company disputed against and/or to another agency.

* Using the space provided below, please explain your dispute fully. Please describe the events in the order in which they occurred, using extra paper if necessary. **IMPORTANT**: Enclose copies of all documents relevant to your dispute including advertising material, contracts, warranties, receipts, canceled checks, etc. If your dispute involves a vehicle, please indicate the make, year and vehicle identification number. Do not include personal or sensitive information such as health or medical history, date of birth, or driver license, social security, financial account or credit/debit card numbers on this form or on any documents you provide.

Hi [redacted] Congratulations on your increase in VA disability pay! Trajector Medical is proud to have been part of the journey to help you get the benefits you qualify for. Courtesy Reminder: Under the terms of the invoice you received, your payment of $9975.05 is due to us on 30-Jan-2024. How to Pay We offer several options for your convenience: 1. Pay by phone: Just call one of our specialists at 855-472-3203. 2. Pay online through our secure payment portal: Pay Now 3. Put your account on autopay: Call 855-472-3203 to set up autopay. This feature ensures you'll never miss another payment or incur manual payment processing fees. Pick a monthly due date that's convenient for you and we'll debit your chosen method of payment on that date. Please note that if you select this plan, you will be charged 1% of the original balance each month after the first 90 days. Questions? Need Help? Give us a call: 1-855-472-3203. Thank you for trusting Trajector Medical, and thank you for your service. Trajector Medical 1-888-988-3837 www.trajectormedical.com

* What would satisfy your dispute?

They want $9975.05 in 7 days from my getting disability after 2 years of trying. If I can't pay they charge me more interest and fees, then turn it over to collections and try to ruin my credit. This is what they do to veterans?? I do not think they are upfront with the amount the fees that can be charged and that they want them in 7 days. I want them to release me from any further action on my behalf, stop any charges and reduce or eliminate onerous fees. [redacted]

PLEASE READ THE FOLLOWING CAREFULLY. By submitting this form, you are signifying that you have read, and that you understand and agree to the following statements and conditions:

I believe that the company I named in this dispute has committed unfair and deceptive business practices.

Depending on the nature of my dispute, the Attorney General's Office may forward a copy of this form in its entirety, including any documents I provide to the company complained about and ask for a response or may refer the dispute to another agency.

The Attorney General's Office may keep a record of this form and any documents I provide and may provide copies of them to other private and public agencies. I authorize the Attorney General's Office to give copies of the form and any documents I provide and any information in them to anyone deemed necessary by the Attorney General's Office.

If I have a complaint about criminal conduct, such as fraud, the Attorney General's Office recommends that I contact local law enforcement agencies, which have jurisdiction over criminal activity.

The information that I provide may be used to help the Attorney General's Office detect patterns of unfair and deceptive trade practices, which may lead to investigations on behalf of the public to eliminate such practices. However, the Attorney General's Office cannot act as my lawyer, a court of law, or legal advisor. The Attorney General's Office is not my personal legal representative and does not conduct litigation on behalf of individuals in matters involving private controversies. The Attorney General's Office recommends that I consult a private attorney. I may lose my right to sue about this matter entirely if I wait too long to do so. Any action by the Attorney General's Office may not result in a refund or other relief for me personally. I am, however, filing this dispute to notify the Attorney General's Office of the activities of the named party and to seek any assistance the Attorney General's Office may be able to render.

The information given is true to the best of my knowledge and belief.

☐ *** I understand and agree to all above statements and conditions**

Signature : _____ **Date :** _____

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 09/10/2024

[redacted]

I contracted with Trajector Medical in March 2024 for assistance with increasing my VA disability. Trajector only set my appointments up but I did recieve an increase in August 2024. I was required to pay 5X my increase which was $3370.65 and I paid on 08/[redacted]/2024. I sent an email requesting a release on 09[redacted]/2024 and had to telephone on 09/[redacted]/2024 since I did not receive the courtesy of a return call. I was told the company had not received the VA paperwork which I had sent by email. This became an issue when I requested a release. This company seems intent on keeping veterans tied to them financially since they wont grant a release and did a poor job in assisting veteran requests.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1STPL SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 328-1976
Website: www.trajectormedical.com
Date of Transaction: 08/23/2024
Amount Paid: 3370.65

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 11/22/2024

[redacted]

Good Afternoon,

My names [redacted], I am a USMC veteran twice deployed. I was wounded in 2012 and retired from service in 2014 because of my wounds. I'm I'm sure your office receives numerous complaints on Trajector Medical and the scheme they run on veterans to increase their bottom line by taking excessive amounts of veterans disabilities and issuing no service but having call centers fill out paperwork that is false leaving veterans to re-file their own claims. The company then requests a large sum of money before the claim has even been completed. I myself sent an email rescinding my contract right after it had began as I had to re-write and submit my claims as they weren't filed out correctly. They said this could not be done. Per the VA it's unlawful for anyone to consult or advise to prepare and file a claim on anyones behalf and to not pay this company. They're not accredited and they're unlawfully consulting and advising veterans to file claims with their company

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PLACE SUITE 200
City: Gainsville, FL 32607
Phone: (888) 988-3837
Website: support@trajectormedical.com
Date of Transaction: 11/22/2024

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 07/04/2024

[redacted]

I am writing on behalf of my father, who is a Florida resident and a veteran, who has PTSD and is disabled. It appears that he has use a fee-for-hire scam company to get him to be deemed 100% disabled. Prior to that, he was already deemed 80% disabled. In speaking with my dad, who takes multiple medications for his PTSD, he somehow got connected to this company, named Trajector Medical, who I believe is charging him an excessive amount of almost $9,00 for him now being deemed 100% disabled. He's only been working with this company for 6 months and they are trying to charge him with an exorbitant amount. I believe this is such a disservice to a veteran who was honorably discharged from the military after 20+ years of service, fighting in multiple wars throughout this world to defend our country. In the reviewing the document my father had to obtain a copy of, we cannot verify if this is his signature or not as it was e-signed. We have a document, but there is no attachment section.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1 PLACE, SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: https://www.trajectormedical.com/
Date of Transaction: 07/04/2024

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/29/2024

[redacted]

The Agreement was that Trajector would evaluate if I my existing VA Disability rating, 10%, was as it should be. After the interview, they were supposed to provide me with their recommendations on how I may increase my disability rating if possible. Trajector never provided me with their evaluation/recommendations, but billed me as if they were responsible for the 10% rating that already existed. I called them, they refused to acknowledge the existing rating, and continue to harass me. I know better than to pay them, but not all Veterans are as strong as I am. In addition, some Veterans have emotional issues and do not need the harassment. I can provide documentation of the beggining date of my disability and that date is prior to my contacting Trajector Medical.
Additional Contact info:

Collections Department

From:
info@vetcompandpen.com
To:
[redacted]

Name/Firm/Company: TRAJECTOR MEDICAL/
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PLACE, SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: www.trajectormedical.com
Date of Transaction: 04/29/2024

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/14/2024

[redacted]

Didn't do what what promised as far as doctor stuff. And they filled out my paperwork which I know now is illegal

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PL SUITE 200,
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: https://www.trajectormedical.com/
Date of Transaction: 04/11/2024
Amount Paid: 2083.95

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 01/23/2024

[redacted]

actually 83.33 two payments of and 50 bucks they did not collect this months, I received no calls or emails, they promised 100 percent and got me ten percent they promised i could pay on time payment and bullied into high up-front payments so in short. they lied and collector was pretty pusshy

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: [redacted]
City: [redacted]
Phone: 1[redacted]
Date of Transaction: 11/03/209
Amount Paid: 230

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 10/01/2024

[redacted]

This firm is giving advice on how to prepare, present, and prosecute claims before the VA without proper accreditation from the VA office of general counsel. Only accredited representatives are authorized by law to collect a fee for assisting claimants. Not only that but I have become aware that representatives of this company have been calling and fraudulently behaving as my authorized representative to inquire about VA rating increases.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PL SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: https://www.trajectormedical.com/
Date of Transaction: 07/18/2022
Amount Paid: 5500

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 12/10/2024

[redacted]

This SCAM company sent me, an invoice for the amount of $20,919.25 for unknown services, no descriptions, and nothing they have done to charged me for. I tried several times to terminate my contract with the Trajector Medical but they wouldn't do it. I would appreciate very much if you can help me in this matter.

Name/Firm/Company: [redacted]
Subject/Category: Military Veterans Assistance Program
Street Address: [redacted]
City: [redacted]
Phone: [redacted]
Date of Transaction: 12/10/2024

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 12/23/2024

[redacted]

They continue sending invoices claiming I owe them a percentage of my VA benefits I've received. Before receiving my disability percentage I emailed the company saying I did not want to continue with their company. I have been sent two letters saying I owe them a different amount one for $7800 but they would settle for $3600. Then I received a certified letter today saying I will be sent for legal review if I don't pay $10990. I asked them to send me an invoice breaking down the charges. When they filed the claim to the VA. I've received nothing detailing the charges just a letter with their name on the top saying I have a balance. No explanation as to what they are charging me for. I had a notary sign after the first bill stating I no longer want them to send me anything. They don't stop with calls. I've sent them emails and letters. They have not sent me a detailed invoice, they want you to pay over the phone. It seems their a predatory company taking advantage of veterans.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PL. SUITE 201
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: www.trajectoemedical.com
Date of Transaction: 12/23/2024

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 11/06/2024

[redacted]

This company is trying to gain money from me for services that I did not use. They state that they only provide supporting medical evidence and do not assist or file claims for VA compensation, however, after over two months of speaking with them I
was surprised when they sent a file to me stating that a claim for each condition would be submitted. This was approximately June of 2024. I immediately discussed this numerous times that I would not be reviewing or even opening the file they had sent to me, in fear of interfering/duplicating any claims that I had currently pending with the VA. This company would call weekly for the next three months and I would continuously tell them that I would not open or review the file. I received my rating from the VA for conditions and evidence that was previously denied, an increase in rating, as well as some conditions that were claimed with my own medical evidence. At no time was any of their laundry list of items opened, reviewed or submitted.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 MW 1ST PLACE STE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: www.trajectormedical.com
Date of Transaction: 11/06/2024

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 03/20/2024

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Scam
Website: https://veterans.trajectormedical.com/
Date of Transaction: 03/18/2024
Amount Paid: 0I was trying to see if the VA would supply hearing aids to me. I searched on line and landed on this web site:

https://veterans.trajectormedical.com

They immediately called, and insisted they would get me $800 per month in VA benefits plus the hearing aids - for a fee of 4X whatever benefits they secured for me. They then proceeded to ask for specific personal information which I did not give out other than the rough date I entered the military and the rough date I retired. I believe this is a scam where they would not only possibly steal your identity but also charge for services that they can not provide.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 02/19/2024

[redacted]

I previously wrote and send the Attorney General of Florida my complaint in the U.S. Mail which included my request and documents.
All I am requesting of the AG is to contact Trajector Medical and let them know that I want for them to terminate my contract with them and for them to remove all of my personal date from their files. And, for them to acknowledge my request via correspondence.
I am a Veteran seeking disability benefits by another veteran's organization and they are hindering my effort to do so.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 N.W. FIRST PLACE
City: Gainsville, FL 32607
Phone: (888) 328-1976
Website: https://www.trajectormedical.com/contact/
Date of Transaction: 02/19/2024
Amount Paid: 1095

Public Record
Received Via
Postal Mail

Category: **Hospital / Medical Bills** **Priority:** **Status:** **Filed**

Summary: TYPED LETTER – [redacted] is a veteran who is requesting our office contact Trajector Medical “a company that helps veterans obtain compensation for disabilities from the Veterans Administration" on his behalf. Trajector Medical helped him get 10% compensation for tinnitus. He paid them the 5% fee they requested that was the original service fee. Trajector Medical also agreed to continue to pursue his case until they got all his benefits but as of yet, he has not received them. [redacted] feels they have manipulated the system to take advantage of veterans. KW

02/08/2024 -Please respond with the Trajector Medical template, and add to your spreadsheet. Also send clean copy to TWC. RP

02/08/2024- Moved to OAG MVAP. IGM

Business or Person Referenced: **Trajector Medical; Battle Budy**

Prelim / AG Number(s):

Address:	5950 Northwest First Place Unit 200
City:	Gainesville
State:	Florida
Zip:	32607
County:	Alachua
Phone:	(888) 328-1976
Website:	lesupport@trajectormedical.com; trajectormedical
Date of Transaction:	☒ Not Applicable
Amount Paid:	$1,095.07 Payment Method: Credit Card

Assigned To

Section:	MVAP Military and Veterans Assistance Program		
Include the Senior Protection Team?	☐ **Yes**		
Coordinator:	Rhoda Poore; Michael Roland		
Author:	Rhoda Poore; Michael Roland		

Letter Date	Assigned	Due	Reply	Filed
01/29/2024	04/03/2024	04/03/2024	02/14/2024	02/14/2024

Reply List .. Double-click entry to open reply

02/08/2024 12:28 PM Email Response .. Sent

From [redacted]

Address: [redacted]

Phone Number: [redacted]

Email Address: [redacted]

☒ **Contact is 60 or older?**

○ **Active Military** ● **Veteran** ○ **Clear Selection**

General comments and related documents

-OAG MVAP Tracking Doc

[redacted] - Letter Date 1-29-2024.pdf

- f/u correspondence

Modification History

Created:	02/08/2024 08:42:48 AM .. [redacted]
Last Edited:	04/03/2024 12:23:21 PM .. [redacted]

>>>> 02/08/2024 08:52:32 AM - [redacted]
Subject changed from blank to Hospital/Medical Bills. Status changed from Received to Assigned. Email Address changed from blank to [redacted]. Section changed from Citizen Services to MVAP Military and Veterans Assistance Program. Coordinator changed from [redacted] to [redacted]; [redacted]. Assignment changed from [redacted] to [redacted]; [redacted]. Letter date changed from blank to 01/29/2024. Due date changed from 02/22/2024 to 02/08/2024.
02/08/2024 09:01 AM Assignment notification sent to [redacted]
02/08/2024 09:01 AM Assignment notification sent to [redacted]
>>>> 02/08/2024 10:30:11 AM - [redacted]
Section changed from MVAP Military and Veterans Assistance Program to MVAP Initial Review. Assignment changed from [redacted]; [redacted] to [redacted]. Due date changed from 02/08/2024 to 02/15/2024.
02/08/2024 11:02 AM Assignment notification sent to [redacted]
>>>> 02/08/2024 12:28:17 PM - [redacted]
Status changed from Assigned to Reply In Process. Reply date changed from blank to 02/08/2024.
02/14/2024 09:22:24 AM Scheduled Reply Sent
>>>> 02/14/2024 10:02: AM Status changed to Filed.
>>>> 04/03/2024 12:23:21 PM - [redacted]

Section changed from MVAP Initial Review to MVAP Military and Veterans Assistance Program. Assignment changed from [redacted] to [redacted]; [redacted]. Assignment date changed from 02/08/2024 to 04/03/2024. Due date changed from 02/15/2024 to 04/03/2024.

Office of the Attorney General

Please return completed consumer contact form to:
Office of Attorney General Ashley Moody
State of Florida
PL-01, The Capitol
Tallahassee, Florida 32399-1050

Complainant's contact information MUST be provided. Incomplete forms cannot be processed.
PLEASE WRITE LEGIBLY. Only one business per complaint form

Person Making Complaint:	Complaint is Against:
[redacted]	Trajector Medical
Last Name, First Name, Middle Initial	Name / Firm / Company
[redacted]	5950 N.W. First Pl. Unit 200
Mailing Address	Mailing Address
[redacted]	Gainsville, Fla 32607
City, County	City, County
[redacted]	Florida
State, Zip Code	State, Zip Code
[redacted]	(888) 328-1976
Home & Business Phone, Including Area Code	Business Phone, Including Area Code
[redacted]	lesupport@trajectormedical.com
Email Address	Business Email or Web Address

Are you over the age of 60? ✓ **Yes** __ **No** / **MILITARY STATUS** ☐ **Active Military** ☑ **Veteran**

(Penalties can be enhanced for victimizing seniors, persons with disabilities or military service members.)

Product / Service involved: help vets aquire benefits for VA **Amount Paid: $**4,095.07 **Payment Method:** credit card

Transaction date: _____ **Did you sign a contract, estimate, invoices or other supporting documents?** ✓ **Yes** __ **No**

Have you retained an attorney? __ **Yes** ✓ **No**

Please list any other government agencies, law enforcement authorities or organizations you contacted about this matter:

only Florida A.G.

(ATTACH COPIES. DO NOT SEND ORIGINALS)

Note:

1. All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, Florida Statutes
2. Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s. 775.083, or s. 837.06 Florida Statutes

(PLEASE USE OTHER SIDE OF THIS FORM TO DESCRIBE YOUR COMPLAINT & ATTACH YOUR SIGNATURE)

Please explain your complaint. Attach additional sheets, if necessary.

I would like to terminate my contract with Trajecton Medical; however, they are ignoring my request. I have sent them a letter and an email requesting termination but they are ignoring me.

I am enclosing copies of my attempts for this termination, which they have ignored.

I am requesting as stated in my letter for assistance from the Attorney General of Florida to investigate this Company, which claims to help Veterans. Instead, they are trying to take advantage of Veterans.

Thank You.

My signature authorizes the Attorney General's Office to take any action deemed necessary for purposes of investigation or enforcement. I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint to notify your office of the activities of this company so that it may be determined if law enforcement or legal action is warranted.

Signature: [redacted] Date: 01-29-2024

January 29, 2024

Office of the Attorney General
Ms. Ashley Moody
State of Florida
PL-01, The Capitol
Tallahassee, Florida 32399-1050

The Honorable Ms. Moody:

My name is [redacted] I am a Veteran who served in the U.S. Navy from 1969 to 1973. The purpose of me writing your Office is to kindly request that you contact Trajector Medical on my behalf. They are a Company based in Florida, who claims and advertises they help Veterans obtain compensation for disabilities from the Veterans Administration, veterans that suffered some type of disability during their time in service.

On March [redacted], 2022, I signed a contract authorizing Trajector Medical to assist me in obtaining my deserved Veteran benefits. Initially, the Company seemed very willing on their commitment although it took over a year for them to obtain for me a 10% compensation for tinnitus. On September 28, 2023, I paid Trajector Medical their requested fee of 5% which was the amount agreed for their services. They assured me they would continue to pursue my case and appeals on submissions that were previously denied using all of my personal and military information which I had submitted to them. I continued trying to contact them numerous times by phone, text messages and through the mail, as I wanted to stay abreast on my claims. After several months of not hearing from them, I called them leaving voice messages and emailed them numerous times for several months. Every so often a representative would contact me and tell me that they were working on my case and appeals. I was placed with their contact team "Battle Buddy Victory" which was to stay abreast with me; however, they failed to do so either by e-mail or by letter.

Later after I continued to call and email them, a Trajector Representative called me and told me that they would no longer pursue my cases that were denied. That if I wanted to appeal a denied case, their legal department would assist me. Since that conversation, no one from their Legal Department has contacted me either by telephone, email or regular mail.

My experience with Trajector Medical is that they neglected in following up on their agreement to pursue with my case and appeals, they disregarded me completely. I am still seeking additional benefits from the V.A. for issues that I now have with my health and age. I am not able to pursue an attempt for more VA benefits because I fear Trajector Medical will later try to charge me for benefits that I may receive whether through another agency or on my own of which they are not entitled to.

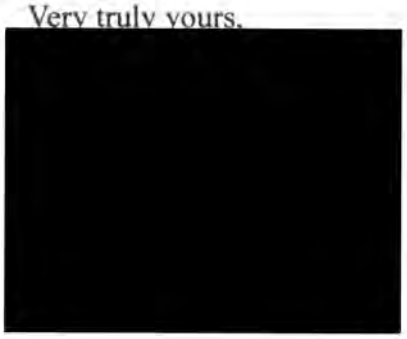
Therefore, when they no longer returned my calls and failed to get in touch with me, I decided to write them a letter by U.S. mail on January 2, 2024, and also emailed them a copy of my request

via U.S. mail. In the letter I notified them I wanted an immediate termination of contract and removal of my personal information which I had submitted to them during the time they were representing me. I also checked Trajector Medical Company on the internet and they have horrendous reviews from other vets. How they manipulate the system to take advantage of Veterans, pressure them into submission with threats and also try to charge them for compensation received by the Veteran for which Trajector had nothing to do in helping them.

I am requesting of your Agency, to be so kind as to help me get a termination of contract from Trajector Medical and for them to remove all of my personal information from their system. I am requesting a letter of confirmation from Trajector Medical via U.S. mail, as soon as possible stipulating that my request for the above be honored so that I may be able to pursue my case and appeals elsewhere.

I am enclosing copies of emails and the letter I sent Trajector Medical requesting termination of the contract to which they have to this date not responded.

Very truly yours,



[redacted]

From: [redacted]
Sent: Monday, January 1, 2024 11:39 PM
To: 'lesupport@trajectormedical.com'
Cc: [redacted]
Subject: Termination of Contract with Trajector Medical
Attachments: Termination of Contract with Trajector Medical.pdf

Attn: Battle Buddy Team Victor

Enclosed find correspondence to my contract termination with Trajector Medical. [redacted]

January 2, 2024

Trajector Medical
5950 N.W. First Pl. Unit 200
Gainesville, Fl. 32607

Subject: Immediate Termination of Contract and Removal of Personal Information

Dear Trajector Medical:

I am writing to formally notify you of my decision to terminate my contract with Trajector Medical as of the date of this letter. Due to personal reasons, I find it necessary to discontinue our professional relationship.

On September 8, 2023, I was contacted by your Accounting Department after you obtained a 10% disability for me, and I paid the balance as requested in full with my credit card. My records indicate that Trajector Medical has not done any additional work on my case regarding my appeals. As matter of fact, I was told that any appeals would now be handled by Trajector Medical Legal Department. After my many attempts to contact TMLD by e-mails and voice messages, they have never contacted me. Also, at times when I called I was placed on hold up to 30 minutes by the voice mail and no one would answer.

Since Trajector Medical has not complied in doing any further work for me after obtaining a 10% disability, and then neglecting to appeal my case for more benefits from the VA, I am no longer interested in having your Company represent me.

Therefore, I hereby revoke my permission for Trajector Medical to communicate on my behalf with the Department of Veterans Affairs (VA), and I also request for Trajector Medical to cease use of my records for any other interaction with the VA.

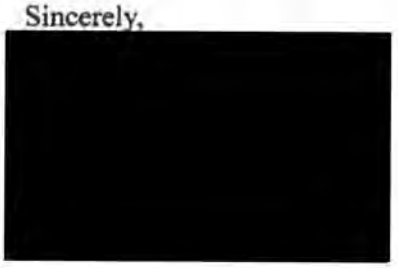
Furthermore I would like to exercise my rights under data protection laws, and I hereby request that you erase all of my personal identifiable information from your records and systems, in compliance with GDPR, CCPA, or any other applicable data protection laws. This includes, but is not limited to, my name, address, contact information, date of birth, Social Security Number and any medical information related to me. Once this process has been completed, I would appreciate receiving written confirmation via U.S. mail services that my information has been removed from your systems.

Please consider this letter as my formal request, and process it at your earliest convenience. If there are any issues regarding this matter, or if you need additional information, feel free to contact me through my email address or phone number previously provided.

Please note that a copy of this letter is being sent to my attorney for visibility and record keeping purposes and a hard copy to Trajector Medical via regular USPS mail apart from this email. I am also informing you that you have 21 days as of the date on this letter to respond. If I have not heard from you within this time frame, I will be forwarding a copy of this letter to the Attorney General of Florida notifying them that I am being ignored and denied my written request to terminate this contract with Trajector Medical. It will state that as a Veteran I have not been properly serviced according to the terms of your contract with me.

Thank you for your attention to this matter. I look forward to your prompt response confirming the termination of our contract and the deletion of my personal data.

Sincerely,



From: [redacted]
Sent: Friday, January 19, 2024 8:25 AM
To: 'lesupport@trajectormedical.com'; 'BB Team Alpha'
Cc: [redacted]
Subject: Termination of Contract

January 19, 2024

On January 2, 2024, I sent you correspondence via email and through the U.S. Postal Services that I wanted to terminate the contract that I had with Trajector Medical. As of today, I have not received any correspondence from you regarding this matter. Be advised that I have documentation regarding the termination of your service for me as a Veteran and you have totally disregarded my request. Your 21 days grace period to respond will end on the twenty second of January 2024.

[redacted]

Emails of my communication with Trajector Medical. They do not answer?

[redacted]

From: [redacted]
Sent: Wednesday, December 27, 2023 12:03 PM
To: [redacted]
Subject: RE: TRAJECTOR MEDICAL : Status Update from Trajector Medical

Attn: [redacted]
I got your phone message this morning and I called Trajector again this morning as suggested by you. I called and was put on hold for more than 15 minutes, I then hung up. I have no idea if you are still interested in me as a veteran or have I been discarded? Your legal department has never called me, don't know why. Thank you.

From: [redacted]
Sent: Thursday, December 14, 2023 8:10 AM
To: 'BB Support'
Subject: RE: TRAJECTOR MEDICAL : Status Update from Trajector Medical

Thank you [redacted] for your concern and response. I've requested that the best time to contact me is between the hours of 9 and 11 am. Since I have to take care of my wife and her doctor's appointments and me to run errands, the hours mentioned are the best to communicate with me. Thank you.

From: BB Support [mailto:lesupport@trajectormedical.com]
Sent: Thursday, December 14, 2023 7:37 AM
To: [redacted]
Subject: TRAJECTOR MEDICAL : Status Update from Trajector Medical

Hi [redacted]

This is [redacted] from Trajector Medical. I would like to apologize if you've been placed on hold and feel like you're being ignored. Let me coordinate with our legal representative so they can call you and discuss your concern.

If you require any further assistance, kindly let us know the date and time when we can call you back. You may also call us at 1-888-328-1976 or send us an email at LESupport@Trajector.com. You can also chat with us on our website: www.trajectormedical.com, just click on the chat icon on the home page between 8 AM to 7 PM EST. Thank you for your time and service!

[redacted]

From: [redacted]
Sent: Saturday, December 23, 2023 12:41 PM
To: 'BB Support'
Subject: RE: Trajector Medical-Outreach Legal Contact Information

Just wanted to let you know that I was never contacted by your Legal Team this past week, AGAIN. I'm very disappointed with your team because for the last two weeks I have called and left messages for them to contact me, no one returns my calls. I have been placed on hold for 10-25 minutes various times, very discouraging. What has happened to the good service that Trajector provided? –
[redacted]

From: BB Support [mailto:lesupport@trajectormedical.com]
Sent: Friday, December 15, 2023 6:44 AM
To: [redacted]
Subject: Trajector Medical-Outreach Legal Contact Information

Hello [redacted]!

Thank you for the update. We feel sorry we are unable to connect you with them. Here is their contact information that was also indicated on the email they have sent you.

Outreach Legal
888-880-9627
customerservice@outreachlegal.com

If you require any further assistance, kindly let us know the date and time when we can call you back. You may also call us at 1-888-328-1976 or send us an email at LESupport@Trajector.com. You can also chat with us on our website: www.trajectormedical.com, just click on the chat icon on the home page between 8AM to 7PM EST. Thank you for your time and service!

Should you have any questions or concerns, please let me know.

Thank you so much team for your hard work and unity.

Respectfully,

[redacted]

Respectfully,
[redacted]

[redacted]

From: [redacted]
Sent: Thursday, December 14, 2023 1:15 PM
To: 'BB Support'
Subject: RE: TRAJECTOR MEDICAL : Status Update from Trajector Medical

[redacted] no one called today? I will be available Friday between 0830 and 1030 mountain standard time. It would be appreciated if they would call me from your legal department so that we can discuss my case. Thank you

From: BB Support [mailto:lesupport@trajectormedical.com]
Sent: Thursday, December 14, 2023 7:37 AM
To: [redacted]
Subject: TRAJECTOR MEDICAL : Status Update from Trajector Medical

Hi [redacted]

This is [redacted] from Trajector Medical. I would like to apologize if you've been placed on hold and feel like you're being ignored. Let me coordinate with our legal representative so they can call you and discuss your concern.

If you require any further assistance, kindly let us know the date and time when we can call you back. You may also call us at 1-888-328-1976 or send us an email at LESupport@Trajector.com. You can also chat with us on our website: www.trajectormedical.com, just click on the chat icon on the home page between 8 AM to 7 PM EST. Thank you for your time and service!

Respectfully Yours,
[redacted]

Client Support
Phone: 1-888-328-1976
Email: lesupport@trajectormedical.com
Web: trajectormedical.com

[redacted]

From: [redacted]
Sent: Wednesday, December 13, 2023 8:00 PM
To: 'BB Support'
Subject: RE: Trajector Medical: Update

Someone from the Trajector Legal Department was suppose to call me today between 9 and 11. No one from the department called me so I called Trajector this afternoon around 4 pm and I was placed on hold for about 15 minutes. I hung up because no veteran should be ignored like this. Is someone going to call me about my case? I am available between 9 and 11 mountain standard time. [redacted]

From: BB Support [mailto:lesupport@trajectormedical.com]
Sent: Friday, December 8, 2023 9:37 AM
To: [redacted]
Subject: Trajector Medical: Update

Hello, [redacted]

Thank you for your message. We apologize if we weren't able to contact you sooner and as per checking your account, you wish to be reached out by the legal representatives. We will be reaching out to them so that they can contact you.

If you require any further assistance, kindly let us know the date and time when we can call you back. You may also call us at 1-888-328-1976 or send us an email at LESupport@Trajector.com. You can also chat with us on our website: www.trajectormedical.com, just click on the chat icon on the home page between 8AM to 7PM EST. Thank you for your time and service!

Respectfully,
[redacted]

TRAJECTOR MEDICAL

Client Support

Trajector Medical
Phone: **1-888-328-1976**
Email:
lesupport@trajectormedical.com
Web: trajectormedical.com

[redacted]

From: [redacted]
Sent: Wednesday, December 6, 2023 12:08 PM
To: 'BB Support'
Subject: RE: Trajector Medical:

To Battle Buddy Team: I was told more than three weeks ago that I would be contacted the last week of November and as of today no one has contacted me regarding the status of my account. I have called several times but the response has been the same that the team is busy. I would like to know what is going on with my account. PLEASE HAVE SOMEONE INFORM ME OF THE STATUS OF MY ACCOUNT. Thank you [redacted]

From: BB Support [mailto:lesupport@trajectormedical.com]
Sent: Tuesday, September 19, 2023 2:27 PM
To: [redacted]
Subject: Trajector Medical:

Hello Veteran [redacted],

Hope all is well. This is the Battle Buddy team from Trajector Medical. Our apologies for the late response. This information will be noted in your account. The perspective will review this information for your next round. If we need additional information during this assessment, we will contact you immediately.
No further action is required of you at this time. Thank you for your patience during this process. If you have any questions in the meantime, please contact us at 1-888-328-1976 (8am-5pm ET Monday-Friday) or lesupport@trajector.com
Thank you for trusting Trajector Medical, and thank you for your service.

Respectfully,
[redacted]

TRAJECTOR MEDICAL

Battle Buddy

Trajector Medical
Phone: 1-888-328-1976
Email: lesupport@trajector.com
Web: trajectormedical.com

Today I uploaded 16 files for you to review. These files pertain to when I first visited the VA in El Paso, Texas on 2013. When I first went for the exam, the Ft. Bliss doctor examined me for Tinnitus and Hearing Loss. At that time it was documented that I did have both tinnitus and hearing loss. However, because of my

Navy rate which was administration, the doctor told me that I would not qualify for a disability. I tried again a few years later and was told the same thing again.

Ten years later the VA finally gave me a 10% disability, thanks to Trajector Medical. I am now requesting that Trajector follow up on these two exams that I had 10 years ago. This is because now I have provided military documents via Trajector as proof that would connect my disability with my military service and what I did during my tour of duty both in Iceland and Sicily.

Please use the files provided to appeal both of my disabilities for a higher disability rating and to date my disability back to 2013. I have been suffering with tinnitus and hearing loss since 1973 when I was in Sicily. Since then, both symptoms have progressively gotten worse, especially the tinnitus. Now I am suffering with my memory, stamina, lack of sleep, anxiety, and I am irritated easily. All these are due to both my tinnitus and hearing loss.

Thank you. [redacted] 9/14/23

[redacted]

From: [redacted]
Sent: Wednesday, October 25, 2023 9:41 AM
To: Trajector Medical (lesupport@trajectdormedical.com); Coleene Alarilla
Subject: What happening with my case?

Last time I heard from Trajector was on 09-19-2023. No one has contacted me regarding the future of my case since September. Let me know what the status is. Have you dropped my case? If so, let me know so that I can find another entity that will help me continue the pursuit in obtaining the rest of my VA benefits. If I don't hear from you, then let this letter be my notice to Trajector that we will be terminating our agreement with each other. I need to hear from you within the next 7 days or else our agreements are terminated.

Thank you. [redacted]

[redacted]

From: EET Team [EET@trajector.com]
Sent: Friday, November 3, 2023 1:00 PM
To: [redacted]
Subject: Don't Give Up on Your Case Just Yet ...

TRAJECTOR MEDICAL

You may be able to appeal your recent VA decision with the help of a VA-accredited attorney

Dear [redacted],

As a follow-up to our recent phone conversation, we're sharing the following information in hopes that you will consider the value of accredited attorney services in helping you to get the benefits you're entitled to.

Unfavorable Decisions and Legal Representation

After careful review of your symptoms and medical history, we believe you have sufficient supporting evidence to obtain benefits, even if you received an unfavorable decision from the VA. As the VA notes, Veterans have the option of appealing a denied claim. However, filing and winning an appeal can often be difficult for veterans to achieve on their own.

You have many choices, such as VSOs and law firms, to help you pursue an appeal. We have partnered with an associated law firm, Outreach Legal, which we confidently recommend based on the success we have seen with our clients in the past. Note that it is not possible to estimate the results of a given appeal in any case.

According to the VA's most recent data*, nearly 40% of cases represented by an attorney were allowed, with just under 15% being denied. Compare that to the 27% allowed cases and 27% denied cases for veterans with no representation.

While we cannot make any guarantees, Outreach Legal's attorneys can review your decision, along with the medical evidence we identified and developed, and counsel with you on how to appeal your claim effectively.

Click the link below to enter your contact information to be shared with Outreach Legal. Should you choose to use their services, Outreach Legal's VA-accredited attorneys can represent you before the VA, check your file, and guide you through the appeal process before the Board of Veterans Appeals to fight for approval of your claim(s). **They only charge if they help you win.**

Click Here for an Introduction

Thank you for trusting Trajector Medical, and thank you for your service.

The Trajector Medical Team
www.trajectormedical.com

P.S. -- We hope this opportunity to consult with Outreach Legal can help get you the benefits that you medically, ethically, and legally qualify for.

* https://www.bva.va.gov/docs/Chairmans_Annual_Rpts/BVA2021AR.pdf

SECURITY NOTICE: Regulations require encrypted messaging systems for confidential communications. Our company uses TLS 1.2 encryption to secure information transmitted to us and from us. Although it is unlikely, there is a possibility that information you include in an e-mail can be intercepted and read by other parties besides the person to whom it is addressed. If asked to transmit any personal or health related documents (PHI/PII), please reach out to your assigned representative for a personalized secure link.

CONFIDENTIALITY NOTICE: The information contained in this e-mail and any accompanying documents may be confidential, may be proprietary or otherwise legally exempt from disclosure. If you are not the intended recipient, you are hereby notified that you are not authorized to read, print, use, copy or disseminate this message, or any part thereof, or any of its attachments. If you have received this message in error, please delete this message and any attachments from your system and devices without reading the content and notify the sender of the inadvertent transmission.

[redacted]

From: Client Care [clientcare@trajector.com]
Sent: Monday, March 28, 2022 10:26 AM
To: [redacted]
Subject: Help Uncover More Value for Yourself Now and in the Future

TRAJECTOR MEDICAL

Dear [redacted],

Thank you! We are grateful for your commitment to Trajector as a partner on your journey to identify and develop the medical evidence that will help you obtain the VA benefits to which you are medically, legally, and ethically entitled.

Completing our medical screening was the first step. We have worked hard to develop this medical evidence into a strategy. Our medical evaluators use the information you shared to create an individualized medical evidence packet for you to submit to the VA. Thank you for completing the original screening.

Below is a link to an additional and more in-depth preliminary assessment tool that we are rolling out based upon lessons learned from evaluating tens of thousands of Veterans. It is designed to record even more information for the future as the VA makes changes and as your health changes.

Click here to complete the enhanced assessment tool and further build your records.

This enhanced online medical assessment tool helps further identify service connections in two ways.

1. **Primary connections** related to service locations and/or time of service.
2. **Secondary connections** that link to an already service connected condition at any rating including 0%. While there is no VA compensation for a 0% service connected disability, the VA recognizes that it is caused by military service, and it may lead to other service connected disabilities with higher ratings and monthly compensation. (An example is high blood pressure, which can be rated at 0%. But other secondary conditions that result from high blood pressure, such as a kidney problem, can have a higher rating.)

This new online screening takes about 35 minutes to complete – and resembles, in places, the initial

screening you completed while laying the groundwork for better evaluation of future health assessments.

Click here to complete the detailed online medical assessment tool.

We are committed to enabling our Veterans to have their best lives. Again, we appreciate the trust you have placed in us. We look forward to continuing to work with you.

If you have any questions about the assessment tool, please contact clientcare@trajector.com.

Very Respectfully,



Jim Hill, Founder & Co-CEO

Unsubscribe - Unsubscribe Preferences

From: [redacted]@trajector.com]

Sent: Friday, September 8, 2023 6:57 AM

To: INV-[redacted]

Subject: Thank You for Your Payment

+ paid in full, there is no balance due.

TRAJECTOR MEDICAL

Hi [redacted],

Thank you for making payment in full to Trajector Medical! The VA disability benefits for which you are medically, legally and ethically qualified have increased and are yours to enjoy.

This email serves as a confirmation that Trajector Medical has now received full payment for the invoice attached below.

Reminder: *Your account is only considered Paid in Full when all payments have cleared. Returned payments will incur additional fees.*

Trajector Medical
410 SW 140th Terrace
Newberry, Florida 32669
United States

Invoice
Date: Sep 8, 2023 04:24 AM
Invoice#: INV-[redacted]

TO:
[redacted]

Description	Unit Price

Medical Evidence and Consulting Services Fee (1)	$829.6
10% Supplemental Fee (2)	$265.47

Invoice Total: $ 1,095.07

Payments Made

Date: 8th September 2023 Amount: $1095.07 Fee: $0 Method: Credit Card

Total Balance Paid: $ 1,095.07
Remaining Balance: $ 0.00

Date Paid in Full: Sep 8, 2023

Thank you for trusting Trajector Medical, and thank you for your service.

Trajector Medical

1-855-472-3203

www.trajectormedical.com

TRAJECTOR
MEDICAL

SECURITY NOTICE: Regulations require encrypted messaging systems for confidential communications. Our company uses TLS 1.2 encryption to secure information transmitted to us and from us. Although it is unlikely, there is a possibility that information you include in an e-mail can be intercepted and read by other parties besides the person to whom it is addressed. If asked to transmit any personal or health related documents (PHI/PII), please reach out to your assigned representative for a personalized secure link.

CONFIDENTIALITY NOTICE: The information contained in this e-mail and any accompanying documents may be confidential, may be proprietary or otherwise legally exempt from disclosure. If you are not the intended recipient, you are hereby notified that you are not authorized to read, print, use, copy or disseminate this message, or any part thereof, or any of its attachments. If you have received this message in error, please delete this message and any attachments from your system and devices without reading the content and notify the sender of the inadvertent transmission.

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TRAJECTOR MEDICAL

VET COMP & PEN
* MEDICAL CONSULTING *

Trajector Medical's (as a d/b/a of Vet Comp & Pen Medical Consulting, LLC) mission is to improve the lives of Veterans by providing professional medical evidence development services to help Veterans identify potential VA disability benefits that they medically, legally and ethically qualify for. Our entire services agreement with you is detailed within this document, the attached FAQs, and the Notice of Privacy Practices.

WE PROMISE TO		YOU PROMISE TO	
A	Evaluate your medical evidence and the various medical symptoms you suffer from and help you understand the potential VA disabilities you may qualify for.	A1	Establish a free VA.gov or eBenefits account to file your medical evidence package with the VA in a timely manner and monitor your claim progress.
		A2	**NEVER** indicate or suggest that we are your VA Representative. You understand that we will not prepare, present, file, and/or prosecute a claim on your behalf and we strictly provide medical evidence development services. You are free to engage with a VA-accredited VSO agent or attorney to assist you with preparing, presenting, filing, and/or prosecuting your claim.
B	Work to establish a nexus link between your disability condition and your military service, evaluating DIRECT, AGGRAVATION, SECONDARY, and PRESUMPTIVE paths to VA Service Connection.	B1	Go to a VA **Compensation & Pension** examiner or private medical provider to establish a formal medical diagnosis and documentation of symptoms as required at your expense.
C	Develop a comprehensive Medical Opinion addressing your symptoms, diagnoses and nexus to support VA Service Connection when applicable.	C1	Ensure the accuracy of all claim-related information before you provide it to the VA and assume all liability for any misrepresentations you make.
D	Use our medical knowledge to evaluate all of the medical diagnostic codes that may apply to your symptoms, so that you can understand all of the potential VA disability ratings you may medically, legally and ethically qualify for.	D1	Keep us informed of all communications you have with the VA and advise us of any VA letters or C&P exam requests when you receive them. You are responsible for ensuring you meet VA filing deadlines. You authorize us, and any affiliates of ours, to use manual or automated means to communicate with you via email, text messaging, voicemail or mobile phone and understand that all calls may be recorded.
E	Refer you to other parties who can assist you better if we do not believe we are the best fit for all of your needs.	E1	Understand we may not be able to help develop medical evidence for every claim.
F	Act in accordance with the laws and regulations that enable private medical professionals to develop evidence in support of VA claims.	F1	Either complete all VA forms by yourself or get assistance from a person accredited by the VA to complete VA forms.

OUR PROMISE REGARDING OUR FEES		YOUR PROMISE REGARDING OUR FEES	
G	We do not charge for anything other than medical evidence development which is based on information you provide us. You do not pay us unless you receive an increase in your VA disability pay. We do not charge any up-front fees, so we rely on you following through with the VA. We do not ask you to pay us out of what the VA is currently paying you each month. We do not ask or require you to assign us your medical benefits or any other rights. We agree to advance our services to you with no advanced payment; HOWEVER, we want to be first in line to be paid as soon as your pay increases.	G1	You promise to take your VA claim seriously and not miss any VA deadlines or appointments. If your claim is denied, you promise to secure a qualified VA accredited agent or attorney to handle your appeal.
		G2	You promise to contact us as soon as you receive your VA claim notification letter and your VA rating decision letter and provide us a copy of those letters so we can confirm the accuracy of the assigned effective date, confirm your awarded disability rating percentage is consistent with your medical evidence and the 38 CFR guidelines, and determine if you're eligible for any SMC (Special Monthly Compensation) based on your medical evidence.
		G3	You promise to pay our standard fee, which is equal to five (5) times the amount your monthly VA compensation increases by. In addition, Trajector Medical may charge a monthly service charge on amounts not paid when due from the due date until paid at the lesser of 1% percent per month or the maximum legal rate. However, if you pay your balance in full within ninety (90) days of the date on your VA claim notification letter, we will waive your monthly service charges. You agree that this fee and any additional monthly service charge is not a loan or forbearance but rather viewed as part of the fee for the services we provide. You shall pay all costs of collection, including, without limitation, reasonable attorney fees.
		G4	Once your claim is approved, you promise to pay your invoice by one of the following methods: (a) Pay our fee in one lump sum within 10 days of receipt of our invoice; or (b) Enroll in our Automatic Monthly Payment Program if you wish to divide your invoice into equal payments up to 5 months; or (c) Make 2 to 5 equal monthly payments PLUS an additional $15 service charge each month if you choose to make payments via mail, online, or telephone that are not processed through our Automatic Monthly Payment Program.
		G5	With an increase in your monthly VA pay, you will often receive retro pay back to the effective date of your claim. You promise to use any retro pay you receive along with the increase in your monthly VA compensation to pay our invoice as quickly as possible after your claim is approved.
		G6	You authorize us to act on your behalf and use your Protected Health Information for the limited purpose of ensuring that we are on notice of any changes to your medical conditions or disability benefit status.

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TRAJECTOR MEDICAL

FAQ - FREQUENTLY ASKED QUESTIONS

1	PERTAINS TO SECTIONS A/A1 **What's the difference between Trajector Medical and free VSO or DAV services?** Trajector Medical provides professional medical evidence services, by applying our medical knowledge to your situation and the VA rating schedule to evaluate your current symptoms and/or VA disability ratings. You determine the claims you wish to pursue, and the extent of our services is to provide medical evidence in support of your claim. For some conditions, we may be able to provide vital nexus statements at no charge or refer you to a medically credentialed provider who can complete a medical opinion for a reasonable fee to help you pursue your claim or appeal. A VSO can help you file a claim or appeal, however, they cannot evaluate your medical evidence or symptoms, disability level, or provide resources to obtain the vital evidence you may need.
2	PERTAINS TO SECTIONS B/B1/C/C1 **Do you provide nexus letters?** There are several routes to service connection for every potential disability. We do our best to evaluate and develop valuable medical evidence to assist in linking your disability condition to your military service, where appropriate.
3	PERTAINS TO SECTION C **What is a specialized Independent Medical Opinion, and why do I pay more for it?** A specialized Independent Medical Opinion is developed by evaluating all your symptoms and medical evidence, applying this to statistically valid and reliable medical literature to support a link, or nexus, between your current disability condition and your service. This requires the work of a highly trained medical professional and provides the vital evidence needed to win service connection for a disability. **Not all cases require this specialized evidence.**
4	PERTAINS TO SECTIONS D/D1 **Why is it important to keep Trajector Medical informed?** Our medical evidence is most effective when we are made aware of updates that impact your claim as soon as you know about them.
5	PERTAINS TO SECTIONS E/E1 **What if you cannot help with my case?** We strive to help as many Veterans as possible receive the benefits they are medically, legally and ethically qualified for. We are a medical evidence development company and can only help with claims supported by medical evidence. We are simply unable to help all Veterans with all disability claims. If we determine we are unable to help you, we will recommend alternative options that may be able to assist you.
6	PERTAINS TO SECTION G **Will the VA still call me in for an examination if I use your company?** Anytime you file for VA disability benefits, or if you are currently VA rated, the VA can contact you to evaluate your disabilities at any time. Trajector Medical has no control over your VA examination, and we recommend you attend any scheduled exam with the VA to properly evaluate your claim for benefits.
7	PERTAINS TO SECTION G **When do I pay you?** You will only owe Trajector Medical if your VA disability benefits compensation increases. We ask that you pay us first when you receive your increase in monthly benefits. If you are unable to pay your balance in full when invoiced, we offer automatic monthly payment plans. Once your invoice is paid, we will review your case for additional claims or appeals if your claim is denied.
8	PERTAINS TO SECTION G/G3/G4/G5 **Can you provide an example of how your standard fees are calculated?** **Standard Fee Examples:** If your VA pay goes up $700 per month you promise to pay us $3,500 (5 X $700 per month increase) plus a monthly service charge of 1% on your outstanding balance will be added to your fee. If you pay us $3,500 (5 X $700 per month increase) within 90 days of the date on your VA claim notification letter, the monthly service charges will be waived, so your balance will be paid in full. If you do not pay your invoice in full until after 90 days from the date on your VA claim notification letter, you will owe five (5) times the amount your monthly VA compensation increases by plus the 1% monthly service charge ($3,500 plus the 1% monthly service charge). Your VA pay may increase substantially depending on your current rating and the severity of your disability. If your VA pay goes up $2,000 per month you promise to pay us $10,000 (5 X $2,000 per month increase) plus a monthly service charge of 1% on your outstanding balance will be added to your fee. If you pay us $10,000 (5 X $2,000 per month increase) within 90 days of the date on your VA claim notification letter, the monthly service charges will be waived, so your balance will be paid in full. If you do not pay your invoice in full until after 90 days from the date on your VA claim notification letter, you will owe five (5) times the amount your monthly VA compensation increases by plus the 1% monthly service charge ($10,000 plus the 1% monthly service charge).
9	PERTAINS TO SECTION H **Are there any "Hidden Fees"?** No. Our agreement outlines our standard fee and if applicable, supplemental fees. Some claims may benefit from an independent evaluation by a credentialed specialist (e.g. Psychology, Psychiatry, etc.). We do not have these specialists on staff, so we may refer you to a specialist who will charge a fee for the evaluation. Although this may be the best possible evidence for your case, there is no obligation to use these services. We may refer you to an outside legal team specializing in VA disability claims that will charge a contingency fee only if you win your case. Below is an example of how, if applicable, supplemental fees would be calculated: A client at 30% being paid $450 increases to 50%, being paid $900 with an effective date of 2-3-18 and a Rating Decision Letter (RDL) dated 4-15-19: · **Appeals & Non-Conforming Claims:** $450 x 15= $6,750 x 10% = $675 added to the standard fee · **CUE Claims:** $450 x 15= $6,750 x 25% = $1,687.50 added to the standard fee **Convalescence Claim:** A client at 30% being paid $450 increases to a temporary 100%, being paid $3,000, with an effective period of 13 months: $2,550 x 13 months = $33,150 x 20% = $6,630 added to the standard fee **CRDP:** A military retiree client at 30% being paid $450 increases to 50%, being paid $900: New VA Disability compensation of $900 x 5 = $4,500 (invoice total)
10	PERTAINS TO SECTION H1 **Why do I have to pay more for Appeal Claims?** Appeal claims can be a complex and lengthy process. We do all of our medical evidence work and provide valuable evidence for your case up front and must do additional work for appeal claims. Due to this added complexity and use of additional resources, we charge a small supplemental fee of 10% of your increased disability compensation amount times the number of months between the effective date and award date. This is in addition to the standard fee you will owe us if your case wins.
11	PERTAINS TO SECTION H2 **What is a CUE Claim?** Sometimes our medical team, or the VA, will identify a VA error in an original rating. If our team can prove an oversight of the evidence available to the VA at the original time of the assigned rating, you may be awarded retro pay back to the original effective date of the assigned disability rating.
12	PERTAINS TO SECTION I **If I am paying you, why can't you file my claims for me?** We are a private medical evidence development company. As such, we have no affiliation with the VA and cannot represent Veterans before the VA in any way.
13	PERTAINS TO SECTION I **What happens if the VA denies my claim?** We cannot guarantee that any VA disability claim will be approved, since the VA ultimately makes this decision. However, you have the option to appeal the decision.

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TRAJECTOR MEDICAL

SUPPLEMENTAL FEE INFORMATION

H	We do not believe in hidden fees. Our supplemental fee information below details fees that may be applicable to you, based on your unique circumstances.
H1	**Appeal Claims** - For ongoing medical evidence development and case management services required during the appeal period, you promise to pay us our standard fee, plus a small supplemental fee equal to 10% of what your monthly VA compensation increases by times the number of months between the effective date and the award.
H2	**CUE Awards** - For any Clear and Unmistakable Error or "CUE award", you promise to pay us our standard fee plus 25% of the current increased amount used in the standard calculations, times the number of months from the effective date to the decision date.
H3	**Convalescence Claims** - For a temporary 100% convalescence claim, you promise to pay us our standard fee (if applicable), plus 20% of the gross total increase awarded for the convalescent period.
H4	**Concurrent Retirement Disability Pay (CRDP)** - Military retirees that are below a 50% VA rating receive their VA disability pay as an offset. We do not charge a retiree until they reach a disability rating of 50% or higher. Once this threshold is reached, you promise to pay us five (5) times the monthly increase from zero dollars ($0) to your new level of total monthly VA compensation that you receive.
H5	**Comprehensive Record Reviews** - If a comprehensive review of your medical records (100+ pages) is required, we will add a $250 Supplemental Fee.
H6	**Independent Medical Examination (IME) Reimbursements** - Reimbursement of expenses advanced by us for any IMEs from approved third-party medical providers. In the event we (you and Trajector Medical) agree that you would benefit from being evaluated by a third-party medical provider, Trajector Medical may agree to advance a significant portion of the charge for the IME expense. In the event any claim(s) associated with the IME is approved, you promise to reimburse us for any IME expenses we've already paid for you. The IME expenses will be added to your invoice for their services.

WE ARE NOT

I	We are a medical evidence development company and WE ARE NOT a law firm nor VA accredited agents. WE WILL NOT AND CAN NOT provide legal advice and/or supply legal references or any legal documentation in your medical evidence package. WE ARE NOT affiliated with the VA. As a medical evidence development company, WE DO NOT guarantee the outcome of your claims. As a medical evidence development company, WE DO NOT treat medical conditions or prescribe medication. WE DO NOT receive any money from the VA. WE DO NOT ASSIST VETERANS IN DEFRAUDING THE VA.

PLEASE PRINT AND SIGN BELOW

This agreement may be canceled at any time by either party; the cancelation date will be the date the non-canceling party acknowledges the cancelation request via email or the date on a certified mail delivery receipt. You agree that once we provide you a medical evidence package we will be paid for that work if you receive an increase in your VA pay for a claim using the medical evidence package we provided. You promise to pay us even if this agreement has been canceled prior to you receiving the increase in your VA pay. You agree to use one of the payment methods we provide to you as an option to pay our fee.

We may collaborate with, or refer you to, other parties that have products or services to offer you which we may have a financial interest in. Your engagement with any other party is optional and at your sole discretion. Any expenses associated with any third-party providers is at your own expense and separate from this agreement.

You acknowledge the medical evidence work and package provided is a confidential and copyright protected work product, and the trade secret and business systems used by us are exclusively owned by us. You are restricted from publishing, reproducing, distributing, or sharing any of our content or processes with any party (other than submitting our medical evidence package to the VA) unless you have specific written permission in writing from our General Manager. You understand that breach of this confidentiality and non-disclosure may cause extensive financial damage and you will be held liable for such breach.

This agreement may also be enforced by Trajector Medical's successor(s) or assigns to the same and full extent as Trajector Medical, and that nothing in this agreement or otherwise shall limit Trajector Medical's ability to assign this agreement or Trajector Medical's rights. Trajector Medical shall not be required to seek prior consent from you, and by your signature, you hereby consent to any such future assignment or succession.

This agreement, and all matters concerning its interpretation, construction, enforcement, and performance, shall be governed by and determined and enforced in accordance with the laws of Florida in effect when you executed this agreement, regardless of Florida conflict of laws principles.

If a dispute arises under this agreement, the parties agree to first try to resolve the dispute with the help of a mutually agreed-upon mediator in Alachua County, Florida. Any costs and fees other than attorney fees associated with the mediation shall be shared equally by the parties. If that mediation is unsuccessful, the parties agree to submit the dispute to binding arbitration in Alachua County, Florida, under the rules of the American Arbitration Association. Judgment upon the award rendered by the arbitration may be entered in any court with jurisdiction to do so. Costs of arbitration, including attorney fees, will be allocated by the arbitrator.

While we develop medical evidence to support VA disability claims, we are not accredited to prepare VA claims. To file a VA claim, you must complete VA forms. You acknowledge that you must physically enter your information onto VA forms and that you are responsible for the accuracy of all information that you enter and decide to submit to the VA.

You further acknowledge that if you submit a VA form and someone else completes that VA form for you, you will ensure that such assistance comes from a person accredited by the VA to prepare VA claims.

In the event any provision of this agreement is held to be unenforceable or void for any reason, the remainder of the agreement shall be unaffected and shall remain in full force and effect in accordance with its terms.

[redacted]	[redacted]	[redacted]	[redacted]	03/[redacted]/2022
PRINTED NAME	SIGNATURE	SOCIAL SECURITY NUMBER	DATE OF BIRTH	DATE

[redacted]	[redacted]	[redacted]	[redacted]
PHONE #	EMAIL	ALTERNATE CONTACT (e.g. SPOUSE)	ALTERNATE CONTACT PHONE #/EMAIL

[redacted]	[redacted]	[redacted]	[redacted]
ADDRESS	CITY	STATE	ZIP

TOTAL COMBINED VA SERVICE-CONNECTED DISABILITY RATING PERCENTAGE YOU ARE CURRENTLY RECEIVING % Not Rated

THE AMOUNT YOU CURRENTLY RECEIVE MONTHLY FROM THE VA FOR DISABILITY $ 0

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/16/2024

[redacted]

Mom-accredited VA Benefit claims respresentative charging huge amount for what appears to be no work completed on veterans behalf.
Filed with MT OCP as well.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PLACE SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: 855-472-32
Date of Transaction: 04/16/2024

Public Record
Received Via
Postal Mail
Category: **Follow Up Correspondence** **Priority:** **Status:** **Filed**

Summary: 7 PAGES - TYPED LETTER - [redacted] ran a claim for VA Disability through the company called Trajector Medical. [redacted] later found out they are not an accredited organization and are not authorized to submit a claim application for a service member.

4/23/2024- NRN and combining for one reply- IGM

Updated in OAG MVAP db
Business or Person Referenced: **Trajector Medical**
Prelim / AG Number(s):

Address:	5950 Northwest 1st Place, Suite 200
City:	Gainesville
State:	Florida
Zip:	32607
County:	Alachua
Phone:	(888) 988-3837
Website:	
Date of Transaction:	☒ Not Applicable
Amount Paid:	NA Payment Method:

Forwarded By: Montana OAG

Assigned To

Section:	MVAP Military and Veterans Assistance Program		
Include the Senior Protection Team?	☐ **Yes**		
Coordinator:	[redacted]		
Author:	[redacted]		

Letter Date	Assigned	Due	Reply	Filed
04/11/2024	05/07/2024	05/07/2024	04/23/2024 No Reply Necessary, combining w/other entry(ies) for one reply	04/23/2024

Reply List .. Double-click entry to open reply

From [redacted]

Address: [redacted]

Phone Number: [redacted]

Email Address: not provided

☐ **Contact is 60 or older?**

○ **Active Military** ● **Veteran** ○ **Clear Selection**

General comments and related documents

OAG MVAP tracking doc

Combining with other for one reply:

	Items								Sender	Letter/Email Date	Received	Assigned
									[redacted]	04/16/2024	04/16/2024	04/16/2

[redacted] - Letter Date 4-11-2024.pdf

Modification History

Created: 04/19/2024 03:38:49 PM .. [redacted]

Last Edited: 05/07/2024 09:39:20 AM .. [redacted]

>>>> 04/19/2024 04:02:41 PM - [redacted]
Subject changed from blank to Follow Up Correspondence. Status changed from Received to Assigned. Email Address changed from blank to not provided. Section changed from Citizen Services to MVAP Initial Review. Coordinator changed from [redacted] to [redacted]; [redacted]. Assignment changed from [redacted] to [redacted]; [redacted]. Letter date changed from blank to 04/11/2024. Due date changed from 05/03/2024 to 04/26/2024.
04/19/2024 04:06 PM Assignment notification sent to [redacted]
04/19/2024 04:06 PM Assignment notification sent to [redacted]
>>>> 04/23/2024 11:27:09 AM - [redacted]
Status changed from Assigned to Filed. Reply date changed from blank to 04/23/2024. Filed date changed from blank to 04/23/2024.
>>>> 05/07/2024 09:39:20 AM - [redacted]
Section changed from MVAP Initial Review to MVAP Military and Veterans Assistance Program. Assignment date changed from 04/19/2024 to 05/07/2024. Due date changed from 04/26/2024 to 05/07/2024.

DEPARTMENT OF JUSTICE
OFFICE OF CONSUMER PROTECTION
STATE OF MONTANA
PO BOX 200151
HELENA, MONTANA 59620-0151

US POSTAGE PITNEY BOWES
ZIP 59601 $ 000.64⁰
02 4W
0000369755 APR 4151 1024
4170

PL-01, THE CAPITOL
TALLAHASSEE, FL 32399

CPD

32399387026

STATE OF MONTANA

AUSTIN KNUDSEN

ATTORNEY GENERAL

OFFICE OF CONSUMER PROTECTION
302 N. Roberts
P.O. Box 200151
Helena, MT 59620-0151

April 11th, 2024

[redacted]
[redacted] MT [redacted]

Re: Record Number [redacted]
Trajector Medical

Dear [redacted]:

The Montana Office of Consumer Protection received your complaint regarding Trajector Medical.

Please be advised that Montana Office of Consumer Protection may not be best suited to handle this type of complaint. Therefore, we advise you to contact the following office: Florida Consumer Protection Division
PL-01, The Capitol
Tallahasse, FL 32399
(850) 414-3300

I have forwarded a copy of this letter as well as your written complaint to Florida Consumer Protection Division.

We hope this information is helpful. If you have questions regarding this issue, please call (406) 444-4500.

Sincerely,

Justin Raymond
Investigator
Office of Consumer Protection

DEPARTMENT OF JUSTICE
Office of Consumer Protection
PO BOX 200151
Helena, MT 59620-0151
Phone: (406) 444-4500
1-800-481-6896

Printed Web Complaint

The following complaint was submitted to the Montana Office of Consumer Protection via the OCP Online Services Website.

OCP Complaint: [redacted]

Consumer Information	
Name:	[redacted]
Address:	[redacted]
Cell Phone:	[redacted]
E-Mail Address:	

Business Information	
Name:	Trajector Medical
Address:	5950 NW 1st Place Suite 200 GAINESVILLE FL, 32607
Phone:	(888) 988-3837

Complaint Information	
Product/Service:	Professional Services - Other
Problem Type:	Service Contracts
Complaint Description:	My name is [redacted] I am a resident of Billings, MT and I am an Army Veteran. I served in the MTARNG from OCT 1999 to AUG 2022 and I served three deployments (Irag, AFGH, GITMO). I recently submitted a claim for VA Disability with the VA benefits office. I was dealing with PTSD and I talked to my doctor about it and he suggested I make a claim. I did this on [redacted]OCT2023. A couple weeks later I was speaking to a co-worker and he suggested I run my claim through a company called Trajector Medical. He explained what he went through and stated Trajector Medical would be able to obtain a higher rating because of legal documentation they have connecting claims to military service. I was skeptical and I queried the company through an Internet search. At that time I did not find anything that was concerning. I located their web site which appeared to be professionally built and I contacted them. They provided the details of their service and their fee which they explained was five months of the awarded amount from the VA or the difference between my previous award and the new rating. I went through a questionnaire detailing the items I was claiming. This was redundant since I had already submitted a claim and the VA was not going to add this information. At the end of the process two items were added to the claim; frequent

urination and sleep apnia. I was unaware frequent urination was part of the claim and that was supposed to be IBS. Ultimately these two added items were denied.

The process to complete this claim took about five months. During this time I coordinated any and all medical appointments, I obtained my medical documentation and military records and I submitted all requested documentation to the VA. Trajector Medical did not submit anything.

I began to feel more uneasy about Trajector Medical and I spoke to the people at the VA Benefits office. They could not find any documentation submitted by Trajector Medical, as well as no documents showing evidence of claims connected to military service.

I decided to investigate Trajector Medical again and this time I located multiple negative reviews. I located multiple reviews claiming and stating Trajector Medical is a scam and a fraud company. I located multiple reviews stating Trajector Medical would continue to bill service members and charge large amounts for very little work. The reviews were very similar to what I had experienced with Trajector Medical. A big promise with very little if any work. Again the only document they submitted was the initial screening and VA claim application, which I had already done.

I located many reviews on the better business bureau (www. BBB.org). Most of these reviews were negative.

I furthered my investigation through VA web sites and legal web sites which discussed the Va's regulations for accreditation and the fee process for accredited agencies, agents, lawyers or representatives for service members. The VA has strict regulations on the fee process and the amount a service can fee a service member. I found that Trajector Medical is not an accredited organization and is not authorized to submit a claim application for a service member. If I would have known this before, I would not have reached out to them for assistance. They did not divulge this information to me and this was not discussed. I feel this was withheld since I have found a letter to Congress arguing the importance of Trajector Medical's organization. They promise to speed up the process of a VA Claim for service members as well as obtain a higher rating.

This is not true since they did not provide any details that would have helped my case. They did not speed up the process. Every time I met with the people at the VA Benefits office I was given an approximate time frame to see my claim finalized and I was told my packet was moving through the process at an average time frame or with in the Va's requirements.

I have located other comments stating Trajector somehow accesses Veterans claim information and discovers awarded ratings, then charges them for the award amount.

I feel Trajector Medical falls on deceptive practices with fees that are ridiculous and way over priced. I responded to one of their emails stating I was ending any business relationship with them and I no longer wanted to receive anything from them. I cited the VA regulations which outline what accreditation looks like. I have not received any reply as of today. the items I cited are as follows:

38 CFR § 14.629 - Requirements for accreditation of service organization represIentatives; agents; and attorneys.
38 CFR § 14.636 - Payment of fees for representation by agents and attorneys in proceedings before Agencies of Original Jurisdiction and before the Board of Veterans' Appeals.
I located information providing different agencies and organizations to contact

	regarding un-accredited agencies and your office was listed under that article. The only legal item I have found is the VA can send a cease and desist letter to Trajector Medical and I plan on requesting that. On [redacted]APR2024, my decision letter was submitted to Trajector. They responded discussing some of the claims were deferred and the email explained next steps to be taken. They specifically state "we can't move forward with more work for you until we have your most recent Rating Decision Letter." This is typed in bold font. I responded to the email and stated that I no longer wished to have any further business dealings with Trajector Medical. On [redacted]APR2024 I received an invoice for the amount of $18689.25. The item was listed as "Medical Evidence and Consulting Services Fee" with a due date of [redacted]APR2024. The Invoice number is listed as INV-[redacted] The email lists seven items that Trajector claims they did. They specifically state they "audited your VA decision and rating response to make sure no evidence was overlooked or underrated." They did not have my final decision letter long enough to perform a complete audit. I do not see any evidence of the items they claimed they did. I am keeping these emails for record and they are available if needed. On [redacted]APR2024, I received three phone calls from Trajector. The first phone call was attempted at 1437 HRS and the last phone call was attempted at 1442 HRS. The company left two messages requesting a return phone call. The messages appear to be computer automated recordings. I then received multiple text messages from Trajector as well as the two emails detailing the payment processed and the invoice. Because I have been researching my options and preparing this letter, I did not answer or respond to any communications from Trajector Medical. They are attempting to claim responsibility for my final rating and they have nothing to show for it. In conclusion, Trajector Medical is like a construction contractor who meets with a client and asks a few questions about the project. They provided paper work to apply for a building permit and then give instructions on how to submit the paper work. They then leave. The client fills out the paper work, attends any required meetings, purchases the materials, builds the foundation and frames the building, ultimately completing the project. Once the project is complete the contractor returns and demands payment for the work. This is what Trajector Medical does. This is their business model. Thank you for reviewing this letter. I am looking for further direction on what I can do in regards to this company that performs deceptive business practices. I do not feel I should have to pay for nothing in the amount they are demanding. From the articles I have read they all state to report this company so this is what I will do. While I wait for a response, do I pay? Or can they send me to collections and charge me late fees? Again thank you for reviewing this important matter.
Desired Resolution:	I do not desire to pay this company since they did not actually do anything.
Was an Attorney Retained:	No
Was the Business Contacted:	No

As part of the complaint submission the consumer has indicated that they understand and will comply with the following terms.

I understand that:

- the State has full discretion concerning its acceptance, investigation and resolution of this complaint;
- the State cannot act as my attorney; and
- no attorney/client relationship is established as a result of any activities undertaken on my behalf.

I hereby:

- affirm that this complaint is true and correct to the best of my knowledge; and
- authorize the use of my name and this complaint in investigating the company or individual complained of.

Date Submitted: 04/10/2024
Electronically signed.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 04/29/2024

[redacted]

I am a 65 year old veteran. I contacted this company due to their advertisement on facebook for veterans. They assist veterans on preparing medical terminology and connecting the dots on service-connected disabilities to non-connected disabilities. I called them and they told me on the phone (recorded by Trajector) they would charge me nothing up-front and that when I receive the results from the Veterans Administration they want 50% of any retroactive proceeds that the VA paid me. Once I received the results from the VA I sent it to this company. This company sent me an invoice for almost 3 times the amount that I thought I would have to pay. My goal is to report them for misleading veterans by verbally communicating one thing and putting something different in the contract. I unfortunately recommended this company to my brother who lives in Florida. I attempted to speak to Managers to no avail.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PL SUITE 200
City: Gainsville, FL 32607
Phone: (855) 472-3203
Website: https://www.trajectormedical.com
Date of Transaction: 04/29/2024

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/10/2025

[redacted]

This company purports to help disabled veterans by preparing forms and reviewing medical records to develop "medical evidence" to support disability claims. They engage in misleading and deceptive practices, over billing and are NOT approved or recognized (including the medical personnel used/employed) by the Veteran's Administration (VA) which is illegal. The so called "evidence" is produced by non doctors and lay people using copy/paste boilerplate type language who are not recognized/approved/authorized by the VA as an attorney, agent or VSO. This is illegal and is the UPL. Further, their marketing tactics are aggressive in nature by excessive calling, texting and emailing after requested to stop. They sent me bill for over $11,000 after I threatened to report them to the VA Office of General Counsel for their actions. They did complete a form for me and then faxed to the VA very much like a tax preparer would. They now claim I owe them monies that is at the very least over billing

Name/Firm/Company: TRAJECTOR MEDICAL LLC
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PLACE SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: trajectormedical.com
Date of Transaction: 05/10/2025

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 01/10/2025

[redacted]

On July [redacted], 2024, I filed an online application with a Claims Predator, Trajector Medical, for help with military disabilities. I had not previously filed for disabilities and did not realize that only accredited agents can prepare disability claims. This company provided very little service, and VA Medical in West Palm Beach set up all the medical appointments. On November [redacted], 2024, VA Medical awarded me the monthly amount of $1,361.88. Within a week, I received a bill from Trajector for $6,809.40 for their services. On December [redacted] 2024, I received another letter from VA Medical entitling me to a monthly amount of $1,995.01. Apparently Trajector can access my VA medical records because on December [redacted], 2024, I received another invoice from Trajector for $3,165.65. Trajector has billed me for $9,975.05, which represents most of my VA benefits for a year. This company is harassing me with emails and phone calls. I have tried to get help from VA Medical and local lawyers with no success. The community needs to know about this predator, and I need help to resolve this problem. Any suggestions for legal aid or help from your office would be appreciated. Thank you.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PLACE, SUITE 200
City: Gainsville, FL 32607
Phone: (855) 472-3203
Website: trajectormedical.com
Date of Transaction: 01/10/2025

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 01/17/2025

[redacted]

Trajector Medical allegedly purports to help veterans develop "medical evidence" for their VA benefits claims process, but in their contract, specifically disclaim that they are filing any VA claim paperwork for Veterans as they are not accredited to do so. However, I am properly accredited by the VA and represent the veteran listed in this complaint. I can see his complete VA claim folder electronically and we have determined that someone, most likely from Trajector Medical, forged this veteran's signature on various claim-related documents and faxed those to the VA's Evidence Intake Center unbeknownst to the veteran. I printed out these claim documents for the veteran and provided them to him for his review. He had never seen these forms, did not complete these forms, provide the data contained on the forms, or sign (or authorized anyone else) to sign on his behalf. You can see from the documents that someone has forged his signature and then pasted the image of the signature.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 410 SW 140TH TER
City: Newbury, FL 32669
Phone: (888) 988-3837
Website: www.trajectormedical.com
Date of Transaction: 01/17/2025

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 01/24/2025

[redacted]

I Filed my initial Va claim with them. Then they send me a bill for 6,800. It is illegal to charge a veteran on the first claim. Not they are harassing me by emails and calling at crazy hours. Please investigate this company. Read some of there reviews on Yelp and BBB

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 N W 1ST PLACE- SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: trajectormedical.com
Date of Transaction: 01/24/2025

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 03/07/2025



Trajector Medical offers "medical evidence" and filing help for VA disability claims in return for 5x the increase in benefits. They asked for access to medical records which were not used, produced factually incorrect lay-statements which I had to re-write to avoid making fraudulent statements, produced grossly flawed "evidence", misrepresented their services re: assistance for appeals, and created such delays that almost a year elapsed until a filing deadline was looming and then used high-pressure tactics to coerce filing of a claim that they knew was less than complete. I have now been appraised that the non-specific boilerplate "evidence" I was coerced to send is more likely to damage my VA claim due to poor assessment of probity. I have attempted to terminate contact but they refuse to close my account without payment for "services" that likely had negative value. I believe their practices are predatory towards veterans and likely illegal.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PL STE 201
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: www.trajectormedical.com
Date of Transaction: 03/07/2025

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 03/18/2025

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Questionable business practices
Street Address: 5950 NW 1st Play suite 209
City: Gainesville, FL 32607 Alachua
Phone: (855) 477-3203
Date of Transaction: 03/03/2025
Amount Paid: 3276.00They claimed they had new information that my disability rating was 80%. I have not authorized them access to my VA account, so I requested a copy of new information and where they obtained it from. They refuse to provide. I asked for supervisors name and email. They refused. I contacted the VA and they confirmed they are not granted access to my account. I have asked since they stated my bill is paid in full that they provide me a letter stating the have no claim to any future compensation. They refuse. The only way they could get my disability rating is through unauthorized source which would be a violation of HIPA. I cannot file an appeal until in know they have no claim to it. I asked the to do an appeal. They will not do.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 03/27/2025

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Illegally Accessing VA Information Benefits
Street Address: PO Box 596
City: Lehi, UT 49643-9121
Phone: (855) 472-3203
Date of Transaction: 03/27/2025
Amount Paid: 7918.40This company accessed my veteran information without my permission and is billing me 7918.40 for their services. I have not paid the bill.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/10/2025

[redacted]

This company purports to help disabled veterans by preparing forms and reviewing medical records to develop "medical evidence" to support disability claims. They engage in misleading and deceptive practices, over billing and are NOT approved or recognized (including the medical personnel used/employed) by the Veteran's Administration (VA) which is illegal. The so called "evidence" is produced by non doctors and lay people using copy/paste boilerplate type language who are not recognized/approved/authorized by the VA as an attorney, agent or VSO. This is illegal and is the UPL. Further, their marketing tactics are aggressive in nature by excessive calling, texting and emailing after requested to stop. They sent me bill for over $11,000 after I threatened to report them to the VA Office of General Counsel for their actions. They did complete a form for me and then faxed to the VA very much like a tax preparer would. They now claim I owe them monies that is at the very least over billing

Name/Firm/Company: TRAJECTOR MEDICAL LLC
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PLACE SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: trajectormedical.com
Date of Transaction: 05/10/2025

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/15/2025

[redacted]

Trajector preys on veterans like myself who file a VA disability. They don't charge upfront but want 5 times monthly benefit. They want to charge me over 11,000 for the very little they did for me. I had to file myself and do all of the other work myself.
This company preys on veterans and should be closed down.
[redacted]

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
City: Gainesville, FL Alachua
Phone: (800) 477-0686
Website: trajectormedical.com
Date of Transaction: 05/15/2025

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/15/2025

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Predatory business
Street Address: 5950 NW 1st PL Suite 200
City: Gainesville, FL 32607 Alachua
Website: https://www.trajector.com/
Date of Transaction: 05/15/2025
Amount Paid: 2687.10Trajector states in phone calls that they will advocate for veterans and assist in obtaining VA benefits, however, the "assistance" is a single document that serves as nothing more than an introduction to the claims process. Only after making payments was I informed that Trajector would not assist with appeals or any of the advocation promised. This is a deceptive practice meeting the definition of fraud.

While I respect the minimal work done to provide that document, the services provided do not warrant the astronomical fee exceeding $3500. I would like a refund of 90% of the money paid and a cancellation of any amount still owed.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/22/2025

[redacted]

I'm a veteran who signed with Trajector Medical (Vet Comp & Pen) in Jan 2025 to help gather medical evidence for my first-ever VA disability claim. I was unaware at the time that federal law (38 U.S.C. § 5904 and 38 CFR § 14.636) prohibits charging fees for services provided before a decision on an initial claim. Trajector's platform prefilled forms, gathered my records, and faxed my claim to the VA once I clicked "submit." Their contract states I owe 5× any VA pay increase—even for an initial claim. They didn't charge upfront but intend to bill me after the decision. I would not have signed had I known this was unlawful. They are based in FL and appear to be structuring their business to avoid VA rules while charging veterans illegal fees. I am reporting this proactively before they invoice me. Please investigate to protect other veterans from similar misleading and unfair practices.

Name/Firm/Company: TRAJECTOR MEDICAL
Subject/Category: Military Veterans Assistance Program
Street Address: 5950 NW 1ST PLACE SUITE 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: https://www.trajectormedical.com
Date of Transaction: 05/22/2025

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/13/2025

[redacted]

Name/Firm/Company: Trajector Medical
Subject/Category: Billing for services not rendered
Street Address: 5950 NW 1st Pl suite 200
City: Gainesville, FL 32607 Alachua
Phone: (888) 988-3837
Website: https://www.trajectormedical.com/
Date of Transaction: 04/24/2025
Amount Paid: 4200Trajector Medical is attempting to charge me for services I did not use. Although they created a medical packet for a VA disability claim, I did not submit their materials to the VA. I submitted my own evidence and was approved based on that, not their work.

They are now demanding a large fee based on a percentage increase in my VA benefits, claiming credit for my award. I have disputed the charge multiple times and asked for cancellation and closure of the account. They refuse, continue pressuring me, and are threatening to keep my account open unless I pay.

This appears to be a predatory practice targeting veterans by billing for results they did not help achieve. I believe this behavior violates consumer protection laws and warrants FTC attention.

Resolution Requested:

- Cancel the invoice
- Close the account
- Investigate Trajector Medical’s billing practices for unfair, deceptive, and veteran-targeted conduct

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/05/2017

[redacted]

Name/Firm/Company: Vet Comp and Pen Medical Consulting
Subject/Category: VETERAN BENEFIT FRAUD
Street Address: 410 SW 140th Terrace
City: Newberry, FL 32669 Alachua
Phone: 888-98-Veteran
Website: https://www.vetcompandpen.com/contact-us/This organization is charging fees for Filing VA claims. They are requiring Veterans to pay 4 months of benefits and 10% any retro. This is against Federal Law and they need to be shut down. I have a copy of the contract and they specifically state VA disability.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 11/28/2017

[redacted]

Name/Firm/Company: Vet Comp and Pen Medical Consulting, LLC
Subject/Category: Complaints and Legitimacy of...
Street Address: 410 SW 140th Terrace
City: Newberry, FL 32669 Alachua
Phone: 888-98-veteran
Website: Vetcompandpen.com
Date of Transaction: 11/28/2017
Amount Paid: 0I question the legitimacy of this company and question if other Vets or family members of Vets have cited letters of concern to your office. How long have they been in business? BBB Rating?

Checking on line, I don't get a "warm feeling" from posted comments.

Public Record Received Via Postal Mail | **EC Review Complete**

Category: **Consumer Complaint Non-Regulated** | **Priority:** | **Status:** **Filed**

Summary: CONSUMER CONTACT FORM - Writer is a 22 year army veteran who has experienced problems trying to file a claim for VA benefits. He says Vet Comp & Pen contacted him, offering to assist him in filing his claim. He says that after three months of no contact, he contacted the Veterans Benefits office at a VA facility in Nevada and received the help he needed. He says he subsequently contacted Vet Comp & Pen and advised that he did not need their services. He says that almost nine months later, after he received a disability increase from the VA, Vet Comp & Pen contacted him and demanded payment of $4,826.20, despite the fact that they never filed a claim on his behalf. He believes the company is attempting to take advantage of veterans, and requests an investigation of the company.

https://www.vetcompandpen.com/

NOTE: [redacted] can reply using CON FYI and FDCPA info, but fwd draft to [redacted] - fb 1/18/17 - Forwarded draft to [redacted] for review. GP

Business or Person Referenced: **Vet Comp & Pen Medical Consulting, LLC**

Prelim / AG Number(s):

Address:	410 Southwest 140th Terrace
City:	Newberry
State:	Florida
Zip:	32669
County:	Alachua
Phone:	(800) 718-8066
Website:	www.vetcompandpen.com/contact-us/
Date of Transaction:	☐ Not Applicable
Amount Paid:	$0 Payment Method:

Assigned To

Section:	Citizen Services		
Include the Senior Protection Team?	☐ **Yes**		
Coordinator:	[redacted]		
Author:	[redacted]		

Letter Date	Assigned	Due	Reply	Filed
12/20/2016	01/06/2017	01/13/2017	01/18/2017	01/18/2017

Reply List .. Double-click entry to open reply

01/18/2017 02:00 PM Email Response .. Sent

From **Mr.** [redacted]

Address: [redacted]

Phone Number: [redacted]

Email Address: [redacted]

☐ **Contact is 60 or older?**

○ **Active Military** ● **Veteran** ○ **Clear Selection**

General comments and related documents

EC Referral ..

Modification History

Created: 01/06/2017 09:35:39 AM .. [redacted]

Last Edited: 01/27/2017 03:34:01 PM .. [redacted]

>>>> 01/06/2017 10:14: AM [redacted]
Subject changed from blank to Consumer Complaint Non-Regulated. Status changed from Received to Assigned. Email Address changed from blank to [redacted].
Letter date changed from blank to 12/20/2016.
>>>> 01/18/2017 02:00: PM [redacted]
Status changed from Assigned to Reply In Process. Assignment changed from [redacted] to [redacted]. Reply date changed from blank to 01/18/2017.
01/18/2017 05:17:54 PM Scheduled Reply Sent
>>>> 01/18/2017 06:09: PM Status changed to Filed.
>>>> 08/14/2018 02:55:43 PM Moved to Filed Correspondence

CB/Consumer Ronney
Triage Bu

Office of the Attorney General

Please return completed consumer contact form to:
Office of Attorney General Pam Bondi
State of Florida
PL-01, The Capitol
Tallahassee, Florida 32399-1050

The contact information MUST be provided as we correspond via U.S. mail. Incomplete forms cannot be processed. PLEASE WRITE LEGIBLY. Only one business per complaint form.

Person Making Complaint:	Complaint is Against:
Miss/Ms. [redacted] Mrs./Mr. Last Name, First Name, Middle Initial	Vet Comp & Pen Name/Firm/Company
[redacted] Mailing Address	410 SW 140th Terrance Mailing Address
[redacted] City, County	Newberry City, County
[redacted] State, Zip Code	FL 32669 State, Zip Code
home [redacted] Home & Business Phone, including Area Code	800-718-8066 Business Phone, including Area Code
[redacted] Email Address	invoicing@vetcompandpen.com Business Email or Web Address

Product or Service involved: File VA Claims Amount Paid: $ 0

Date of Transaction: N/A I was contacted by: X Telephone X Mail ____ Other

Have you retained an attorney? ☐ Yes ☒ No

Did you sign a contract or other papers, i.e. estimates, invoices, or other supporting documents? ☒ Yes ☐ No

If you filed complaints with any other governmental and/or consumer agencies about this matter, please list those agencies: I am drafting a Congressional Letter

(ATTACH COPIES. DO NOT SEND ORIGINALS.)

Note:

1. All documents and attachments submitted with this complaint are subject to public inspection pursuant to Chapter 119, Florida Statutes.
2. Whoever knowingly makes a false statement in writing with the intent to mislead a public servant in the performance of his official duty shall be guilty of a misdemeanor of the second degree, punishable as provided in s. 775.082, s.775.083, or s.837.06 Florida Statutes.

Please indicate if you are over the age of 60. Penalties can be enhanced for victimizing senior citizens. Over 60 ☐ Yes ☒ No

(PLEASE USE OTHER SIDE OF THIS FORM TO DESCRIBE YOUR COMPLAINT & ATTACH YOUR SIGNATURE)

Please explain your complaint. Attach additional sheets, if necessary.

I am a 22 year Army Veteran and I feel like Vet Comp & Pen is a company that is attempting to take advantage of Veterans. They contacted me in regards to filling Veteran's claims on my behalf. They assured me that they were going to file the VA claims on my behalf. I emial them copies of my medical records and after a month, I decided to contact them and their response was always the same. They wer accessing my medical records and putting together all the necessary evidence to support my claim. Sinc they were not assisting me I decided to contact them again (after almost three months) I told them that I not needed their services.

I contacted The Veteran's Benefits office at the VA Hospital in Southern Nevada and they provided me th assistance that I needed. Almost nine months latter - I received a disability increase from the VA. Vet Comp & Pen contacted me asking for 4,826.20. When I contacted them and asked them why they felt lik needed to pay them any money when they never filled any claims on my behalf. They could not explain t me why they were billing me for the VA increase but they said that it was not their job to fill any claims bu provide me with information and guidance.

I feel like this organization is trying to take advantage of Veterans and I am asking your organization to lo into their business practices. Please feel free to contact me at anytime.

[redacted], US Army retired.

Florida
Attorney's General Office
JAN 3 2017
Citizen Services

DEPARTMENT OF LEGAL AFFAIRS
2017 JAN -3 AM 9:47
ATTORNEY GENERAL
TALLAHASSEE FLORIDA

My signature authorizes the Attorney General's Office to take any action deemed necessary for purposes of investigation or enforcement. I understand that the Attorney General does not represent private citizens seeking the return of their money or other personal remedies. I am filing this complaint to notify your office of the activities of this company so that it may be determined if law enforcement or legal action is warranted.

Signature: [redacted] Date: 20 Dec 2016

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 07/12/2021

[redacted]

Name/Firm/Company: VET COMP and PEN Medical Consulting
Subject/Category: Medical Billing
Street Address: 410 SW 140th Terrace
City: Newberry, FL 32669 Alachua
Phone: 1-800-718-8066
Website: vetcompandpen.com
Date of Transaction: 06/15/2021I,m a disabled veteran, i contacted this legal firm to help me file for disability claim against the VA. I have never seen anybody, did not go to court with this firm .I did get 20 percent back from VA.I never got back pay from not able to work due to surgery and never other medical help like chiropractic. I received a bill for 2877.15 for just filling paperwork. I have not paid any of it yet. What is my recourse.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 05/12/2021

[redacted]

Name/Firm/Company: Vet Comp & Pen Medical Consulting, LLC
Subject/Category: incomplete services/taking money
Street Address: 410 SW 140th Terrace
City: Newberry, FL 32669 Alachua
Phone: (888) 988-3837
Website: https://vetcompandpen.com/
Date of Transaction: 05/08/2021
Amount Paid: 750I hired this company to help me file and receive benefits through the VA. I was told to start with one disability before adding any more. I filed all the paperwork online myself with the VA. Throughout the process I had contacted Vet Comp and Pen to ask how my claim was going. They would consistently say check your ebenifits or call the VA. After a year of working on this myself I finally got my rating. I let them know I finally received my rating but had questions. No response. They started calling immediately for their payments but will not return any emails or calls. I have now informed them I no longer want to be a client and can not get any return emails to release me.

Internet Contact Information

INTERNET COMPLAINT RECEIVED BY THE ATTORNEY GENERAL'S OFFICE ON 06/10/2021

[redacted]

Name/Firm/Company: Vet Comp & Pen Medical Consulting, LLC
Subject/Category: Veteran Benefits Poaching
Street Address: 410 SW 140th Terrace
City: Newberry, FL 32669 Alachua
Phone: 1-888-98-Veteran
Website: https://vetcompandpen.com/
Amount Paid: 10,968.25The company requests a veteran's government login in violation of 18 USC §1030, then charges illegal fees for claims consultation. In terms of the agreement, the VA's official position is as follows:

OGC: It is VA's position that charging a fee for a pre-filing consultation is always unlawful if the fee is charged after a Veteran or survivor becomes a VA claimant by expressing to the individual providing the consultation an intent to file a claim for VA benefits. Moreover, a pre-filing "consultation" fee may never be tied to the outcome of a claim filed with VA if the attorney or agent provides any claims assistance—this includes arrangements where an individual agrees to refund the fee if, after the individual assists with a VA claim, VA ultimately denies the claim. Such a fee would amount to an unlawful contingency fee or advance payment for assistance with an application for VA benefits. Please forward the attached documents with information on the Accreditation Program Enforcement Authority and How to File a Complaint to your client. If the client would like to file a complaint with our office and/or the Federal Trade Commission (FTC) after reading the attached documents, he/she will need to provide a detailed summary of the allegations of misconduct. Details should include date(s) when the event(s) occurred, full names for all the individual(s) involved, the name of the organization (if applicable), complete mailing address (street, city, state, zip code) and telephone number for the organization (if applicable) and all the individual(s) involved. Attach any additional information pertinent to the complaint. Please note, when a complaint is file with the FTC, it will also be accessible to other Federal and State law enforcement authorities for their possible investigation and prosecution. Thank you for taking the time to inform the Office of General Counsel and I hope you have a great rest of the day.

A complaint has been filed with the VA OGC, but this complaint as well. Additional information on this organization should be accessible via the FTC.